

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

IMPORTANT

Before a complaint is made to the Authority, you must first file a complaint with your service provider, so that the provider has an opportunity to address the matter.

HOW TO COMPLAIN TO THE AUTHORITY.....

(a) A consumer may call the office of the Authority via its toll-free number **800-8288** regarding the complaint and a representative of the Authority will complete a Consumer Complaint Form on behalf of the consumer or

(b) The consumer may complete, sign and submit to the Authority a Consumer Complaint Form via fax, post, email or by hand and provide any other relevant documentation to support the claim. Complaints submitted by hand must be sent to the Authority's Barataria or Tobago offices.

Complaint forms can be obtained:

- From the Authority's website (<http://www.tatt.org.tt>)
- At the offices of the Authority:
 - ✓ #5 Eighth Avenue Extension, Off Twelfth Street, Barataria or
 - ✓ Shop # D48, Lowlands Mall, Lowlands, Tobago