



## PUBLIC NOTICE

### Complaint Handling Procedures

It is appropriate that the access to telecommunications services and products in Vanuatu by its citizens are reliable, of good quality, and affordable.

Information about these services and products must be clear, concise, and not misleading. If you feel you have been misled, not understood, or not provided sufficient information about a service or product or have any connection issues and wish to make a complaint, you have the right to do so.

#### Ensure you adhere to the following.

1. First, take your complaint to your service provider – Digicel, Vodafone, Wantok, etc. They are keen to provide you with the best services and are keen to assist in solving your issue. It is their responsibility to do so. They can be reached on the following contacts.

#### Vodafone

**Phone:** 081111 (toll-free)

**Email:** [customercare@vodafone.com.vu](mailto:customercare@vodafone.com.vu)

#### Digicel

**Phone:** 123 (toll-free) / 5556001

**Email:** [customercarevanuatu@digicelgroup.com](mailto:customercarevanuatu@digicelgroup.com)

#### Wantok

**Phone:** 29833 / 9029833

**Email:** [team@wantok.vu](mailto:team@wantok.vu)

2. If you are not satisfied with how your complaint was handled or feel they have treated you unfairly or receive no response from the service provider within 5 days, you can submit a formal complaint to TRBR.

#### A formal complaint to the TRBR can be done by.

- i. Completing a complaint form available on the TRBR website ([www.trbr.vu](http://www.trbr.vu)) along with evidence of communications with your service provider; or email: [complaints@trbr.vu](mailto:complaints@trbr.vu)
- ii. Visit or call the TRBR office; or
- iii. Launch your complaint via **TRBR App**.

**We may not address complaints made through social media and will only mediate for complaints with evidence.**

For any further queries please call (678) 27621 or send an email to [enquiries@trbr.vu](mailto:enquiries@trbr.vu).