

Telecommunications Industry Ombudsman (TIO) Ltd  
PO Box 276  
Collins Street West  
MELBOURNE VIC 8007



**Telecommunications  
Industry  
Ombudsman**

**Simon Cohen  
Ombudsman**

**THE TIO IS A FREE SERVICE FOR CONSUMERS**  
Paid representation is not required.

Dear

**TIO reference:**

As the account holder for \_\_\_\_\_,  
landline, mobile or internet service telephone number, internet username or account number  
I, \_\_\_\_\_, authorise the Telecommunications Industry  
full name  
Ombudsman (TIO) and \_\_\_\_\_  
name of company involved with complaint  
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.

**Signed by:** \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_  
please provide as many contact numbers as possible

**My representative is:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_  
please provide as many contact numbers as possible

*"... 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  
TTY: 1800 675 692  
\*calls from mobile phones may incur charges