



**Telecommunications
Industry
Ombudsman**

Simon Cleary
Acting Ombudsman

Telecommunications Industry Ombudsman (TIO) Ltd
PO Box 276
COLLINS STREET WEST VIC 8007

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

Dear

TIO reference number: _____

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: _____

Telephone: _____

My representative is:

Name: _____

Address: _____

Telephone: _____

please advise as many contact numbers as possible

"... providing independent, just, informal and speedy resolution of complaints"

Telecommunications Industry Ombudsman Ltd ABN 46 057 634 787

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*calls from mobile phones may incur charges