



From: Byron Thompson [mailto:byron.thompson@tio.com.au]
Sent: Wednesday, 10 October 2007 5:10 PM
To: ISP & TELCO Sales
Subject: TIO Membership Active - Best Internet and Telecom Pty Ltd

Re: TIO Membership

Thank you for your completed membership form. Best Internet and Telecom Pty Ltd is now a member of the Telecommunications Industry Ombudsman Limited. The TIO's mission is to provide independent, just, informal, speedy resolution of complaints.

As a member you will receive the TIO's electronic bulletin, TIO Talks. The TIO Talks will be e-mailed out to you. The TIO Talks reports on telecommunications consumer issues and the TIO's quarterly complaint statistics.

There are many benefits to be gained from being a member of the TIO scheme:

- The TIO practices Alternative Dispute Resolution and can therefore be used as an alternative to legal processes;
- Unlike other complaints bodies the TIO is not a Consumer advocate, instead it is an independent dispute resolution body;
- If you have a particularly difficult complaint, the TIO can help to finalise the matter;
- Membership may increase consumer confidence;
- You can use the TIO logo on your website or in other advertising material.

The TIO staffs a small Member Communications Team to help you with any queries you may have about the scheme. The Member Communications Adviser, Kalma Rathouski, is your primary point of contact at the TIO. Please contact Kalma if you have a query about - the TIO's processes and procedures; the progress or outcome of a particular complaint; the TIO's classification of a particular complaint or a TIO invoice.

Kalma can also provide advice and assistance on a range of other matters including the number and nature of complaints against a member, emerging issues of consumer misunderstanding or dissatisfaction, and members' internal complaint-handling mechanisms.

You may also wish to contact me to request that automatic email notification be activated on your membership. By doing so, you will receive an automatically generated email to your nominated address advising you that the TIO has been contacted by one of your customers.

If you would like Kalma to visit your work place to explain the Scheme in more detail to you and/or your staff, please contact the Member Communications Team to make an appointment on 03 8600 8700.

Please visit the TIO website for further information regarding the TIO and your membership.

If I can be of further assistance, please do not hesitate to contact me.

Yours sincerely,

Byron Thompson
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