



DO YOU HAVE A COMPLAINT AGAINST YOUR TELCO PROVIDER?

Disclaimer:

This information has been produced by Consumer Credit Legal Service (WA) Inc. The information included should not be construed as legal advice, but information of a general nature.

If you have a complaint about your telecommunications (**telco**) service, or damage to your property or telecommunications equipment, you should first contact your telco provider about it.

What if your complaint remains unresolved?

If your complaint remains unresolved, you may choose to lodge a complaint against your telco provider at the **Telecommunications Industry Ombudsman (TIO)**.

The TIO is a free and fair dispute resolution service for consumers who have a complaint about their telephone or internet service in Australia. The TIO's aim is to settle consumers' unresolved disputes with telco providers in an objective and non-bureaucratic way. All telco providers are required to be members of the TIO.

What complaints does the TIO deal with?

The TIO will only deal with a complaint if:

1. you are a residential consumer or a small business (up to 20 full time employees and/or annual turnover of below \$3,000,000 – though this is used as a guide only);
2. you are the account holder or authorised to deal with the matter; and
3. your complaint is less than 12 months old.

If your complaint is older than 12 months, you may not be able to lodge a complaint with the TIO unless you can show a good reason for not making the complaint earlier.

Generally, the TIO will deal with complaints for amounts below \$100,000.

What can the TIO do?

TIO will try to assist you in negotiating with your telco provider, and if necessary, investigate and make a determination on your matter. Remember that the TIO may decide against you or against the telco provider.

How can you make a complaint to the TIO?

You can make a telephone complaint to the TIO by contacting them on 1800 062 058.

Alternatively, you can make a complaint online at <http://www.tio.com.au/making-a-complaint>

For further information contact:

Consumer Credit Legal Service (WA) Inc.
Website: www.cclswa.org.au
Advice line number: (08) 9221 7066

Other useful contacts:

Telecommunications Industry Ombudsman
Website: www.tio.com.au
Telephone number: 1800 062 058

Financial Counsellors' Association of Western Australia
Website: www.financialcounsellors.org
Telephone number: 1800 007 007