



Na internet asiloah na
phone he pehtlai in
harnak/buaibainak na
ngei maw?

Kan i bawmh khawh.

tio.com.au

1800 062 058



Telecommunications
Industry
Ombudsman



Phone asiloah internet he pehtlaimi phunzainak hna kha ttha tein kan remh khawh.

Kan nih cu zalong tein le man loin thil remhnak lei a ttuanmi kan si. Chim duhmi cu phaisa na pek a herh lai lo i kapkhat lei lawng tanh in thil kan tuah lo.

Sehthilri in pehtlaihna lei Rianttuannak Ombudsman nih atanglei hna in kan in bawmh khawh:

- **Hnatlaknak sermi hna:** Na ngah/hmuh lomi thil pakhat kha hnatlaknak na rak tuah maw?
- **Hman Man Hna:** Na hmanmi man hna cu an palh asiloah pek dingah harnak na ngei maw?
- **Palhnak le na hmanmi thil riantttuan hman lomi hna:** Na phone asiloah na internet hmanmi cu ttha tein rian a ttuan lo maw?
- **Pehtlaihna Rawh:** Na phone asiloah na hmanmi internet cu hman khawh ti loin a cet maw?
- **Leiba Khawlnak:** Na leiba asilomi kha cham dingah an in hal maw?
- **Zuarzamh ningcang:** Na cawh khawh lomi thil asiloah timhlamnak hna kha an in zuar bal maw?



**Telecommunications
Industry
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Phone/internet petu hna he rian kan ttuan ning

Nangmah, asiloah na chawhn piakmi hna nih, phone asiloah internet pawl an hman ahcun, bawmhna kan in pek khawh. Cucu, inn asiloah a hmemei chawllehnac caah hmanmi zong a si kho. A tanglei bantukin rian kan ttuanning cu asi:

1. Phone/Internet petu kha lungtlinlonak na theihter hna.
2. Phone/internet petu nih na lungtlinlonak an in tuah piak lo ahcun, rak kan chawn.
3. Kanmah nih lungtlinlonak caah bomhnak pek le pek lo ding kha biachahnak kan tuah.
4. Nangmah le na phone/internet petu karlak lungtlinlonak i rem ding caah kan ttuan ti lai.
5. Phone/internet petu le nangmah karlak hnatlaknak a um kho lo ahcun, Ombudsman lei nih zeitin dah tuah a that bik lai ti kha biachahnak kan tuah khawhmi asi.

Midang bomh halnak

Nangmah caah phunzainak tuah dingah pakhat khat kha bawmhna na hal khawh hna asiloah na chawllehnac, na hawi tibantuk, na chungkhar asiloah tangka lei fiamchimhtu hna. Nawlpeknac catlap hna kha phone in na hal khawh asiloah kan website chungah na lak khawh.

Pehtlaihna rak kan tuah

Na tlantlin lonak pakhat khat hna cu kan website **www.tio.com.au** in theihternak na kan tuah khawh asiloah **1800 062 058** ah na kan chawhn khawh.

Hi hmun zongah cakuat in na kan kuat khawh PO Box 276, Collins Street West, VIC 8007 asiloah fax cakuatnak 1800 630 614 in na kan kuat khawh.

Mirang holh silomi holh lehpiak na herh ahcun, hika **131 450** ah chawhn hna law kan mah he pehtlaih dingin an in bawmh lai. An nih cu man pek ahau lai lo.

A cunglei phone number hna hi mobile phone in na chawhn ahcun a man a ka chiah lai.