

**General information**

Business name \_\_\_\_\_

Trading name \_\_\_\_\_

ABN / ACN \_\_\_\_\_

Business website \_\_\_\_\_

Business location(s) all locations \_\_\_\_\_

Is this a residential address?

 Yes No

Business postal address \_\_\_\_\_

Business phone number \_\_\_\_\_

**Employees**

Number of employees \_\_\_\_\_

Breakdown casual \_\_\_\_\_ part-time \_\_\_\_\_ full-time \_\_\_\_\_ shift-worker \_\_\_\_\_

Periods of employment all year \_\_\_\_\_ seasonal \_\_\_\_\_ shift \_\_\_\_\_

**Annual turnover**

Annual turnover \_\_\_\_\_

**Note** that annual turnover is not the same as annual profit. The annual turnover of a business for a financial year is the total of the following that is earned in the year in the course of the business:

- the proceeds of sales of goods and/or services
- commission income
- repair and service income
- rent, leasing and hiring income
- government bounties and subsidies
- interest, royalties and dividends, and/or
- other operating income.

**Business activity**

Describe what the business does or produces \_\_\_\_\_



### Business activity continued...

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Is the organisation a (select appropriate):

- not for profit business?
- charity?
- club or association?

Is the business run from home?

- Yes
- No

### Business structure and organisation

The business is (tick appropriate type):  a franchise /  a subsidiary of a parent company /  part of a group /  independent

If the business is not an independent entity, name the entity that pays for telecommunications services \_\_\_\_\_

Name the entity that has the authority to:

a. choose telecommunications services for the business

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b. make a contract for telecommunications services for the business

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c. discuss telecommunications arrangements with the service provider, and direct it to make changes to those arrangements \_\_\_\_\_

### Telecommunications services leased by the business

What types of telecommunications services and products does the business have?

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Does the business receive a business discount for leasing telecommunications services?

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What telecommunications services is this TIO complaint about? \_\_\_\_\_

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