

Telecommunications
Industry
Ombudsman

*Providing free,
independent, just,
informal and speedy
resolution of complaints.*

ISSUE NUMBER 41 SUMMER 2008

The TIO is an office of last resort — telephone and internet companies must have an opportunity to address a complaint before the TIO will become involved. The TIO is an independent, non-government scheme.

The TIO's campaign for better customer service and complaint handling practices – **connect.resolve**

The TIO's complaint data over the past three years consistently shows increases in complaint volumes in two basic but fundamental areas - customer service and complaint handling.

With our strong commitment to helping the telecommunications industry improve its record in this regard, the TIO is now actively working with industry through a new initiative – **connect.resolve** – a strategic TIO campaign, launched in November by the Federal Minister for Broadband, Communications and the Digital Economy, Senator Stephen Conroy.

connect.resolve is designed to assist service providers **connect** effectively with their customers, and **resolve** their concerns fairly and efficiently. It highlights a collaborative approach to improving customer service and complaint handling procedures, with the TIO actively working with industry players on a number of fronts – as always, we are here

to work with them to help their customers.

Over the course of the next six months, we will closely monitor developments - examining complaint trends, undertaking concise and useful analysis of the data, and providing reports to our largest members (who understandably, in line with their customer numbers, typically generate the largest number of complaints). We want to work closely with service providers and encourage them to develop ways of alleviating these customer concerns.

Industry regulators also have a role in **connect.resolve**, and we will keep them regularly informed of important trends and details as they emerge from the data. Our

goal is of course to see a clear decrease in the growth rate and in the overall number of these types of customer complaints. Over the medium to longer term, we hope to see this reduction in complaints as a trend across the broad range of complaint categories we handle at the TIO.

Members assure the TIO that they take customer complaints and concerns very seriously – we hope to see evidence of this in the data, on which we will report publicly at the conclusion of the campaign.

More information on the **connect.resolve** campaign, which runs until 30 June 2009, is available at www.tio.com.au



At the **connect.resolve** launch in Melbourne on November 21 are Anne Hurley, CEO Communications Alliance; Larry Kestelman, CEO Dodo Internet; Deirdre O'Donnell, Telecommunications Industry Ombudsman; Senator the Honourable Stephen Conroy, Minister for Broadband, Communications and the Digital Economy; and Ravi Bhatia, CEO Primus Telecom.

TIO Talks 41

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Ombudsman's Overview



In recent years, the TIO has gathered and examined complaint data which reveals consistently high volumes of complaints about poor customer service and inconsistent complaint handling practices in the industry. This needs to change.

So, in November, we launched **connect.resolve** – our strategic campaign for better customer service and complaint handling, to encourage service providers to really connect with their customers and resolve their concerns fairly and efficiently.

With the support of the Federal Minister for Broadband, Communications and the Digital Economy, Senator Stephen Conroy, **connect.resolve** is now rallying the industry with a distinctly collaborative call to action – one that acknowledges that poor customer service and complaint handling outcomes are letting us all down, and diverting resources away from more serious and complex issues. It is an approach which recognises that these are relatively simple problems, and easy to fix.

Common complaints stem from customers:

- being given wrong or unhelpful advice
- having difficulties in contacting their service provider
- experiencing rudeness or other discourtesy, or
- not receiving any action from their service provider after straightforward requests, such as cancelling a service or updating an address.

And then there are too many complaints that service providers:

- failed to do what they specifically undertook to do
- failed to internally escalate the complaint when the customer clearly remained unhappy
- did not acknowledge written complaints, or
- did not advise customers of the outcome of their complaint.

Early indications from our largest member organisations and other key stakeholders are that they support this initiative, and that TIO data on customer service and complaint handling issues can provide really useful information about their customers.

We have committed to providing monthly data and analysis of complaint trends to our largest members, to shine a light on problem areas needing attention. Designed to help them track their performance in these areas in some detail, we hope that these regular reports will assist these service providers develop their own action plans to address the problems highlighted by the data.

We also hope an encouraging picture will emerge of significant improvements in these areas.

As in other aspects of our work, with **connect.resolve** we are saying to all our stakeholders that we are listening to consumers' concerns, and working with service providers to improve industry practices.

A handwritten signature in black ink, appearing to read 'Deirdre O'Donnell'.

Deirdre O'Donnell
Ombudsman

Casenotes of poor customer service or complaint handling practices

The following scenarios are taken from real complaints recorded by the TIO, essentially expressed in the complainants' own words. The identities of service providers and complainants have been changed or masked.



Marta tells her story...

I called them again today (Friday) about my phone problems. It basically went around in circles. I was transferred three times, only to be told that I have to wait until Tuesday when they will speak to the TIO, even though I already told them that I'm acting on advice from the TIO. This phone call with them lasted for one hour and twenty minutes. They (the three people I spoke to) kept on telling me that the problems I've encountered are all separate...

and Anan...

I am contacting you again due to a lack of response from them. I have delayed doing so as their officers keep telling me someone will ring me. So I wait, and give them the benefit of the doubt. However my patience has now run out...

and Stacey...

Phone centre staff are a lucky dip, it seems. After the five or six people I spoke with in the past two days, including a manager named "Paula" whose word is worthless because she doesn't keep it, I encountered one useful staff member this morning who did keep her word, and I am now pleased to report my phone has been reconnected, and there's therefore no need for further action. Thank you all the same. It's reassuring to know you're there...

and Amira...

I spoke with them regarding unsolicited premium SMS's. I had conversations with four different operators who all gave me different advice. I then spoke with a helpful operator who told me to pay the bill in full and he would contact the SMS provider and arrange a refund. I made the first contact in March 2008. I would like them to take some responsibility in this, because their logo is on top of the bill, but most of the time they have just been very rude and unhelpful...

and Nam...

I telephoned them on many occasions (20-30 calls on record) in a period of six months, waiting for around 40 minutes before anyone answered the call. The personnel were not very helpful and one employee told me she gets 400 calls a day from irate customers like me, with her response being – "what do you expect me to do?" – and she hung up on me. The calls were made during my working hours as I could not get through after 6.00 pm. As I spent a lot of time on the phone trying to get through and each call taking approximately 40 minutes, I got a reprimand from my manager, which is now on my record...



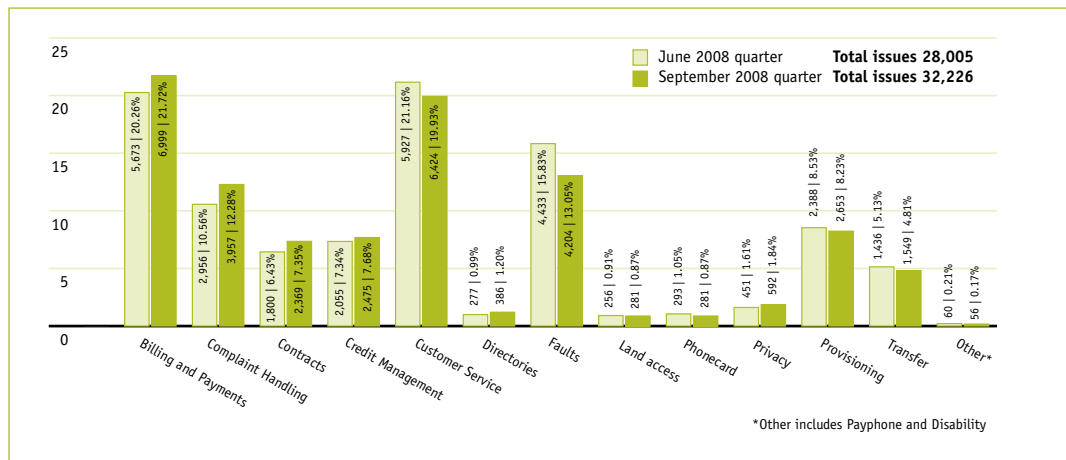
Investigations Update

The TIO received 89,391 complaint issues in the September 2008 quarter, a 19.4 per cent increase on the 74,895 complaint issues logged in the previous quarter. In addition, the TIO received 9,850 complaint issues under the Mobile Premium Services Industry Scheme, up from 8,694 in the June 2008 quarter.

A total of 34,734 issues were about mobile services, 32,226 concerned landline and 22,431 were about internet services.

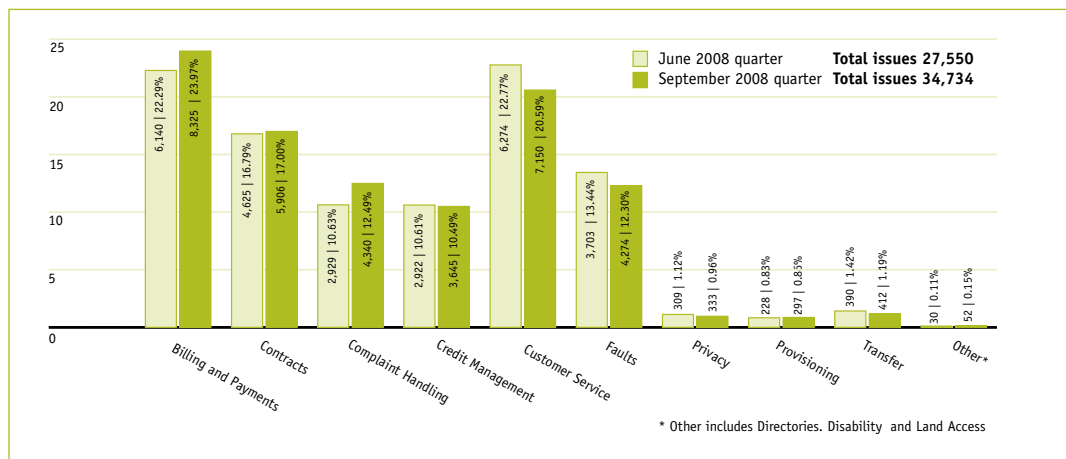
Landline service complaint issues

Bars represent percentage, numerals indicate totals



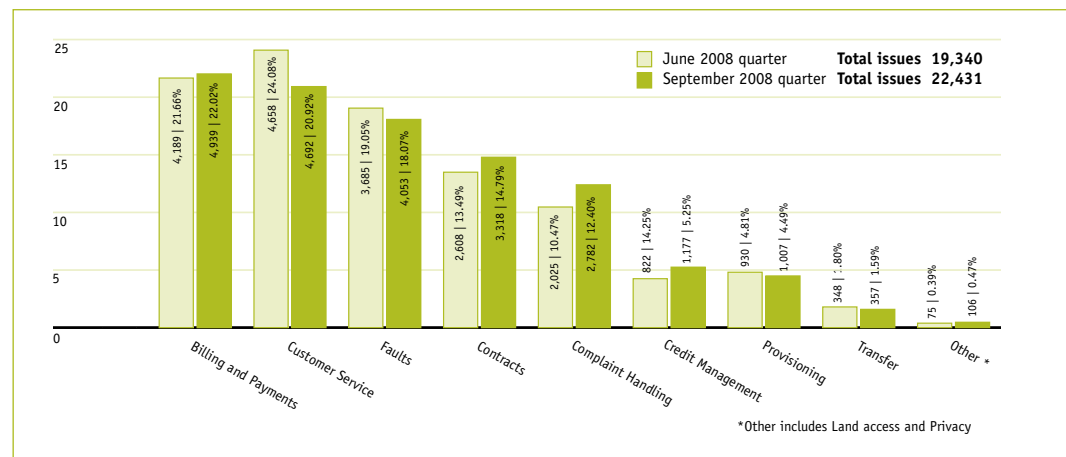
Mobile service complaint issues

Bars represent percentage, numerals indicate totals



Internet service complaint issues

Bars represent percentage, numerals indicate totals



Billing and Payments

Billing and Payments accounted for the largest source of complaint issues in the September 2008 quarter (22.7 per cent of all TIO complaint issues). Of these, 41.1 per cent related to mobile services, 34.5 per cent to landline and 24.4 per cent to Internet.

As with previous quarters, complaint issues relating to disputed usage charges accounted for the largest number of Billing and Payment complaint issues (37.9 per cent), with 7,690 complaint issues.

Customer Service

Customer Service complaint issues accounted for 20.4 per cent of all TIO complaint issues for the September 2008 quarter. Mobiles accounted for 39.1 per cent of all Customer Service complaint issues, followed by landline (35.2 per cent) and internet (25.7 per cent).

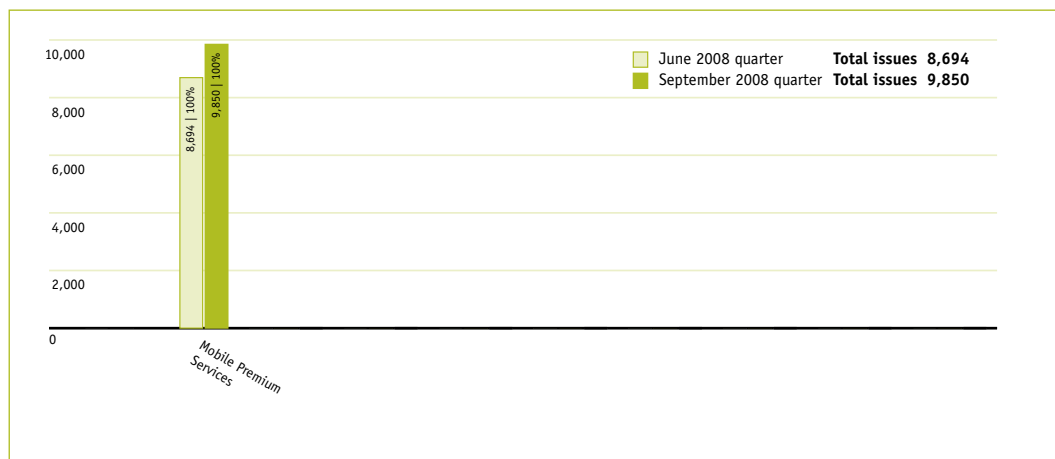
Complaint issues relating to claims that suppliers gave customers inaccurate and/or inadequate

advice were the largest source of Customer Service complaint issues, at 39.7 per cent. The next highest related to claims that suppliers had not actioned the customer's request (30.8 per cent).

Complaint Handling

Complaint Handling accounted for 12.4 per cent of all complaint issues, against 10.6 per cent in the June 2008 quarter - an increase of 3,169 complaint issues. Of the 11,079 Complaint Handling complaints, 39.2 per cent related to landline services, 35.7 per cent to mobile services and 25.1 per cent to internet services.

Complaint issues about an alleged failure of suppliers to act on undertakings made to customers accounted for 38.2 per cent of all Complaint Handling complaints. The second highest Complaint Handling category (18.1 per cent) related to the alleged failure of suppliers to advise dissatisfied customers of the TIO's existence.



MPSI Services

NEWS BRIEFS

TIO Annual Report

The TIO Annual Report for 2007/2008, launched in October, noted a record increase in the number of complaints over the last year, with the TIO receiving almost 150,000 complaints from consumers and small businesses who could not resolve a problem with their landline, internet or mobile phone service provider. Customer service complaint issues led the landline and mobile service categories, and were second only to billing and payments complaint issues in the internet category. For more information, see the complete Annual Report at www.tio.com.au/Publications.

New Communications Alliance website to inform consumers about mobile premium services – 19SMS

In November, Communications Alliance launched a web-based "one-stop-shop" – www.19sms.com.au – to provide consumers with a comprehensive guide to Mobile Premium Services. 19SMS, which incorporates a range of useful features, is designed to help consumers make informed decisions when choosing to subscribe to Premium SMS and MMS delivered through their mobile phones. For more information, visit www.19sms.com.au

Complaints against TIO Members by Issue - Landline, Mobile and Internet (non-standardised)

1 July 2008 - 30 September 2008 (Includes members that received 25 or more complaints logged for the quarter)

	Land Line										Mobile										Internet										Total Internet
	Total Issues	Billing and Payments	Credit Management	Complaint Handling	Customer Transfer	Customer Service	Contracts	Faults	Privacy	Provisioning	Other*	Total Land Line	Billing and Payments	Contracts	Credit Management	Customer Service	Complaint Handling	Faults	Transfer	Other #	Total Mobile	Billing and Payment	Contracts	Credit Management	Customer Service	Complaint Handling	Faults	Provision	Other^		
AAPI Ltd (t&I) (c)	2699	563	298	219	39	338	63	173	20	101	19	1833	39	12	34	31	21	8	4	5	154	162	65	68	149	91	111	36	30	712	
ACN Pacific Pty Ltd (t & I)	84	14	6	4	1	4	1	0	0	0	2	32	15	12	5	2	9	0	0	1	49	1	0	0	0	0	0	0	0	3	
Adam Pty Ltd (t)	99	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	14	9	1	17	9	28	16	1	95	
Allegro Networks Pty Ltd (t) (c)	73	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	0	19	11	6	3	0	0	4	
Astron Communication and Information Services Pty Ltd (t)	103	24	3	9	18	21	14	3	6	0	0	98	0	0	1	0	0	0	0	0	1	0	0	0	2	0	0	2	0	0	
Australia Internet Solutions Pty Ltd	302	0	0	0	0	2	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	56	33	6	91	37	46	10	19	298	
Australia Star Communications (t & I)	116	13	6	6	3	9	10	5	0	0	0	52	19	14	8	4	7	1	1	1	55	3	4	0	1	1	0	0	0	9	
Australian Private Networks Pty Ltd (t & I) (c)	89	0	0	0	1	5	0	6	0	0	0	12	0	0	0	0	0	0	0	0	2	2	0	30	3	37	2	1	77		
Axis Telecoms Pty Ltd (t)	57	5	0	5	1	12	18	4	0	0	0	45	4	1	1	0	2	0	0	0	8	0	0	0	0	0	0	0	0	4	
BEST Internet and Telecom Pty Ltd (t & I) (c)	195	44	22	11	56	38	20	2	0	0	0	193	1	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	
Blitz Telecom Operations Pty Ltd (t&t) (c)	158	7	1	3	1	9	0	9	0	1	0	31	1	0	1	2	0	0	0	0	6	21	4	5	52	2	37	0	0	121	
CardCall Pty Ltd (t & I)	188	7	0	9	1	8	3	1	1	0	157	187	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Chariot Ltd (t) (c)	88	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Clear Telecoms (Aust) Pty Ltd (t & I)	341	79	5	34	20	37	75	35	3	0	291	7	7	0	3	10	3	0	0	0	4	34	5	2	1	4	3	0	0	16	
Commander Australia Pty Ltd (t&t)	96	27	2	6	3	12	14	0	0	1	74	1	6	1	5	1	1	0	0	0	15	1	0	2	1	2	0	0	0	7	
Dodo Australia Pty Ltd (t)	2124	214	23	83	24	100	78	42	14	72	652	90	55	12	71	37	15	10	8	298	340	210	56	191	125	166	70	16	1,174		
Edirect Pty Ltd (t & I)	267	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
EFLnet Pty Ltd (t & I)	392	35	7	33	53	19	20	3	4	0	176	0	0	0	0	0	0	0	0	0	0	77	40	3	37	26	22	3	8	216	
Exetel Pty Ltd (t)	116	1	0	2	3	5	0	17	0	2	0	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Fortconnect Pty Ltd (t)	589	7	26	9	2	253	15	268	0	0	580	2	2	12	18	4	1	1	0	1	68	149	69	14	130	100	106	51	16	635	
GoTalk Australia Pty Ltd (t)	1485	218	39	115	51	141	72	91	7	32	16	782	22	8	2	2	18	4	1	1	83	507	302	185	104	143	109	146	3	1	993
Hutchison 3G Australia Pty Ltd (t)	6500	0	0	0	0	0	0	0	0	0	0	1,345	923	429	965	618	1,113	31	83	5,507	302	185	104	143	109	146	3	1	993		
ifinet Ltd (t)	744	40	4	38	18	45	14	105	2	32	300	0	0	0	0	0	0	0	0	0	80	40	9	90	55	105	48	17	444		
Intermode Systems Pty Ltd (t)	154	3	0	3	1	1	0	5	0	0	13	0	0	0	0	0	0	0	0	0	35	12	4	18	15	39	13	5	141		
Komtel Pty Ltd (t & I)	167	29	1	17	5	39	26	41	0	1	159	1	0	2	2	1	0	2	1	0	6	1	0	0	0	0	0	0	0	2	
m8 Telecom Pty Ltd (t)	367	0	6	0	0	0	0	0	0	0	10	110	53	59	86	33	13	2	1	357	0	0	0	0	0	0	0	0	0	0	
McKay, Jason Kenneth (t)	81	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Miraband Pty Ltd (t) (c)	56	15	1	10	0	7	8	12	1	2	56	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mobileworld Operating Pty Ltd (t)	273	0	0	0	0	0	0	0	0	0	0	48	84	7	52	29	48	2	3	273	0	0	0	0	0	0	0	0	0	0	
My Net Fone Pty Ltd (t & I)	57	13	0	3	2	11	13	11	0	0	53	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Nationtel Pty Ltd (t)	74	0	3	12	0	26	0	33	0	0	74	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
NetSpace Online Systems Pty Ltd (t)	272	20	2	5	2	7	4	10	0	13	64	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Optus Broadband Pty Ltd (t)	1974	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	423	293	122	451	247	330	73	35	1,974		
Optus Mobile Pty Ltd (t)	6645	0	0	0	0	0	0	0	0	0	0	1,437	1,034	599	1,519	875	920	76	185	6,645	0	0	0	0	0	0	0	0	0	0	
Optus Networks Pty Ltd (t)	3949	501	219	332	240	622	276	442	65	245	37	2979	0	0	0	0	0	0	0	0	222	139	54	207	130	126	54	38	970		
People Telecommunications Ltd (t)	683	67	26	37	60	63	70	31	11	3	375	25	35	11	29	13	7	3	0	119	41	38	6	43	18	25	8	10	189		
Prima Telecommunications Pty Ltd (t & I) (c)	1947	279	100	168	31	188	77	208	6	64	4	1125	19	6	11	4	5	2	1	54	175	106	31	155	108	124	55	16	768		
Reward Mobile Pty Limited (t)	65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	65	0	0	0	0	0	0	0	0	0	
SIPlus Mobile Pty Limited (t)	577	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Soul Communications Pty Ltd (t & I)	8102	823	275	347	48	443	194	106	7	50	4	2297	1,229	577	455	599	236	28	31	4,106	410	333	108	387	231	167	48	15	6,999		
Southern Phone Company (t)	82	14	3	2	2	14	1	5	2	0	43	10	6	3	9	3	3	0	0	0	34	2	1	0	0	0	0	0	0	5	
Spirit Telecommunications Pty Ltd (t & I)	142	36	2	1	0	2	14	1	0	0	141	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Tel.Pacific Pte Ltd (t & I)	64	2	0	1	0	2	2	0	0	0	54	61	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	0	0	0	
Telco Blue Pty Ltd (t)	260	56	11	21	34	35	68	22	2	2	251	3	1	0	0	0	0	0	0	0	4	2	0	2	0	2	0	0	0	1	
Telstra Big Pond (t)	6674	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,560	1,082	454	1,381	820	811	401	165	6,674		
Telstra Mobile Pty Ltd (t)	2797	3,497	1,301	2,183	689	3,418	993	1,873	425	1,969	602	1690	2,601	1,184	2,002	1,209	1,072	92	236	10,687	0	0	0	0	0	0	0	0	0	0	
Thomas Ford Trading Pty Ltd (t)	70	15	2	7	1	17	3	3	0	0	62	6	2	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0	0	0	
TPG Internet Pty Ltd (t)	856	10	2	5	2	3	5	12	0	2	43	4	1	0	8	9	8	13	4	47	136	104	9	146	107	193	44	27	766		
TransACT Capital Communications (t&t) (c)	136	22	6	3	1	17	19	10	5	3	88	1	0																		

Complaints against TIO Members by Level - Landline, Mobile and Internet (non-standardised)

1 July 2008 - 30 September 2008 (Includes members that received 25 or more complaints logged for the quarter)

	Total	Level 1	Level 2	Level 3	Level 4
AAPT Ltd (t&i) (c)	1,399	1,298	82	17	2
ACN Pacific Pty Ltd (t & i)	49	47	2	0	0
Adam Pty Ltd (i)	57	57	0	0	0
Allegro Networks Pty Ltd (i) (c)	25	17	4	4	0
Astron Communication and Information Services Pty Ltd (t)	53	53	0	0	0
Australia Internet Solutions Pty Ltd	156	155	1	0	0
Australia Star Communications (t & i)	63	51	9	3	0
Australian Private Networks Pty Ltd (t & i) (c)	52	52	0	0	0
Axis Telecoms Pty Ltd (t)	25	21	2	2	0
BEST Internet and Telecom Pty Ltd (t & i) (c)	84	70	10	4	0
Blitz Telecom Operations Pty Ltd (t&i)	78	78	0	0	0
CardCall Pty Ltd (t & i)	113	96	13	4	0
Chariot Ltd (i) (c)	49	45	2	2	0
Clear Telecoms (Aust) Pty Ltd (t & i)	176	165	10	1	0
Commander Australia Pty Ltd (t&i)	55	49	4	2	0
Dodo Australia Pty Ltd (i)	996	957	35	4	0
Edirect Pty Ltd (t)	133	127	5	1	0
EFTel Pty Ltd (t & i)	189	161	19	9	0
Exetel Pty Ltd (i)	63	61	2	0	0
Fortconnect Pty Ltd (t)	301	292	8	1	0
G0talk Australia Pty Ltd (t)	665	569	60	34	2
Hutchison 3G Australia Pty Ltd (o)	3,445	3,120	288	36	1
iNet Ltd (i)	376	340	24	11	1
Interode Systems Pty Ltd (i)	79	77	2	0	0
Komtel Pty Ltd (t & i)	177	144	31	2	0
m8 Telecom Pty Ltd (o)	39	39	0	0	0
Mickay, Jason Kenneth (i)	30	29	1	0	0
Mibroadband Pty Ltd (t) (c)	154	144	10	0	0
Mobileworld Operating Pty Ltd (t)	31	27	3	1	0
My Net Fone Pty Ltd (t & i)	37	37	0	0	0
NationTel Pty Ltd (t)	137	120	13	4	0
Netspace Online Systems Pty Ltd (i)	1,025	1,001	23	1	0
Optus Broadband Pty Ltd (i)	3,346	3,208	122	16	0
Optus Mobile Pty Ltd (t) (c)	2,006	1,863	116	26	1
Optus Networks Pty Ltd (t) (c)	332	307	20	5	0
People Telecommunications Ltd (t)	945	876	51	18	0
Primus Telecommunications Pty Ltd (t & i) (c)	31	26	5	0	0
Reward Mobile Pty Limited (t)	286	239	40	7	0
SIMplus Mobile Pty Limited (t)	3,507	3,125	328	54	0
Soul Communications Pty Ltd (t & i)	44	42	1	1	0
Southern Phone Company (t)	71	69	2	0	0
Sprint Telecommunication Pty Ltd t & i)	38	35	3	0	0
Tel Pacific Prt Ltd (t & i)	135	126	6	3	0
Telco Blue Pty Ltd (t)	3,382	3,152	183	43	4
Teistra Big Pond (t)	14,014	12,490	1,050	428	46
Teistra Corporation (t) (c)	41	37	1	2	1
Thomas Ford Trading Pty Ltd (t)	457	440	13	4	0
TPG Internet Pty Ltd (i)	70	60	8	2	0
TransACT Capital Communications (t&i) (c)	30	30	0	0	0
Unwired Australia Pty Ltd (t & i) (c)	2,371	2,128	227	16	0
Virgin Mobile (Australia) Pty Ltd (t & i)	1,962	1,873	77	10	2
Vodafone Australia Limited (t) (c)	63	62	1	0	0
Westnet Pty Ltd (t & i)					

As all TIO members have agreed to provide details of their customer numbers, the complaint statistics provided here are non-standardised. It is therefore important for readers to be aware that a high number of complaints to the TIO about a member may reflect a larger customer base. It should also be remembered that TIO members provide a mixture of telephone, internet, mobile and mobile premium services, and that the number and nature of complaints will reflect this.

The table on page 6 shows the number of complaints against members according to the issue about which the customer lodged a complaint. The table, left, shows complaints against members by level - that is according to the level at which the complaint was resolved. This is the same for the MPSI tables.

As one complaint can raise more than one issue, there may be more complaint issues than complaints by level. TIO members are charged according to the number of complaints logged against them, not the number of issues raised.

Generally, the levels at which complaints were resolved is an indication of a member's internal dispute resolution performance. However, it should be borne in mind that some complaint issues, such as land access issues, are by nature complex and time consuming and are therefore raised immediately at Level 4.

These statistics report on members with 25 or more complaints logged against them in the September 2008 quarter. The members are listed in alphabetical order.

(t) = telephone service provider (i) = internet service provider (o) = other (c) = holds carrier licence

Farewell to Council Members Trudi Bean & Neil Mounsher

In November, the TIO said farewell to two of its valued Council members, Trudi Bean and Neil Mounsher.



Trudi, a senior member of the Singtel Optus legal team, is moving to take up a position with the Department of Broadband, Communications and the Digital Economy. Having served on the TIO Council for more than 2 and-a-half years, Trudi made an enormously valuable contribution to the TIO Scheme. Her expertise in regulatory and legal matters, as well as her extensive knowledge of the broader telecommunications industry, meant her contributions to Council's deliberations were always significant, balanced, and incisive. We wish her well for the future.



Neil is one of the TIO's longest serving Council members, having been appointed in March 2003. Neil brought a wealth of industry experience to the TIO Council, having worked with Telstra for more than 35 years in a number of engineering and managerial roles. Neil has shown a great deal of integrity and commitment in all his dealings with the TIO, is well known to many of our staff, and has always been a welcome visitor to the office. He has been part of the TIO's journey, as we have grown and developed in response to demand, and has always made well-considered and constructive contributions. It is with great regret that we see him conclude his term on Council.

How to contact us

FREECALL* 1800 062 058
*calls from mobiles will be charged at the applicable rate.

FREEFAX 1800 630 614

FREECALL TTY (teletype)
1800 675 692

FREECALL Interpreter Service
131 450

Web: www.tio.com.au

Postal PO Box 276
COLLINS STREET WEST
VIC 8007

Email: tio@tio.com.au

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User and Public Interest Group Representatives

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Wesley Mission

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Country Womens' Association of Australia

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Mr Stephen Dalby
General Manager, Regulatory iiNet