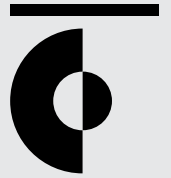


# TIO SCHEME MEMBERSHIP FORM



Telecommunications  
Industry  
Ombudsman

In accordance with Part 6 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*, carriers and eligible carriage service providers are required to become members of the Telecommunications Industry Ombudsman Limited (TIO) (ABN 46 057 634 787).

## 1. Organisation details

Entity name  
*as registered by ASIC or the relevant  
state business registration body*

ABN or ACN

Trading / Brand name  
*names by which customers  
may know this entity*

Type of business organisation  
*For example sole trader,  
partnership, public company*

Does the organisation hold a  
carrier licence, issued by the  
Australian Communications  
and Media Authority (ACMA)

No

Yes → please provide the date of issue  /  /

Registered address

State

Postcode

*\*Please note this information will be available to the public on the TIO website*

Postal address\*  
*(if different to above)*

State

Postcode

Website address\*

Public email address\*

Customer Service number\*

Fax number\*

# Telecommunications Industry Ombudsman Scheme Membership Form

## 1. Organisation details continued

Products offered *please tick*

- |  |   |
|--|---|
| <input type="checkbox"/> ADSL                                | <input type="checkbox"/> Cable                      |
| <input type="checkbox"/> Dial up                             | <input type="checkbox"/> Internet                   |
| <input type="checkbox"/> Mobile                              | <input type="checkbox"/> Phone calling cards        |
| <input type="checkbox"/> Satellite                           | <input type="checkbox"/> Standard Telephone Service |
| <input type="checkbox"/> Voice over internet protocol (VoIP) |   |
| <input type="checkbox"/> Other (please specify)              |   |

Has the organisation previously carried on business under any other name(s)?

- No
- Yes → please provide the name and date of issue

  
 /  / 

Has the company/ business organisation acquired the customer base of any other provider in the last 24 months?

- No
- Yes → please advise of which provider(s) these customers were from

Is the company/ business organisation part of a franchise?

- No
- Yes → please advise of the franchisor

## 2. Individual details

Name of Director, Proprietor,  
Chief Executive Officer

*Mr / Mrs / Ms / Miss*

First name

Position

Email address

# Telecommunications Industry Ombudsman Scheme Membership Form

## 3. Complaint Handling

When a consumer contacts the TIO, they are referred to the relevant member organisation. That is why the TIO requires contact information for the person or team that will handle the complaint.

Further information on complaint handling will be sent to you once your membership has been processed. Our correspondence also provides information on our process should a complaint be escalated at the TIO.

Phone number of the complaint handler that will deal directly with the consumer referred by the TIO  
*The TIO recommends a dedicated TIO complaints number where possible*

Name of team/person that will handle TIO complaints

If a person, please advise of their position:

The following information is for the complaint correspondence the TIO will send

Fax number

Postal address

State

Postcode

Email address

*The TIO will send an automated email to this address advising of a complaint that has been logged*

The TIO may want to discuss the complaint directly with the complaint handler at the member organisation. If possible, please provide a phone number for this purpose. This phone number will not be made public.

## 4. Accounts

There is no fee to become a TIO Member. The TIO will invoice members that receive complaints through our office.

The purpose of invoicing is to recover costs as the TIO is a not-for-profit, industry-funded Scheme.

Please refer to the TIO website for information on the TIO complaint handling charges <http://www.tio.com.au/Members/fees.htm>

Accounts contact person

*Mr / Mrs / Ms / Miss*

Position

Contact phone number

Facsimile number

Email address

Postal address

*(if different to above)*

State

Postcode

# Telecommunications Industry Ombudsman Scheme Membership Form

## 5. Agreement

The applicant hereby agrees at all times while it is a member of the TIO to be bound by the terms and conditions set out hereunder:

### 1. DEFINITIONS

- 1.1 "Articles" means the Articles of Association of the TIO Limited as amended from time to time.
- 1.2 "Constitution" has the meaning ascribed in Article 12.13 of the Articles.
- 1.3 "Memorandum" means the Memorandum of Association of the TIO Limited.
- 1.4 "Services" means the ordinary business activities of the TIO Limited conducted as part of its obligation under the TIO Scheme.
- 1.5 "TIO Scheme" means the Telecommunications Industry Ombudsman Scheme, operated by TIO Limited (ABN 46 057 634 787)

### 2. AGREEMENT

- 2.1 The applicant shall comply in every respect with the Memorandum, Articles and Constitution of the TIO Limited.
- 2.2 The TIO Limited agrees that it will provide the services to the Applicant.

Signature of Director/Chief Executive Officer/ Proprietor

Print name

*Mr / Mrs / Ms / Miss*

Position

Date

 /  / 

This form should be completed and returned to:

**Telecommunications Industry Ombudsman Limited**

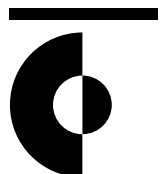
PO Box 276,

Collins Street West, Vic, 8007

Fascimile +61 3 8600 8797

Telephone +61 3 8600 8700

Email [Members@tio.com.au](mailto:Members@tio.com.au)



Telecommunications  
Industry  
Ombudsman