



MAKING A COMPLAINT AGAINST YOUR PHONE AND INTERNET PROVIDER

Disclaimer: Consumer Credit Legal Service (WA) Inc. produced this information as a general guide only. The information is not legal advice. You may ring us on (08) 9221 7066 for more help.

CASE STUDY

Eric paid his phone bill twice by mistake. He called his provider about the extra payment and they promised to refund the amount overpaid to his account. He has called them 3 times since and each time there has been no record of his request and he has needed to re-explain his situation. He made a complaint to his provider but his account still hasn't been credited. Eric contacted CCLSWA for advice. CCLSWA advises Eric to lodge a dispute with the Telecommunications Industry Ombudsman.

Contact your phone or internet provider

If you have a dispute with your phone and internet (**telco**) provider, you should first contact them directly to try to resolve the dispute.

What if your dispute remains unresolved?

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

The TIO is a free dispute resolution service for people in Australia who have a complaint against their telco provider. The TIO's aim is to settle unresolved disputes with telco providers in an unbiased way. All telco providers are required to be members of the TIO.

Which complaints do the TIO deal with?

The TIO will only deal with your complaint if:

1. You are an individual or a small business;
2. You are the account holder or the person authorised to deal with the account; and

3. Your dispute is less than 12 months old.

If your dispute 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.

What can the TIO do?

The TIO will try to assist you in negotiating with your telco provider, and, if necessary, investigate and make a decision 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>

We recommend that if you do make a complaint you should do so in writing and keep a copy for your records.

For further information contact:

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

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