



Communications Alliance Relaunches Suite of Fact Sheets Promoting Membership of TIO Scheme and Improved Complaints Processes

Sydney, 22 May 2007 - Communications Alliance today announced that it is relaunching three industry fact sheets to help service providers understand their obligations in relation to the TIO Scheme and promote industry best practice behaviour in complaints handling. This comes in response to the Australian Communications and Media Authority (ACMA) [issuing a direction](#) to Prodigy Telecom Pty Ltd to join the Telecommunications Industry Ombudsman (TIO) Scheme.

The TIO Scheme was established to investigate complaints from small business and residential customers about telephone, mobile & Internet services. Communications Alliance wants to ensure that all carriage service providers [CSPs] (including Internet service providers and providers of VoIP standard telephone services) are aware that TIO membership is mandatory and that there are distinct benefits that can be gained from being a TIO member.

The fact sheets, first issued by Communications Alliance in September last year, remind CSPs and VoIP providers of their obligations to the TIO Scheme, promote best practice behaviour in handling customer complaints, explain the Complaint Handling Code and set out the rules and timeframes for dealing with various types of complaints.

"We are committed to promoting best practice behaviour in the telecommunications industry. The TIO Scheme plays an invaluable role in fostering this, which is why membership is essential," said Anne Hurley, CEO Communications Alliance.

The Ombudsman, John Pinnock, added, "It is vital that all service providers understand their customer obligations to increase customer satisfaction. With over 1,100 Australian service providers, the fact sheets and the TIO Scheme ensure that CSPs are well equipped to handle customer complaints processes properly."

Chris Chapman, ACMA Chairman, said, "The TIO Scheme forms an important component of the regulatory framework of the communications industry and membership of the scheme is crucial to ensuring the ongoing integrity and effectiveness of the framework. These fact sheets provide guidance on who must be a member of the TIO and the various benefits of TIO membership".

The fact sheets can be downloaded from the Communications Alliance website: www.commsalliance.com.au/about_us/factsheets

About Communications Alliance

Communications Alliance was formed in 2006 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

The prime mission of Communications Alliance is to promote the growth of the Australian communications industry and the protection of consumer interests by fostering the highest standards of business ethics and behaviour through industry self- governance.

For further information see www.commsalliance.com.au