

MINUTES

**OF THE 2024 ANNUAL GENERAL MEETING OF
TELECOMMUNICATIONS INDUSTRY OMBUDSMAN LIMITED
ACN 057 634 787**

Date Held: Tuesday 19 November 2024 at 3:15pm

Held: By virtual platform hosted by Vero Voting

Present:	Michael Lavarch AO	Chair
	Cynthia Gebert	Ombudsman
	Freyja McCarthy	Company Secretary
	Mathew Stewart	Chief Financial Officer
	Sue Walker	Minute Taker

Authorised Representatives in Attendance:

Lisa Brown	Amaysim Mobile Pty Ltd
Lisa Brown	Optus ADSL Pty Ltd
Lisa Brown	Optus Fixed Infrastructure Pty Ltd
Lisa Brown	Optus Internet Pty Ltd
Lisa Brown	Optus Mobile Migrations Pty Ltd
Lisa Brown	Optus Mobile Pty Ltd
Lisa Brown	Optus Networks Pty Ltd
Lisa Brown	Optus Satellite Network Pty Ltd
Lisa Brown	Optus Satellite Pty Ltd
Lisa Brown	Optus Vision Pty Ltd
Lisa Brown	Optus Wholesale Pty Ltd
Lisa Brown	Uecomm Operations Pty Ltd
Lisa Brown	Uecomm Pty Ltd
Lisa Brown	Vaya Communications Pty Ltd
Lisa Brown	Vaya Pty Ltd
Betty Christie	Aussie Broadband Ltd
John Curnow	The trustee for The Jopajoem Family Trust (trading as Virtual Call Tracking)
Shelley Davis	Medion Australia Pty Ltd
Simon Donaldson	Telstra Corporation Ltd
Maree Gooch	CRISP Wireless Pty Ltd
Jamie Phillips	TPG Telecom Ltd

Directors in Attendance:

Geoffrey Nicholson	Independent Director (Commercial Governance)
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Auditors in Attendance:

Isabelle LeFevre	Deloitte Touche Tohmatsu
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Apologies: There were no apologies.

Observers in Attendance:

Cathy Thomas

Executive General Manager Technology, Analytics
and Business Improvement, TIO

Nicholas O'Connell

Senior Lawyer, TIO

The meeting commenced at 3:15pm.

1. WELCOME AND APOLOGIES**Welcome**

The Chair welcomed everyone to TIO's 2024 Annual General Meeting.

He acknowledged the Traditional Owners of the various lands from which members were participating and paid respects to their elders past and present, and to the young leaders of today.

Quorum

The Chair confirmed that the required quorum of five members was in attendance.

Apologies

There were no apologies.

Notice of Meeting

The Chair advised that the Notice of the Meeting had been circulated to all TIO members on 17 October 2024. This timing met the requirements of both TIO's Constitution and the Corporations Act.

Agenda

The Chair noted the following two items of business for members' consideration at the meeting:

- Minutes of the 2023 Annual General Meeting held on 22 November 2023, and
- The Financial Report for the year ended 30 June 2024, together with the Directors' Report and Auditor's Report.

Chair's Report

The Chair provided the following commentary on the 2024 financial year.

The TIO continued to consolidate its activities in light of the decreasing number of complaints being received.

This decline in complaints has been evident for the last four to five years, following the peak of the disruption to the market through the rollout of the NBN.

In the 2024 financial year these declining complaint numbers continued and TIO received approximately 66,000 complaints. That is a decrease of approximately 13% on the previous financial year.

This decrease was a testament to our members, particularly the larger members which made a very conscious effort to improve their internal dispute resolution processes as well as their general performance.

It is very pleasing to see that the number of complaints finding their way to the TIO is declining and a very good news story for the telecommunications sector.

But the TIO is starting to see some shift in the complexity of the matters coming to it. That is, those matters which are unable to be resolved through the referral process.

The complaints coming back to the TIO are tending to be more complex. They are taking longer to resolve and are requiring increased case handling by our officers.

As a result, these more complex cases fall into higher case fee categories. And this trend is continuing.

The TIO has instigated a follow-up process to get more visibility on what happens to a matter referred to the member, but which does not find its way back to the TIO.

TIO wants to understand if everyone is satisfied, and has the matter been properly dealt with.

Through this work, we are finding that there are a solid number of complaints which have not been resolved and require further TIO intervention.

This will be an area TIO will continue working on with members to learn the lessons arising from this process and ensuring that consumers are getting decent outcomes and improved member performance.

In financial terms, the TIO delivered the major component of its digital transformation project, Project ECHO, a new complaint management system. This project has been underway for a number of years and additional enhancements to the consumer and member offering will be undertaken in this current financial year.

Overall, FY24 was a solid year, with good performance by the sector in terms of complaint numbers, and a shift occurring in the complexity of the matters TIO is receiving. And that is a good thing. TIO does not want to be receiving straightforward matters that can be easily resolved at the member level.

It is those more complicated matters where there are genuine disputes that should be going to external dispute resolution.

For TIO, this means that we must both reconfigure and continue making sure we have the people with the right skills, and our organisation is the right size to deal with the complaint volumes, but also undertaking the other core work beyond complaints in terms of systemic issues.

TIO's ability to use its systemic data to feed into public policy, regulatory operations, and members in terms of improving their performance, is a key contributor in lifting the performance of the telecommunications sector as a whole.

2. MINUTES

The members received the Minutes of the 2023 Annual General Meeting held on 22 November 2023.

3. FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2024 INCLUDING THE DIRECTORS' REPORT, FINANCIAL STATEMENTS AND AUDITOR'S REPORT

The Chair introduced the Financial Report of TIO Limited for the year ended 30 June 2024, together with the Directors' Report and Auditor's Report in respect to those financial statements. It was noted that the reports had been circulated to members with the Notice of Meeting on 17 October 2024.

The Chair highlighted the attendance at the meeting of TIO's External Auditor, who was available to respond to any member questions.

The result for the 2024 financial year was a deficit of \$2.25 million. Underlying that deficit was a drawdown of \$3.146 million on TIO's reserves for the major IT project, Project ECHO.

Total income for the year was \$30.8 million.

The Chair invited questions on the financial reports, Directors' Report and Auditor's Report.

There were no questions.

The Chair proposed that the annual financial statements of TIO Limited for the year ended 30 June 2024 together with the reports of the Directors and Auditors be received and considered.

Management of Company

The Chair invited the members present to ask questions of the Directors or to comment on the management of the company.

There were no questions or comments.

There being no other business, the Chair thanked all for their attendance and the meeting closed at 3:32pm.

Confirmed:  Date: 03 / 12 / 2024
Michael Lavarch AO, Chair of the Board of Directors