



Business information for TIO complaint

For businesses (inc. Non-profit organisations) with a complaint to the TIO

General information:

TIO Ref #:

Business Name

Trading name If different

ABN / ACN

Website

Location(s) All locations

Residential address Yes No

Address

Suburb

State

Postcode

Phone

Email

Employees:

Number

Breakdown casual part-time full-time shift-worker

Periods of employment all year seasonal shift

Annual turnover:

Turnover

Note that annual turnover is not the same as annual profit. The annual turnover of a business for a financial year is the total of the following that is earned in the year in the course of the business:

- the proceeds of sales of goods and/or services
- repair and service income
- government bounties and subsidies
- other operating income.
- commission income
- rent, leasing and hiring income
- interest, royalties and dividends, and/or

Business activity:

Describe what the business does or produces

Business information for TIO complaint

(continued)

Business activity continued...

Type	Not for profit business?	Charity	Club or association?
Is the business run from home?		Yes	No

Business structure and organisation

Type of business	Sole trader	Partnership	Company	Ass. or Club
	Other			

If the business is not an independent entity, name the entity that pays for telecommunications services

Name the entity that has the authority to:

A. choose telecommunications services for the business

B. make a contract for telecommunications services for the business

C. discuss telecommunications arrangements with the service provider, and direct it to make changes to those arrangements

Telecommunications services leased by the business

What types of telecommunications services and products does the business have?

Does the business receive a business discount for leasing telecommunications services?

What telecommunications services is this TIO complaint about?



Authorisation of a representative

For businesses (inc. Non- profit organisations) with a complaint to the TIO

Please read this information first:

Complete this form if you have authority to make decisions for a business, and appoint another person to act on behalf of the business.

What is the effect of signing this form?

It authorises someone to represent you in relation to your complaint to the TIO.

Do you need a representative?

Some things you should know include:

- the TIO is a free service for residential and business consumers
- all TIO officers are independent
- while TIO officers are not legal advisers, they will consider technical and legal issues, and
- if needed, the TIO can arrange interpreters or translators.

Complaint details:

TIO complaint ref no:

Service provider:

Service account number:

Name on account:

The complaint is about this service(s):

landline	Service ID, i.e. Telephone number
mobile	Service ID, i.e. Mobile number
internet	Service ID, i.e. User name
other	Service ID, e.g. order number or address where service is or will be located

Business details:

Business Name

Trading name If different

ABN / ACN

Type of business	Sole trader	Partnership	Company	Ass. or Club
	Other			

Address

Suburb	State	Postcode
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Phone

Email

Authorisation of a representative

Business (continued)

Person with authority to make decisions for the business:

Name Mr/Mrs/Ms/Miss

Role **Owner or sole trader**

Partner (if the business is a partnership a partner must complete this section)

Director (if the business is a company a director must complete this section)

Other

Address

Suburb

State

Postcode

Phone (main)

Phone (alt)

Email

Representative's details (if applicable):

Name Mr/Mrs/Ms/Miss

Title e.g. secretary, accountant, financial counselling agency, law firm, credit repair agency

Phone (main)

Phone (alt)

Email

Address

Suburb

State

Postcode

What you are agreeing to:

I have authority to:

- make decisions for the business, and
- appoint a representative to act on behalf of the business in relation to the business's complaint to the Telecommunications Industry Ombudsman (TIO).

I authorise the TIO and the business's service provider to deal with the representative in all matters relating to this TIO complaint.

I understand the TIO's Privacy Policy explains how the TIO collects, handles and protects personal information.

I accept that information about the business and this complaint may be provided:

- by the representative to the TIO and the service provider
- by the TIO to the representative and the service provider
- by the service provider to the TIO and the representative.

I confirm the TIO and the service provider can contact the representative to discuss the resolution of this complaint.

Signature

Date

Please return this completed form to:

Telecommunications Industry Ombudsman, PO Box 276, Collins Street West VIC 8007

Fax: 1800 630 614 Email: tio@tio.com.au TIO Freecall: 1800 062 058

National Relay Service: 1300 555 727 Translating and Interpreting Service: 131 450

(Calls to the above numbers from mobile phones may incur charges. If you are calling from a mobile, you can ask us to call you back.)