

Before you submit - contact your service provider first

1. Report the problem to your provider. 2. Ask for a complaint reference number. 3. Keep the provider's response and your supporting evidence.

If the provider does not resolve the matter after a reasonable opportunity, complete this form. Fields marked * are required.

1. Your details

Given name *

Family name *

Mobile number *

Email address

City / town *

Province *

Residential or postal address *

Preferred contact

☐

Phone

☐

SMS

☐

Email

2. Service provider and provider-first details

Service provider *

Account / subscription number

Service type *

☐

Mobile / SMS

☐

Mobile data

☐

Fixed internet

☐

Broadcasting

☐

Other

Affected phone number, account, service or location *

Date the problem started *

Is the problem ongoing? *

☐

Yes

☐

No

Amount charged / lost (K), if any

Your complaint to the service provider

Date first reported *

Method (phone, shop, app, email) *

Staff member / team

Provider reference (or explain if none) *

Date of latest provider response

Provider's response / outcome and why the matter remains unresolved *



Consumer Complaint Form

National Information and Communications Technology Authority
For unresolved complaints about ICT services in Papua New Guinea

3. Your complaint

Complaint type - select all that apply *

- ☐ Billing / charges ☐ Service quality / coverage / outage ☐ Account, SIM or service change
☐ Misleading information / advertising ☐ Privacy, data, scam or abuse ☐ Provider complaint handling ☐ Other

Describe what happened. Include important dates, times, locations, amounts, people involved, steps already taken, the provider's response and how the problem affected you.

What outcome are you seeking? *

4. Supporting evidence

Attach copies that support your complaint. Select what you are providing:

- ☐ Provider reference / response ☐ Bills / receipts ☐ Screenshots / messages / emails ☐ Account / service records
☐ Speed tests / outage dates ☐ Photos / video / audio ☐ Authority to act for another person ☐ Other

No.	Evidence / file name	Date	What it shows
1			
2			
3			
4			
5			

Total attachments

Send copies, not original documents. Keep your own copy. Do not include passwords, PINs, one-time codes or unnecessary identity information.

Serious threats, extortion, data theft or other suspected crimes may be referred to Police or another appropriate agency.



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5. Declaration and consent

NICTA will use the information to register, assess and handle your complaint. Relevant information may be shared with the service provider or an appropriate public authority where reasonably necessary and lawful. NICTA may contact you for more information and may refer a matter that is outside its authority.

☐ I declare that the information provided is true and correct to the best of my knowledge.

☐ I am the affected consumer or I am authorised to lodge this complaint.

☐ I consent to NICTA using and sharing relevant information as described above.

Full name *

Date *

Signature *

Sign after printing, or apply an approved electronic signature.

6. How to submit and what happens next

Submit your completed form and evidence

Email: complaints@nicta.gov.pg

Walk in: Port Moresby, Lae, Kokopo, Mt Hagen or Goroka

Post: NICTA, P.O. Box 8444, Boroko, NCD, PNG

What happens next

NICTA normally acknowledges receipt within 1-2 working days, registers and assesses the complaint, may request more information or contact the provider, and advises you of the outcome or next action.

Help line: +675 303 3200 | Website: www.nicta.gov.pg

7. NICTA office use only

Received by *

Date received *

Time

Method

NICTA complaint reference *

Provider first verified

Initial assessment

☐ Yes ☐ No

☐ In scope ☐ Refer

Assigned officer

Acknowledgement date

Initial action / information required / referral

Outcome / closure note

Date closed

Closing officer / signature