



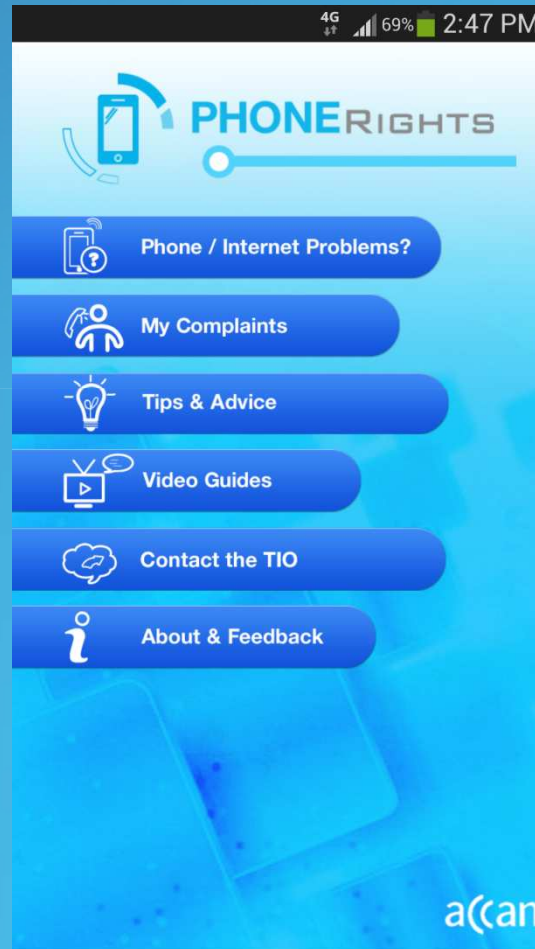
Australian Communications
Consumer Action Network



Australia's watchdog for communications consumers

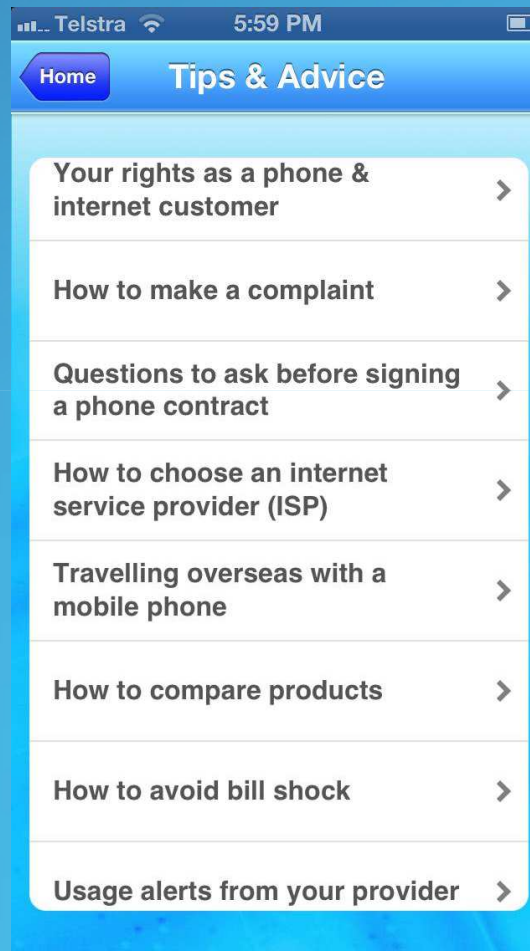


Phone Rights App - menu

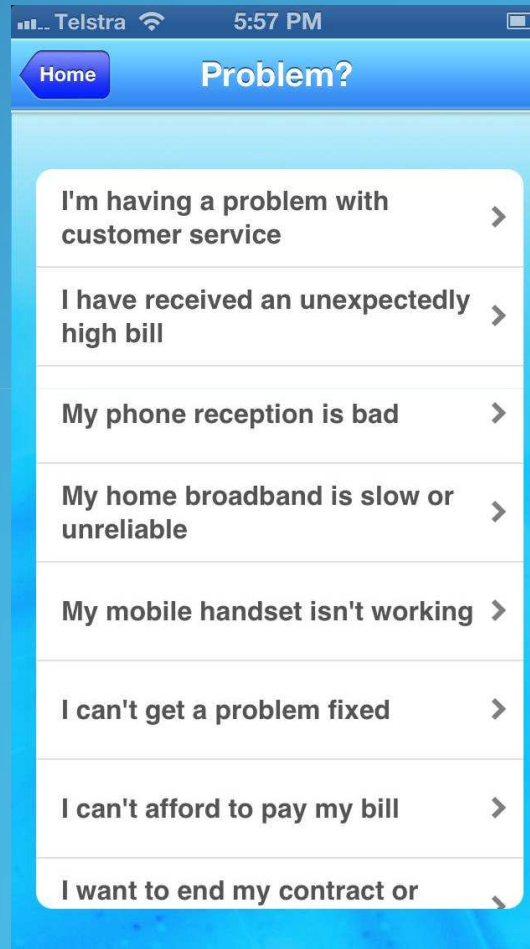


accan

Tips and Advice

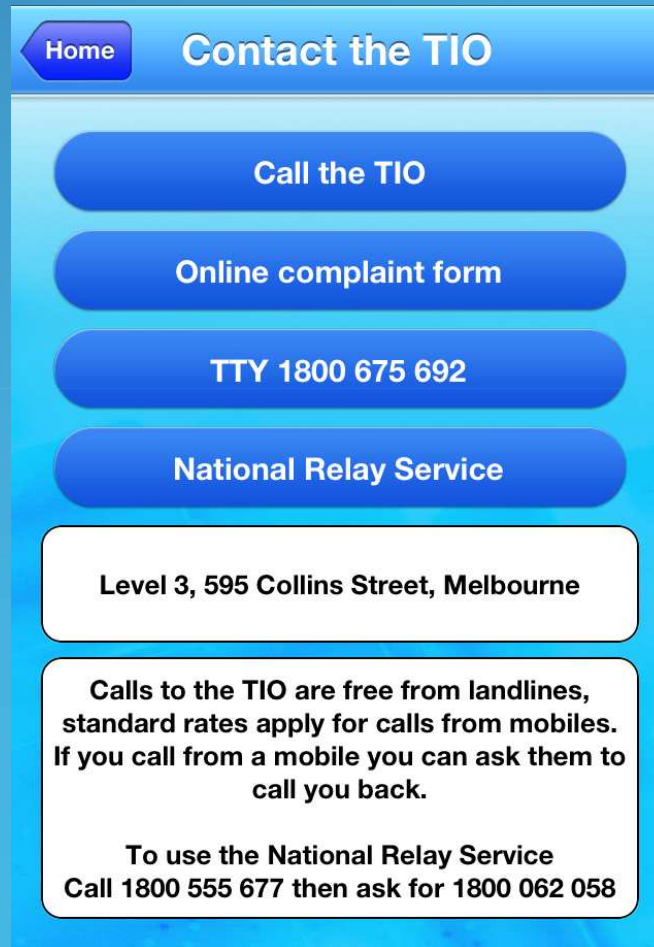


Problems?



accan

How to complain



The screenshot shows a webpage titled 'Contact the TIO' with a 'Home' button. It features four blue buttons for 'Call the TIO', 'Online complaint form', 'TTY 1800 675 692', and 'National Relay Service'. Below these are two white boxes: one with the address 'Level 3, 595 Collins Street, Melbourne' and another with call instructions: 'Calls to the TIO are free from landlines, standard rates apply for calls from mobiles. If you call from a mobile you can ask them to call you back.' and 'To use the National Relay Service Call 1800 555 677 then ask for 1800 062 058'.

[Home](#) **Contact the TIO**

[Call the TIO](#)

[Online complaint form](#)

[TTY 1800 675 692](#)

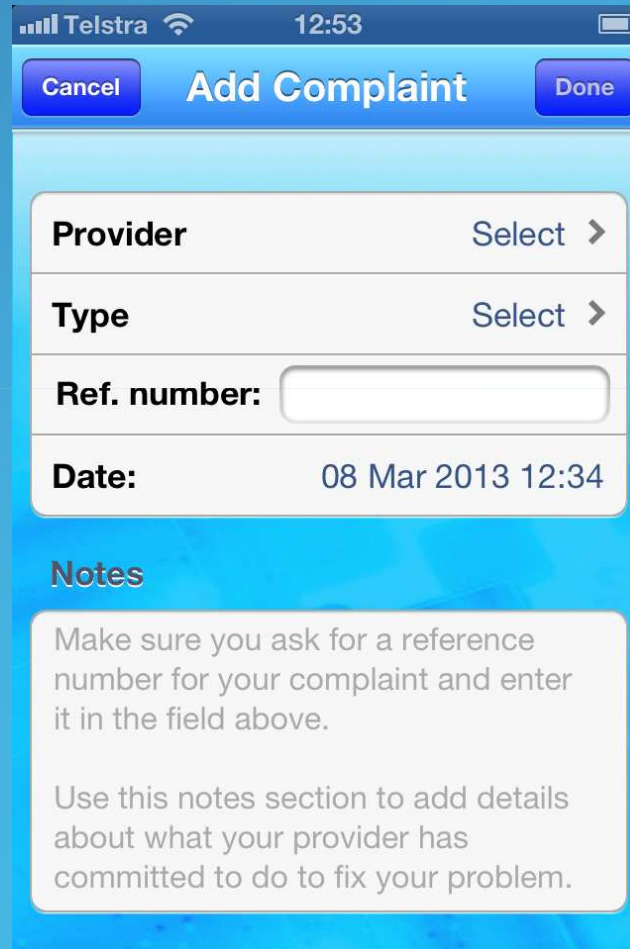
[National Relay Service](#)

Level 3, 595 Collins Street, Melbourne

**Calls to the TIO are free from landlines,
standard rates apply for calls from mobiles.
If you call from a mobile you can ask them to
call you back.**

**To use the National Relay Service
Call 1800 555 677 then ask for 1800 062 058**

Log your complaint



The screenshot shows a mobile application interface for logging a complaint. At the top, the status bar displays 'Telstra', signal strength, Wi-Fi, and the time '12:53'. Below the status bar is a blue header with three buttons: 'Cancel', 'Add Complaint', and 'Done'. The main content area is a light blue rounded rectangle containing the following fields:

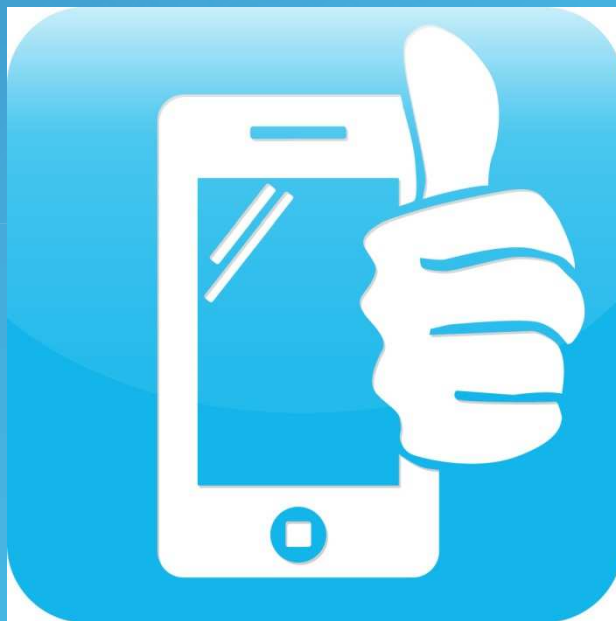
- Provider**: A dropdown menu with the text 'Select >'.
- Type**: A dropdown menu with the text 'Select >'.
- Ref. number:** A text input field.
- Date:** A text field containing the value '08 Mar 2013 12:34'.

Below these fields is a section titled **Notes** with a light blue background and rounded corners. It contains two paragraphs of text:

Make sure you ask for a reference number for your complaint and enter it in the field above.

Use this notes section to add details about what your provider has committed to do to fix your problem.

accan



a((can