



Authorisation of a representative

Individuals (including sole traders) with a complaint to the TIO

Please read this information first:

Complete this form if you want to authorise another person to act on your behalf about the complaint to the Telecommunications Industry Ombudsman (TIO).

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?

This is your decision but 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
- appointing a representative is not a TIO requirement: you can choose to handle your own complaint, and
- if needed, the TIO can arrange interpreters or translators.

Complaint details:

TIO complaint ref no:

Service account number:

Service provider:

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

Representative's details:

Name

Mr/Mrs/Ms/Miss

Relationship

e.g. family member/friend, credit repair agency, financial counsellor, legal representative, etc.

Phone (main)

Phone (alt)

Email

Address

Suburb

State

Postcode

Account holder's details:

Name

Mr/Mrs/Ms/Miss

Phone (main)

Phone (alt)

Email

Address

Suburb

State

Postcode

Authorisation of a representative

Individuals (continued)

Signing section

I am the account holder and I authorise:

- my representative to act on my behalf in relation to my complaint to the Telecommunications Industry Ombudsman (TIO), and
- the TIO and the service provider to deal with my representative in all matters relating to my complaint.

I understand that the TIO's Privacy Policy (www.tio.com.au/privacy) explains how the TIO collects, handles and protects personal information about me (including information the TIO collects from my representative).

I accept that information about my complaint, and personal information that may include sensitive information (for example, information about my health), may be provided:

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

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

Print Name			
Signature			
Date		Phone (alt)	

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.)