



**Telecommunications  
Industry  
Ombudsman**

**Deirdre O'Donnell**  
Ombudsman

Telecommunications Industry Ombudsman (TIO) Ltd  
PO Box 276  
Collins Street West  
MELBOURNE VIC 8007

**THE TIO IS A FREE SERVICE FOR CONSUMERS**  
Paid representation is not required.

Dear

**TIO reference:**

As the account holder for \_\_\_\_\_ ,  
landline, mobile or internet service telephone number, internet username or account number

I, \_\_\_\_\_ , authorise the Telecommunications Industry  
full name

Ombudsman (TIO) and \_\_\_\_\_  
name of company involved with complaint

to deal with the representative I have named below in all matters relating to my complaint.

I understand that the TIO will provide the personal information supplied by my representative to the telecommunications company involved with my complaint.

**Signed by:** \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**My representative is:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

please advise as many contact numbers as possible

*"... providing independent, just, informal and speedy resolution of complaints"*

**Telecommunications Industry Ombudsman Ltd ABN 46 057 634 787**

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TTY: 1800 675 692  
\*calls from mobile phones may incur charges