

10 April 2018

Mr Christopher Neilson

██████████
KEWARRA BEACH QLD 4879

By email to ██████████

Dear Mr Neilson

Your complaint to the TIO

TIO reference	2018/04/04870
Service provider	Optus Mobile Pty Ltd

The Telecommunications Industry Ombudsman (TIO) has received your complaint about Optus Mobile Pty Ltd (trading as Optus Mobile Pty Ltd).

The role of the TIO

The TIO is a dispute resolution service for small business and residential consumers with complaints about telecommunications services supplied or offered in Australia.

We handle complaints where the consumer is an end-user of the telecommunications service or is directly affected by the telecommunications service.

The types of complaints we handle include complaints about supply of services, faults with services, billing and debt recovery, and breach of privacy.

There are some types of complaints that the TIO does not handle, and some circumstances when the TIO can decide not to continue handling a complaint.

This complaint issue

Your correspondence is about the network infrastructure issue related to mobile coverage by Optus Mobile.

Please be advised the TIO cannot request or compel the service provider to upgrade their network infrastructure in order to improve the mobile reception as this is their commercial decisions regarding business operations. Also, we cannot compel Optus to provide an antenna booster service that they do not offer to prepaid customers or cannot provide it on a loan or discounted price. However, TIO can look into the issue if your service provider is not allowing you to release from contract without any exit fee.

Telecommunications Industry Ombudsman Ltd ABN 46 057 634 787

PO Box 276 / Collins Street West VIC 8007
Email tio@tio.com.au
Web www.tio.com.au

* calls from mobile phones may incur charges

Tel freecall* 1800 062 058
Fax freecall* 1800 630 614
Interpreter 13 1450
TTY 1800 675 692

National Relay Service:
www.relayservice.com.au
or call 1800 555 677 (for TTY) or
1800 555 727 (for Speak & Listen),
then enter or ask for 1800 062 058

Because your complaint is about this issue, we cannot continue handling your complaint and we will not be taking this matter further.

Regarding improving the mobile coverage issue you can contact **Department of Communications and the Arts** on **1800 254 649**. The Department of Communications and Arts explains in detail about the **Mobile Black Spot Program** to invest in telecommunications infrastructure to extend and improve mobile phone coverage and competition. Please visit the below link for more info:

<https://www.communications.gov.au/what-we-do/phone/mobile-services-and-coverage/mobile-black-spot-program>

Also you can contact them about the **Mobile Black Spot Program** via:

Email: mobilecoverage@communications.gov.au

Mobile Black Spot Program

GPO Box 2154

CANBERRA ACT 2601

Review of this decision

If you believe the TIO has misunderstood the details of your complaint, you can ask us to review the decision not to continue handling this matter.

If you request a review, you will need to explain why you think the matter should be assessed in a different way and provide any relevant new information.

You can contact us again by:

- [completing an online form](#)—quoting the TIO reference in this letter, or emailing tio@tio.com.au
- calling 1800 062 058.

If you do not contact us again, we will take no further action.

More information about the TIO

Our website is www.tio.com.au. It contains information on:

- our Terms of Reference, via > About us > [Company Constitution and Terms of Reference](#)
- the types of complaints we deal with, via > Consumers > [Complaints we handle](#)
- how we handle complaints, via > About us > [Complaint handling procedures](#)
- how we collect, handle and protect personal information about account holders and their representatives, in our Privacy Policy at www.tio.com.au/privacy. If you provide us with sensitive information, such as information about your health, you consent to collection unless you tell us otherwise.

You can contact us if you have questions about the information in this letter or you would like a copy of any of the information listed above.

Yours sincerely

Jimmy Gill
Enquiry Officer