



Telecommunications Authority of Trinidad and Tobago

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NEWS RELEASE

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EASIER ACCESS TO THE TELECOMMUNICATIONS AUTHORITY OF TRINIDAD AND TOBAGO'S CONSUMER COMPLAINT MECHANISM

Easier access to the Telecommunications Authority of Trinidad and Tobago's Consumer Complaint Mechanism is now available to consumers who remain dissatisfied after lodging complaints with providers of the following services:

- ✓ Fixed line telephone
- ✓ Mobile telephone
- ✓ Internet
- ✓ Cable television
- ✓ Satellite television
- ✓ Television(non-subscription)
- ✓ Radio

Consumer Complaint Forms are now available at all TT Post Offices.

If you are dissatisfied with a provider's treatment, or the outcome of any complaints lodged with that provider in respect of the services listed above, you can complete one of the Authority's *Consumer Complaint Forms*, and mail or hand deliver it to the Authority at 76 Boundary Road San Juan. The Authority will then approach the relevant service provider on theyour behalf to seek to have the matter resolved.

In addition to TTPost offices, *Consumer Complaint Forms* can also be obtained from:

- ✚ The Authority's Head Office at 76 Boundary Road, San Juan

Board of Directors: Mr. Khalid Hassanali (Chairman); Mr. Cagney Casimire (Deputy Chairman); Ms. Beverly Beckles; Ms. Gillian Bishop; Mrs. Carol Clark; Dr. Ronald Ramkissoon; Mr. Learie Alleyne-Forte; Mr. Samuel Henry; Prof. St. Clair King; Mr. Wayne Nakhid; Dr. Shahid Hussain.

📌 The Authority's Service Facility at Management Services Unit, Tobago House of Assembly,
Calder Hall, Tobago

📌 The Authority's website at <http://www.tatt.org.tt>