



Wednesday 9 May 2007

New Telecommunications Industry Ombudsman appointed

Ms Deirdre O'Donnell has been appointed as the Telecommunications Industry Ombudsman and will start work on Tuesday 29 May. (Media release continues after photograph.)



Ms O'Donnell will succeed Mr John Pinnock, who has served the telecommunications industry with distinction for 12 years.

Mr Pinnock has decided not to renew his term of office and will finish work at the end of May.

"providing independent, just, informal and speedy resolution of complaints"

Telecommunications Industry Ombudsman Ltd ABN 46 057 634 787

Website: www.tio.com.au
Email: tio@tio.com.au

Postal address:
PO Box 276
COLLINS ST WEST VIC 8007

Street address:
Level 3
595 Collins Street
MELBOURNE VIC 3000

Tel freecall*: 1800 062 058
Fax freecall*: 1800 630 614
Telephone: (03) 8600 8700
Fax: (03) 8600 8797

*calls from mobile phones may incur charges



Most recently, Ms O'Donnell was the Western Australian Ombudsman, a position with wide investigative powers, including those of a Royal Commission. The WA State Ombudsman's office also incorporated the functions of Energy Ombudsman.

Before her role in Western Australia, Ms O'Donnell was the Deputy Telecommunications Industry Ombudsman. She has extensive experience in the telecommunications industry, working in senior positions for service providers and the industry regulator.

Mr Tony Staley, the Chairman of the TIO Council, and Mr John Rohan, Chairman of the TIO Board, expressed their congratulations to Ms O'Donnell and paid tribute to Mr Pinnock for the outstanding contribution that he had made in cementing the TIO's role as an important avenue of consumer redress.

They said Ms O'Donnell's experience and personal qualities would ensure that the TIO continued to provide outstanding service to consumers and the industry.

Ms O'Donnell said that she was looking forward to the challenge of improving outcomes for telecommunications consumers while at the same time helping to increase the standard of complaint resolution within the industry.

"Telecommunications is one of our most dynamic industries and that rate of change brings significant challenges for providers and consumers alike," she said.

"The TIO has proved that it has an important part to play in the relationship between consumers and the industry. I am looking forward to ensuring that the TIO maintains its high standard of professionalism."

"providing independent, just, informal and speedy resolution of complaints"

Telecommunications Industry Ombudsman Ltd ABN 46 057 634 787

Website: www.tio.com.au
Email: tio@tio.com.au

Postal address:
PO Box 276
COLLINS ST WEST VIC 8007

Street address:
Level 3
595 Collins Street
MELBOURNE VIC 3000

Tel freecall*: 1800 062 058
Fax freecall*: 1800 630 614
Telephone: (03) 8600 8700
Fax: (03) 8600 8797

*calls from mobile phones may incur charges



Deirdre O'Donnell's academic qualifications

- Bachelor of Arts (1974), University of Melbourne. Majors: French, philosophy.
- Diploma in Education (1975), University of Melbourne. Methods: English, modern languages.
- Postgraduate Diploma in French Studies (1981), University of Melbourne.
- Master of Business Administration (1990), University of Melbourne, Graduate School of Management.
- Master of Commercial Law (2004), University of Melbourne School of Law.

For further information, please contact Phillip Money on 0403 601 532 or 03 8600 8738.

"providing independent, just, informal and speedy resolution of complaints"

Telecommunications Industry Ombudsman Ltd ABN 46 057 634 787

Website: www.tio.com.au
Email: tio@tio.com.au

Postal address:
PO Box 276
COLLINS ST WEST VIC 8007

Street address:
Level 3
595 Collins Street
MELBOURNE VIC 3000

Tel freecall*: 1800 062 058
Fax freecall*: 1800 630 614
Telephone: (03) 8600 8700
Fax: (03) 8600 8797

*calls from mobile phones may incur charges