

# TIO SCHEME APPLICATION FOR MEMBERSHIP

In accordance with Part 6 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*, carriers and eligible carriage service providers are required to become members of the Telecommunications Industry Ombudsman Limited (TIO) (ABN 46 057 634 787).

## 1. Applicant details

|  |  |
|--|--|
| Company name<br><i>name must match the company name registered with ASIC under your ACN</i>                    | <input type="text"/>   |
| ACN  | <input type="text"/>   |
| Trust/Sole Trader name   | <input type="text"/>   |
| ABN  | <input type="text"/>   |
| Trading/Brand name<br><i>names by which customers may know this entity</i>                                     | <input type="text"/>   |
|  | <input type="text"/>   |
|  | <input type="text"/>   |
| Type of business organisation<br><i>for example: sole trader, partnership, public company</i>                  | <input type="text"/>   |
| Does the Applicant hold a carrier licence, issued by the Australian Communications and Media Authority (ACMA)? | <input type="checkbox"/> No <input type="checkbox"/> Yes – please provide the date of issue<br><input type="text" value="dd/mm/yy"/> |
| Registered address   | <input type="text"/>   |
| Suburb   | <input type="text"/>   |
| State  | <input type="text"/>   |
| Postcode   | <input type="text"/>   |
| <i>* Please note this information will be available to the public on the TIO website</i>                       |  |
| Postal address*<br><i>(if different to above)</i>  | <input type="text"/>   |
| Suburb   | <input type="text"/>   |
| State  | <input type="text"/>   |
| Postcode   | <input type="text"/>   |
| Website address*   | <input type="text"/>   |
| Public email address*  | <input type="text"/>   |
| Customer Service number*   | <input type="text"/>   |
| Facsimile number*  | <input type="text"/>   |
| Who is your wholesaler/s?<br><i>this information is for internal TIO use only</i>                              | <input type="text"/>   |
|  | <input type="text"/>   |

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## 1. Applicant details *(continued)*

Has the Applicant previously carried on business under any other name(s)?

No  Yes – please provide the name and date of issue

|          |
|----------|
|          |
|          |
| dd/mm/yy |

Has the Applicant acquired the customer base of any other provider in the last 24 months?

No  Yes – please advise which providers(s) these customers were from

|  |
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|  |

Is the Applicant part of a franchise?

No  Yes – please advise the franchisor

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## 2. Principal business contact: for membership and governance-related communications

Name of Director, Proprietor, Chief Executive Officer  
Position

|                |
|----------------|
| Mr/Mrs/Ms/Miss |
|                |

Email address

|  |
|--|
|  |
|--|

Contact number

|  |
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## 3. Complaint handling contact

The TIO requires contact information for the person or team that will handle complaints made to the TIO. Further information on complaint handling will be sent to you once your membership has been accepted and processed. Please provide the phone number of the complaint handler or team that will deal directly with the TIO.

*The TIO recommends a dedicated TIO complaints number where possible.*

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| ( ) |
|-----|

Name of Person/ team that will handle TIO complaints

|                |
|----------------|
| Mr/Mrs/Ms/Miss |
|----------------|

If a person, please advise their position

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The following information is for the complaint correspondence the TIO will send:

Email

|  |
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|  |
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*The TIO will send an automated email to this address advising of a complaint that has been registered. If possible, please use a generic email address.*

Postal address

|  |
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Suburb  State  Postcode

Facsimile number

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The TIO may want to discuss the complaint directly with the complaint handler at the member organisation. If possible, provide a phone number for this purpose. This phone number will not be made public.

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# Telecommunications Industry Ombudsman

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### 4. Accounts contact

The TIO will invoice members in accordance with the funding model determined by the TIO Board under the TIO's Constitution. The purpose of invoicing is to recover costs as the TIO is a not-for-profit, industry-funded Scheme.

|  |                             |                            |                               |
|--|-----------------------------|----------------------------|-------------------------------|
| Accounts contact person                          | <input type="text"/>        |                            |                               |
| Position   | <input type="text"/>        |                            |                               |
| Contact number                                   | <input type="text"/>        | Facsimile number           | <input type="text"/>          |
| Email Address                                    | <input type="text"/>        |                            |                               |
| Postal address<br><i>(if different to above)</i> | <input type="text"/>        |                            |                               |
|  | Suburb <input type="text"/> | State <input type="text"/> | Postcode <input type="text"/> |

### 5. Agreement

- If this Application for Membership is accepted in accordance with the Constitution of TIO Limited:
  - The Applicant becomes a member of TIO Limited and agrees to be bound by and to comply with the Constitution of TIO Limited, including the TIO Terms of Reference, accessible through <http://www.tio.com.au/about-us/constitution-and-terms-of-reference>
  - In return, TIO Limited agrees to provide services to the Applicant in accordance with the Constitution and the TIO Terms of Reference.
- The Applicant acknowledges that as a member of TIO Limited, it has obligations including obligations relating to:
  - Resolving TIO complaints.
  - Paying TIO invoices.
  - Informing the TIO in a timely manner about changes to information relating to the Applicant and its business.
- The TIO's Privacy Policy explains how we collect, use and handle personal information, accessible through <http://www.tio.com.au/privacy> or on request. If personal information about your staff is provided to the TIO, please ensure that the relevant staff members are aware of the disclosure and of the Privacy Policy above.
- Unless the box below is checked, the Applicant consents to general meeting notices and other governance related communications being sent by electronic communications to the Applicant's principal business contact as nominated from time to time.  
 Check this box to consent to receiving those communications by mail.

#### Signature of Director/Chief Executive Officer/Proprietor

*(If you are not the Director/CEO/Proprietor you must provide power of attorney to show that you are authorised to sign this agreement on their behalf.)*

|            |                                       |
|------------|---------------------------------------|
| Signature  | <input type="text"/>                  |
| Print name | <input type="text"/>                  |
| Position   | <input type="text"/>                  |
| Date       | <input type="text" value="dd/mm/yy"/> |

**This form should be completed and returned to Telecommunications Industry Ombudsman Limited**

**Post:** PO Box 276, Collins Street West VIC 8007

**Telephone:** +61 3 8600 8700

**Fax:** +61 3 8600 8797

**Email:** [members@tio.com.au](mailto:members@tio.com.au)

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