



## Telecommunications Industry Ombudsman (TIO)

Providing free, independent, just, informal, speedy resolution of complaints

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### **TIO invoice goes electronic**

For the last few weeks the TIO has been trialing its new electronic billing portal. The portal will be available to billed members of the TIO scheme from the 15 October 2009.

Seven members representing large businesses and small took part in the trial and their feedback has been much appreciated.

#### **What's changed?**

- The calculations of the invoice have not changed but it is now formatted to be easier to read.
- Members will now receive an email from the TIO's Finance department containing a link to the portal, instructions, a user name and a password.
- A new Member Billing Portal will allow members receiving an invoice to their invoice securely on the TIO website.
- All reports previously supplied in a CD attachment to the paper invoice will be available on the portal.
- Members will still receive a hard copy invoice through the post. In order for this process to be entirely paperless, hard copies of future invoices will not be sent again unless specifically requested.

There are links on the members' site providing explanations about the new look invoice, how it compares to the old invoice, an explanation of each report as well as a link to a page of FAQs. It is available at [www.tio.com.au/members/FAQ/InvoiceFAQ.html](http://www.tio.com.au/members/FAQ/InvoiceFAQ.html)

The TIO is expecting that you may have additional questions that may not be covered by the explanatory material on the site. If you have any questions about the billing portal or the new look invoice please contact Member Communications on (03) 8680 8424 or Finance on (03) 8680 8609.

## Closure Project

Members often tell the TIO that they would like to finalise complaints more quickly and effectively - with minimum paperwork. This week the TIO is launching a trial which aims to achieve this.

The closures project is an initiative born out of the End to End Process Review conducted earlier this year and it will be conducted by our Response Team over the next few months.

This trial will only involve simple Level 2 complaints where your Resolution Department offers to resolve a complaint by taking an action that is the same or very similar to your customer's preferred resolution. In such cases the Response Team will:

1. close the complaint on the day your customer advises the TIO that they accept your offer, and
2. email closure advice to your Resolution Team's email address. The Response Team will also attach PDF a copy of resolution/closure advice we send to your customer.

## Your participation

We would appreciate your participation in this project by:

- ***telling us when resolutions will be finalised.*** For instance the timeframe within which your customer can expect to receive a cheque or credit. Please make note of this in your Level 2 response (standard 21-day response).
- ***contacting our Member Communications Team with general feedback and suggestions.*** As this is a trial we are keen to hear your views on the new process and your feedback will assist us as we move towards using email as our preferred method for sending written communication.