

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
name must match the company name registered with ASIC under your ACN ACN

Trust/Sole Trader name
ABN

Trading/Brand name
names by which customers may know this entity

Type of business organisation
for example: sole trader, partnership, public company

Does the Applicant hold a carrier licence, issued by the Australian Communications and Media Authority (ACMA)? No Yes – please provide the date of issue
 dd/mm/yy

Registered address
Suburb State Postcode

** Please note this information will be available to the public on the TIO website*

Postal address*
(if different to above) Suburb State Postcode

Website address*

Public email address*

Customer Service number*

Facsimile number*

Products offered *(please tick)*

<input type="checkbox"/> ADSL	<input type="checkbox"/> Cable
<input type="checkbox"/> Dial up	<input type="checkbox"/> Internet
<input type="checkbox"/> Mobile	<input type="checkbox"/> Phone calling cards
<input type="checkbox"/> Satellite	<input type="checkbox"/> Standard telephone service
<input type="checkbox"/> Voice over internet protocol (VoIP)	
<input type="checkbox"/> Other (please specify)	

Who is your wholesaler/s?
this information is for internal TIO use only

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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

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

Is the Applicant part of a franchise?

No Yes – please advise the franchisor

2. Principal business contact

Name of Director, Proprietor, Chief Executive Position

Email address

Contact number

3. Complaint handling

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.

Name of Person/ team that will handle TIO complaints

If a person, please advise their position

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

Email

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

Suburb

State

Postcode

Facsimile number

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

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4. Accounts

There is no fee to become a TIO Member. The TIO will invoice members that receive complaints through our office. The purpose of invoicing is to recover costs as the TIO is a not-for-profit, industry-funded Scheme. Please refer to the TIO website for information on the TIO complaint handling charges <http://www.tio.com.au/members/billing-and-payments>

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 <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.

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

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