



## CONSUMER COMPLAINT FORM

BEFORE COMPLETING THIS FORM YOU MUST HAVE FIRST MADE A FORMAL COMPLAINT TO YOUR SERVICE PROVIDER AND NOT HAVE HAD YOUR COMPLAINT RESOLVED

<b>PART 1: PARTICULARS OF THE PERSON FILLING OUT THIS COMPLAINT FORM</b>			
Name:			
Address			
Telephone:	Mobile:	Fax:	Email:
<b>PART 2: PARTICULARS OF REGISTERED CUSTOMER (PERSON AFFECTED BY THE PROBLEM)</b>			
Name of Registered Customer:			
Address( if applicable):			
Account Number:		Telephone Number Affected (if applicable):	
<b>PART 3: PARTICULARS OF COMPLAINT</b>			
Service Provider:			
Complaint reference number:			
Date Complaint was lodged with service provider:			
<b>Type of Service:</b> Fixed Line <input type="checkbox"/> Mobile <input type="checkbox"/> Radio <input type="checkbox"/> Internet : (I) Dial Up <input type="checkbox"/> Data Services <input type="checkbox"/> Non Subscription Television <input type="checkbox"/> Cable TV <input type="checkbox"/> Satellite TV <input type="checkbox"/> (ii) Broad Band <input type="checkbox"/> Other <input type="checkbox"/>			
<b>Nature of Complaint:</b> Wrongful Disconnection <input type="checkbox"/> Delayed Installation <input type="checkbox"/> Quality of Service <input type="checkbox"/> Billing Issue <input type="checkbox"/> Loss of Service <input type="checkbox"/> Defective Equipment <input type="checkbox"/> Other <input type="checkbox"/>			
<b>Complaint Details</b> (If necessary you may attach further details of your complaint on a separate sheet of paper)          			

Signature: .....

Date: .....

(Please attach **copies** of relevant documents if available):

**PLEASE TURN OVER FOR INSTRUCTIONS ON HOW TO LODGE YOUR COMPLAINT**

# 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  
Data Services

## 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 making a complaint to the Authority, you must have first complained to the company providing the service, so that the service provider would have had an opportunity to address the matter.*

## HOW TO COMPLAIN TO THE AUTHORITY

### CONSUMER COMPLAINT FORMS

**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

**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	Management Services Unit
# 5, 8 <sup>TH</sup> Avenue off 12 <sup>th</sup> Street, Barataria	Tobago House of Assembly Quarters
Telephone: (868) 675 8288	#34 Calder Hall Road, Scarborough, Tobago
Fax: (868) 674-1055	Tel: (868) 639-5552, (868) 639-5219 or (868) 639-3421 extension 250
	Fax: (868) 660-7160.

E-mail: [info@tatt.org.tt](mailto:info@tatt.org.tt)

Website: [www.tatt.org.tt](http://www.tatt.org.tt)

## **TELEPHONE**

Consumer Complaint Hotline:

A Consumer Complaint Hotline will be installed and the date of its installation will be advertised in the media.

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