

APPENDICES

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ACCC (Australian Competition and Consumer Commission)	The government body responsible for regulating competition policy, anti-competitive conduct or unfair business practices and enforcing the <i>Trade Practices Act 1974</i> (Cth). (www.accc.gov.au)
ACMA (Australian Communications and Media Authority)	The Australian Communications and Media Authority (the ACMA) is responsible for the regulation of broadcasting, radiocommunications, telecommunications and online content. (www.acma.gov.au)
Alternative dispute resolution (ADR)	Any means of settling disputes outside of the courtroom. The TIO is an ADR body.
Carriage service provider (CSP)	Person supplying or proposing to supply certain carriage services, including a commercial entity acquiring telecommunications capacity or services from a carrier for resale to a third party. Internet and pay-TV service providers fall within the definition of carriage service providers under the <i>Telecommunications Act 1997</i> (Cth).
Carrier	An organisation that holds a carrier licence as defined by the <i>Telecommunications Act 1997</i> (Cth). In very general terms, a carrier provides the physical infrastructure used to supply carriage services to the public.
Constitution	The TIO Constitution outlines the roles, responsibilities and powers of the Board, Council, members and the Ombudsman. The Constitution may be changed with the approval of the TIO Council and Board after consulting with the federal ministers responsible for communications and consumer affairs.
Customer Service Guarantee (CSG)	A set of performance requirements placed by the ACMA on providers of the standard telephone service. The CSG sets time limits and other standards for rectification of faults, connections and appointments. The CSG entitles customers to a set scale of compensation payments if the standards are not met. To view or download a fact sheet on the CSG, please visit www.acma.gov.au .
Default listing	<p>If a customer does not pay a phone or internet bill by 60 days after the due date, the provider may report the name and details of the overdue account to a credit reporting agency (CRA).</p> <p>The CRA keeps information about the overdue account on file as a 'default listing'. The default listing stays on file for five years even if the customer pays the account after it was listed, though the file should show that the customer did this.</p> <p>If a consumer applies to a company for a loan or some other type of credit, the loan or credit provider can check whether they have a default listing on file. The credit provider may reject their application if there is a default listing on file in their name.</p> <p>Default listings are also known as 'credit defaults' and 'credit listings'.</p>
The Department of Broadband, Communications and the Digital Economy	This Commonwealth Government Department provides strategic advice and professional support to its Minister on a wide range of policy areas, including the national broadband network and telecommunications, and broadcasting and digital switchover. The department also administers legislation, including regulations, and delivers programs.
DIST benchmarks	In 1997 the Department of Industry Science and Tourism produced the <i>Benchmarks for Industry-Based Customer Dispute Resolution Schemes</i> . These benchmarks were developed in consultation with industry dispute resolution schemes, consumer organisations, government and regulators. They were developed to apply primarily to nationally based schemes set up under the auspices of an industry. Most industry alternative dispute resolution schemes operate in accordance with this benchmark, which sets out key ADR practices within the principles of accessibility, independence, fairness, accountability, efficiency and effectiveness.
Eligible carriage service provider	Eligible carriage service providers are defined by the <i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i> (Cth) as a carriage service provider who supplies a standard telephone service, where any of the customers are residential customers or small business customers; or a public mobile telecommunications service; or a carriage service that enables end-users to access the Internet; or a carriage service intermediary who arranges for the supply of a service referenced above.
Enquiry Officer	TIO staff member who handles enquiries and level 1 complaints, both written and oral.
Investigations Officer	TIO staff member who handles level 2, 3 and sometimes level 4 complaints.
Informed consent	Under Clause 8.1.3(e) of Customer Transfer — Chapter 8 of the TCP Code, a customer must give informed consent before transferring a service to a new provider. In order for the customer to do this, the provider gaining the customer's service must ensure the customer is authorised to permit the service transfer, and is aware of the terms and conditions of the transfer.
Member	A telecommunications service provider that is a member of the TIO scheme. The <i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i> (Cth) requires all carriers and eligible carriage service providers to be members of the TIO.
Memorandum and Articles of Association	Document outlining the rules and principles governing the TIO and its members. It is broader and more comprehensive than the <i>Constitution</i> , and covers areas such as administration and funding. This document may be amended with the approval of two-thirds of TIO members in attendance at an annual general meeting.
Resolution	A fair and reasonable settlement of a complaint between a customer and a provider with the assistance of the TIO.
Standard telephone service	A telephone service providing two-way voice communication for local, long-distance and international calls, commonly provided by landline but in certain circumstances by a mobile or satellite service.
VoIP	Voice over Internet Protocol (VoIP) is a technology that allows the user to make voice calls using a broadband internet connection instead of a regular (or analogue) phone line.