

TIO COMPLAINT FORM



Before sending us this form, please try to resolve your complaint with your service provider.

If you have done this, and feel that you have not been able to reach a fair and reasonable resolution, please complete and send the form to us by:

Fax 1800 630 614

Post PO Box 276 Collins St West VIC 8007

Email tio@tio.com.au

Visit Level 3, 595 Collins Street, Melbourne Victoria Australia.

1. Your details

Family name (surname)

Given names

Address

Suburb State Postcode

Contact phone number ()

Mobile phone number

Email address

What type of consumer are you? *Please tick*

- Residential
- Small business
- Other – what type?

Are you the account holder for the telecommunications service?

The account holder is the person who signed or otherwise agreed to the contract and is legally responsible for the service.

- No → complete the form but ask the account holder to complete Section 5
- Yes → please continue to Section 2

How did you hear about the TIO? *Please tick*

- From a friend or family member
- From media, eg advertising, newspaper, radio, TV etc
- From a TIO publication/brochure/advertisement
- From another organisation. Please specify
- From a telephone directory/internet search
- From a financial counsellor/debt collector
- Other – please specify

Telecommunications Industry Ombudsman Complaint Form continued

2. Details of telecommunications service

Name the service provider (the phone company or internet service provider) that you have a complaint about.

What kind of service is your complaint about? *Please tick*

- Landline
- Mobile
- Mobile premium service, eg ring tones
- Internet

What is the identifying information for this service, eg

- for landlines and mobiles – the telephone number, order number, account number or address?
- for internet services – the user or logon name, order number, account number or address?

3. Your complaint

Have you contacted the TIO before?

- No
- Yes, but about a different complaint.
- Yes, about this complaint. →

What is your TIO reference number?

Who did you speak with at the TIO?

Please explain your complaint (if you need more space please attach a separate sheet)

Telecommunications Industry Ombudsman Complaint Form continued

How has the service provider responded to your complaint?

How would you like the service provider to resolve your complaint?

Do you have written documents about your complaint?

- No ➔ please continue to Section 4
- Yes ➔ please provide copies of your documents with this form,
eg bills, contracts, or letters and emails between you and the service provider.
If you are disputing the same charge on every bill, please only send us one example.

5. How to lodge this form

Use our contact details at the top of page 1 to fax, post or deliver this form and other documents (including Section 6, the authorisation form, if you are not the account holder).

We will contact you within approximately 7 days and let you know the next steps.

If your complaint is urgent, please call our contact centre on 1800 062 058.

See www.tio.com.au for more about the TIO.

Telecommunications Industry Ombudsman Complaint Form continued

6. Authorisation form for a third party to represent an account holder about a complaint

IMPORTANT NOTES:

- the TIO is a FREE SERVICE for consumers: paid representation is not required
- you only need to complete and send us this part of the complaint form if you want another person to act on your behalf.

As the account holder for (select appropriate type of service)

landline

telephone number

mobile

telephone number

internet service

internet username or account number

I, , authorise the Telecommunications Industry Ombudsman
and

to deal with the representative I have named below in all matters relating to my complaint. I understand that the TIO will provide the personal information supplied by my representative to the telecommunications company involved with my complaint. I understand that the TIO is a free and independent alternative dispute resolution scheme for small business and residential consumers who have complaints about their telephone or internet service provider.

Signed

Date

/ /

Address

Suburb

State

Postcode

Contact phone number

()

My representative is:

Name

Address

State

Postcode

Contact phone number

()

Mobile phone number

This form should be completed and returned to:

Telecommunications Industry Ombudsman Limited

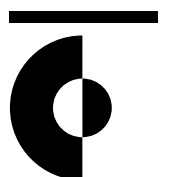
PO Box 276,

Collins Street West, Vic, 8007

Fascimile 03 8600 8797

Telephone 03 8600 8700

Email tio@tio.com.au



Telecommunications
Industry
Ombudsman