

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 reference number	<input type="text"/>	Service account number	<input type="text"/>
Name of service provider the complaint is about	<input type="text"/>		
Name on account	<input type="text"/>		
The complaint is about this service(s)	<input type="checkbox"/> landline	<input type="text"/> <small>service ID, i.e. telephone number</small>	
	<input type="checkbox"/> mobile	<input type="text"/> <small>service ID, i.e. telephone number</small>	
	<input type="checkbox"/> internet	<input type="text"/> <small>service ID, i.e. user name</small>	
	<input type="checkbox"/> other	<input type="text"/> <small>e.g. order number or address where service is or will be located</small>	

Representative's details:

Representative's full name	<input type="text"/> <small>Mr/Mrs/Ms/Miss</small>		
Representative type	<input type="text"/> <small>e.g. family member/friend, credit repair agency, financial counsellor, legal representative, advocate, carer, colleague etc.</small>		
Phone number (main contact)	<input type="text"/>	Phone number (alternative contact)	<input type="text"/>
Email address	<input type="text"/>		
Postal address	<input type="text"/>		
	Suburb <input type="text"/>	State <input type="text"/>	Postcode <input type="text"/>

Account holder's details:

Account holder's full name	<input type="text"/> <small>Mr/Mrs/Ms/Miss</small>		
Phone number (main contact)	<input type="text"/>	Phone number (alternative contact)	<input type="text"/>
Email address	<input type="text"/>		
Postal address	<input type="text"/>		
	Suburb <input type="text"/>	State <input type="text"/>	Postcode <input type="text"/>

More information needed on the next page

Telecommunications Industry Ombudsman

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 of
account holder**

Date

Please return this completed form to:

Telecommunications Industry Ombudsman Limited

Post: PO Box 276, Collins Street West VIC 8007

Fax: 1800 630 614 **Email:** tio@tio.com.au

Freecall: 1800 062 058 (Calls from mobiles will be charged at the applicable rates. If you are calling from a mobile, you can ask us to call you back.)

TTY 1800 675 692

National Relay Service: www.relayservice.com.au or
call on 1800 555 677 then enter/ask for 1800 062 058