

TIO'S DISCOUNT NOTICE EXPLAINED

Telecommunications Industry Ombudsman (TIO)
...providing free, independent, just, informal, speedy resolution of complaints



TIO DISCOUNT NOTICE
TIO ABN: 46 047 634 787

Jane DREW
GHI Ltd
2nd Floor, 700 Burke Road
CAMBERWELL, VIC - 3124

NOTICE #: Z 300023
TIO Ref #: C0078
Date of Notice: 13 Aug 2010
NOTICE period: 01 Jul 10 - 31 Jul 10
Total payable: \$ 0.00

Complaint charges
01 Jul 10 - 31 Jul 10

Volume-related fees Level 1
Level 2 \$ 260

Operating costs Level 1
Level 2 - \$ 289

	Qty	Amount	GST	Total
Volume-related fees Level 1		\$ 0.00	\$ 0.00	\$ 0.00
Level 2 \$ 260	2	\$ 520.00	\$ 52.00	\$ 572.00
		\$ 520.00	\$ 52.00	\$ 572.00
Operating costs Level 1		\$ 0.00	\$ 0.00	\$ 0.00
Level 2 - \$ 289		\$ 577.13	\$ 57.71	\$ 634.84
		\$ 577.13	\$ 57.71	\$ 634.84
Less: TIO discount @ 100%		\$ (1,097.13)	\$ (109.71)	\$ (1,206.84)
Total amount payable		\$ 0.00	\$ 0.00	\$ 0.00

^ Note: Each member receives their first (1) Level 1 complaint recorded in the month free of charge AND their first four (4) Level complaints free of charge over each financial year.

TIO complaints discounted @100% this month	
TIO Ref. number	Classification
10/3018033	Level 2
10/3018037	Level 2

For more information about:

- this Notice - contact TIO Finance on 03 8680 8609 or tioreceivables@tio.com.au
- how the TIO classifies complaints - refer to the TIO's website or contact TIO Member Communications on 03 8680 8424 or members@tio.com.au
- a Complaint Reclassification Request - contact the relevant TIO Officer handling the complaint.

COMPLAINT CHARGES represent the volume related fees and operating costs incurred in the previous month.

TIO DISCOUNT represents the complaint charges waived – i.e. the 100% discount applicable for one Level 1 complaint per month and four Level 2 complaints each financial year.

DISCOUNT NOTICE DETAILS are grouped together for easy reference. **Notice period** refers to the month to which the free complaint discounts apply.

Notes:

1. The nil balance on the Discount Notice does not constitute a closed complaint. Members are still expected to continue to manage the effective resolution of all complaints.
2. For more details on how members may request a Complaint Reclassification, refer to the TIO's website www.tio.com.au/policies/indexb.htm
3. For more details on the TIO's charging policies and invoice calculations for volume related fees and operating costs refer to FAQs at www.tio.com.au/members/FAQ/invoiceFAQ.html

This **SUMMARY BOX** lists the TIO's complaint reference number/s on this Discount Notice to which the discounted fees have been applied.

NEW – DISCOUNT NOTICE

Commence August 2010 for the July 2010 month/invoice period

PURPOSE

To provide small members OR new members being billed for the first time – a reminder from the TIO regarding complaints recorded in the previous invoice period/month.

To remind members:

- that the TIO's complaint charge discounts do not constitute closed complaints and the member must continue to work to resolve any complaints.
- of the TIO's *Complaint Charge Discount Policy*, which includes **a complaint charge waiver** for the:
 - 1st Level 1 recorded per month
AND
 - First four (4) Level 2s recorded per financial year;
- that if a complaint is not resolved, a customer may re-contact the TIO, which may result in the complaint being escalated to a higher level and further invoices.
- that the TIO has a Complaint Reclassification process if they are in disagreement with the classification of these complaints;
- of the TIO's website for links to **Classification & Escalation** and **Reclassification Request Procedures** (www.tio.com.au/policies/indexb.htm) and **Billing FAQs** (www.tio.com.au/members/FAQ/invoiceFAQ.html)