



Internet safety contacts

**Do you want to make a formal complaint about an internet problem?
Use this information to get in touch with the right people or authorities.**

Problem or query	Contact
I have viewed some content on a web page that I think is inappropriate or illegal	Australian Communications and Media Authority Email: online@acma.gov.au Website: www.acma.gov.au Freecall: 1800 226 667
I feel that my privacy has been abused in some way online	Federal Privacy Commissioner Email: privacy@privacy.gov.au Website: www.privacy.gov.au Hotline: 1300 363 992
I have a complaint about my internet service provider which we cannot resolve	Telecommunications Industry Ombudsman Email: tio@tio.com.au Website: www.tio.com.au Freecall: 1800 062 058
I possibly know about some criminal activity online that I wish to report	First contact your local Federal Police office or Criminal Investigation Bureau Or the Australian High Tech Crime Centre Email: onlinereport@ihtcc.gov.au Website: www.ihtcc.gov.au Tel: Crimestoppers 1800 333 000 or 1800 005 555 (Tas) (02) 6246 2101
I have a complaint with my telephone company that we cannot resolve	Telephone Information Services Standards Council (TISSC) Email: tissc@tissc.com.au Website: www.1900complaints.com.au
I would like to make a complaint about a human rights issue	Human Rights & Equal Opportunities Commission Email: complaintsinfo@humanrights.gov.au Website: www.humanrights.gov.au Infoline: 1300 656 419
I have a general question about the internet industry in Australia	Internet Industry Association Email: info@iia.net.au Website: www.iia.net.au Tel: (02) 6232 6900
I have a problem with the delivery of a telecommunications service	Australian Communications and Media Authority Website: www.acma.gov.au Tel: (03) 9963 6800



Problem or query	Contact
I have a complaint about a computer game, video or DVD	Office of Film and Literature Classification Email: oflcswitch@oflc.gov.au Website: www.oflc.gov.au Tel: (02) 9289 7100
I have a complaint about an item of news that was reported on a website	Australian Press Council Email: complaints@presscouncil.org.au Website: www.presscouncil.org.au Tel: 1800 025 712
I have a consumer query	Local Consumer Affairs or Fair Trading office in your state Or Australian Competition and Consumer Commission Email: webteam@acc.gov.au Website: www.accc.gov.au Tel: ACCC (02) 6243 1111 / 1300 302 502 Alternative contact: Australian Securities and Investment Commission Email: onlineaccess@asic.gov.au Website: www.asic.gov.au Tel: 1300 300 630
I think that I have stumbled across an internet scam	Local Consumer Affairs or Department of Fair Trading office Or local Federal Police Department or Criminal Investigation Bureau Online contact: Scam Watch (details all State and Federal Contacts) Website: www.scamwatch.gov.au Tel: ACCC (02) 6243 1111 / ASIC 1300 300 630
I have a complaint about some junk email spam that I received	Australian Communications and Media Authority Email: reportingspam@acma.gov.au Website: www.acma.gov.au

About NetAlert

NetAlert is the Australian Government's online safety program, set up to protect Australian families online. NetAlert is part of the Australian Communications and Media Authority (ACMA). It offers independent, sensible, helpful and reliable advice and information about potential problems, dangers and threats on the internet and ways to minimise or avoid these problems.

Tel: 1800 880 176

Email: netaalert@acma.gov.au

Web: www.netaalert.gov.au