26 April 2006

Telecommunications Industry Ombudsman

John Pinnock
Ombudsman

Mr Gary Looney
Lot 44 Wentworth rd
MENINDEE NSW 2879

Dear Mr Looney

TIO reference: 06/005234-1 - Fink

Thank you for your correspondence, received by the Telecommunications Industry Ombudsman (TIO) on 3 April 2006.

I have written to Telstra Big Pond on your behalf and asked it to investigate your complaint and respond to me directly. For your reference, I attach a copy of my letter to Telstra Big Pond. (Details of company representatives have been removed for privacy reasons.)

I have also sent Telstra Big Pond a copy of your correspondence.

Alternative dispute resolution

As an independent alternative dispute resolution service, the TIO's aim is to help negotiate fair and reasonable outcomes to disputes. Because you are a participant in this process, it is important that you are prepared to communicate with Telstra Big Pond and the TIO in good faith. Please be open to contact from Telstra Big Pond, e.g. telephone calls to discuss or suggest action in relation to your complaint. When you consider possible resolutions to your complaint, please be prepared to hear Telstra Big Pond's point of view and to think about whether the outcome you are seeking is supported by available information.

Complaint time frames

Telstra Big Pond has three to four weeks to respond directly to the TIO, then we will need some extra time to assess your complaint carefully. At present, because of the large volume of complaints already lodged with the TIO, the assessment time frame is likely to be four to six weeks from the time we receive a response from Telstra Big Pond. This means I will contact you with the TIO's independent assessment of the complaint within eight to ten weeks. The TIO sincerely apologises for any inconvenience resulting from this delay.

You are welcome to contact me to discuss your complaint.
For your information, I enclose a brochure about the alternative dispute resolution process followed by this Office.

Yours sincerely

Jason Fink
Investigations Officer