

**Please Note: The TIO may contact you before notifying MyCRA of a resolution**

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



**Telecommunications  
Industry  
Ombudsman**

**Simon Cohen  
Ombudsman**

**THE TIO IS A FREE SERVICE FOR CONSUMERS**

Paid representation is not required.

Dear

**TIO reference:**

As the account holder for We can complete this section for you...,  
landline, mobile or internet service telephone number, internet username or account number

I, Please enter your full name here,  
full name authorise the Telecommunications Industry

Ombudsman (TIO) and We will add your creditors details after we identify their legal name  
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:**  Please sign here

Date: Please insert the date you sign this document

Address: Please add your full address here

Email: Please insert your primary email address

Telephone: Please insert your best contact number  
please provide as many contact numbers as possible

**My representative is:**

Name: MyCRA Pty Ltd

Address: 246 Stafford Road

Stafford, Qld. 4053

Email: \_\_\_\_\_

Telephone: 07 3124 7133  
please provide 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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Telephone: (03) 8600 8700  
Fax: (03) 8600 8797  
TTY: 1800 675 692  
\*calls from mobile phones may incur charges