



Escalate a current phone or internet problem

Description

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We can help to escalate a current phone or internet problem with your Retail Service Provider (RSP) to try and get a faster result.

For any phone or internet faults, your first point of contact should be your (RSP). We've put together a [guide](#) to help you have this conversation. However, if your issue persists, we can help escalate it through your RSP on your behalf.

Note: Before completing this form, you must try to resolve the issue directly with your RSP and obtain a ticket or fault number. Ensure you provide the correct address, including locality, when filling out this form.

It also helps us if you have key information with you when you contact us. You can find more on that [here](#).

I'll try and fix it myself.

Escalate my issue

Fill out the form and we'll be in touch

First & Last Name*

Email*

Phone*

Please make sure the number you enter is valid.



Address*



Your Region*

Please select from list ▼

Next

Having issues filling out the form?

Chat with one of our team members to get the conversation started. If we don't answer immediately, we'll get back to you as soon as possible.

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30/01/2026

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