

What are your rights?

TELECOMMUNICATIONS COMPENSATION

NETWORK OUTAGE? ■ NO SERVICE? ■ CALL FAILURE?



- If you have been disadvantaged or lost money due to a phone or internet outage, you might be able to claim compensation.
- Compensation should make up for your loss.
- For example, if your internet is out for one week you could ask for your money back for that week. You may be able to claim for costs incurred, like getting your internet fixed or using extra mobile data.

How can I claim compensation?

- 1** Work out how much money you or your business has lost because of the outage, including any costs for an interim service. Keep documents such as bills and receipts as evidence, record when the outages happened, and how long they lasted.
- 2** Contact your service provider to explain the problem, and to ask for compensation.
- 3** Give your service provider copies of the evidence you have collected.

Should I pay my bill?

You must pay any bill that is reasonable. If you think that the bill is too high, let your service provider know why. If you cannot reach an agreement with them, contact the Telecommunications Industry Ombudsman (TIO) for help.

Tip:

- If you pay for more than one service on the same bill, and one service stops working, you must still pay for the services that are working.





Contact us

Can I cancel my service?

Yes, but only if it has a major problem, or a minor problem that cannot be fixed in a reasonable time.

What if my service provider does not compensate me?

You can take your complaint to the TIO.

Contact details: 1800 062 058
or www.tio.com.au

www.accan.org.au
Twitter: @ACCAN_AU
www.facebook.com/accanau
info@accan.org.au
02 9288 4000

For more tips and information go to:
www.accan.org.au/tip-sheets



Tip:

■ When you buy services, they come with guarantees under the Australian Consumer Law. For more information on guarantees go to:

www.accan.org.au/guarantees

