

# **GUIDE TO SUBMITTING YOUR COMPLAINT TO THE TELECOMMUNICATIONS AUTHORITY OF TRINIDAD AND TOBAGO**

A consumer who is dissatisfied with the response or the outcome of a complaint lodged with a provider of any of the following services, may lodge a complaint with the Telecommunications Authority of Trinidad and Tobago:

## **Telecommunications Services**

- Fixed line telephone
- Mobile telephone
- Internet

## **Broadcasting Services**

- Cable television
- Satellite television
- Television (*non- subscription*)
- Radio

The Authority will approach the provider on behalf of the consumer to seek to have the matter resolved.

## **IMPORTANT**

*Before a complaint is made to the Authority, it must first be lodged with the company providing the service.*

## **HOW TO COMPLAIN TO THE AUTHORITY..... TWO STEP COMPLAINT PROCESS**

### **Step 1:**

**Obtain a consumer complaint form from one of the following locations:**

- Any TTPost Outlet
- Offices of the Telecommunications Authority of Trinidad and Tobago
- The Authority's website [www.tatt.org.tt](http://www.tatt.org.tt)
- Management Services Unit  
Tobago House of Assembly

### **Step 2:**

**Complete the form and submit it to the Authority with copies of supporting documents.**

Supporting documents include bills, receipts, and letters sent to, or received from service providers about the complaint.

## **WHERE TO SEND YOUR COMPLETED FORM**

Completed complaint forms must be sent to either of the following venues:

### **Telecommunications Authority of Trinidad and Tobago**

BEN Court,  
76 Boundary Road, San Juan  
Telephone: (868) 675 8288  
Fax: (868) 674 1055  
E-mail: [info@tatt.org.tt](mailto:info@tatt.org.tt)  
Website: [www.tatt.org.tt](http://www.tatt.org.tt)

### **Management Services Unit**

Tobago House of Assembly  
Calder Hall, Tobago  
Tel: (868) 639 5552, (868) 639 5219 or  
(868) 639 3421 extension 250.  
Fax: (868) 660 7160.

*Complaint form can be sent via fax or email, but the original must be submitted to the above venues within 14 days.*

**IMPORTANT- All complaint forms must be signed and dated.**