



How to apply for membership of The Telecommunications Ombudsman Service (Otelo)

Once you have decided to join Otelo, you will need to complete:

- The Application Form;
- The Deed Poll;
- The TRRR Return; and
- The Contacts form.

The forms can be found on 'How to Apply' on the Membership page of Otelo's website. Guidance on how to complete the Application Form, Deed Poll and TRRR Return can be found below.

Copies of The Application form, The Deed Poll and The TRRR return will need to be downloaded from the website and printed out prior to completion. The Contacts form can be completed online and sent to the email address on the form.

The completed Application Form and The Deed Poll should be sent to Otelo by:

- scanning and emailing to membership@otelo.org.uk ; or
- faxing to 01925 430059; or
- mailing to: The Membership Secretary

Otelo
Wilderspool Park
Greenall's Avenue
Warrington WA4 6HL

The completed TRRR return should be sent to Richard Brown, Secretary to the Member Board by:
scanning and emailing to rbrown@tosl.org.uk ; or
mailing to: Richard Brown, Secretary to the Member Board, Otelo (address as above).

When applications for membership of Otelo are received they are circulated to The Council of The Ombudsman Service Limited for consideration and approval. The acceptance process takes about 10 working days and membership of the service begins on the date on which the application is accepted by the Council (subject to payment of the membership fee).

Please do not send any payment with your application. We will calculate the membership fee and invoice you for the amount due when your application has been approved by the Council. As soon as payment has been received, confirmation of your membership, and information about how to inform your customers about Otelo, will be sent to you.

If you have any questions about membership please contact us by phone on 01925 430870 or by email at membership@otelo.org.uk .

Guide to the completing the Application Form, the Deed Poll and the TRRR Return

The Application Form

Sections 52 to 55 of the Communications Act 2003 (the Act) specify the general conditions which apply to all public communications providers (PCPs) in relation to customer interests. A PCP is defined in section 151 of the Act. Broadly, it is a provider of a public electronic communications network or service, or a person who makes available associated facilities. These are defined in section 32 of the Act. They are the core services for which the Ombudsman provides dispute resolution services.

If you provide such services or products to domestic or small business customers you will be required to make available to these customers an approved independent dispute resolution service which is free of charge to the customer, easy to use, transparent and effective.

Information from Ofcom on Alternative Dispute Resolution can be found at http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/newccodes/

The Telecommunications Ombudsman Service (Otel0) was approved by the Regulator on 29 September 2003 and re-approved on 12 December 2005.

If you would like the Ombudsman to provide dispute resolution for **all of the statutory services and products (Otel0 Terms of Reference)**.

Para 1.2) which you provide to your customers, you should insert “**All**” in the appropriate box on the Application Form and specify the services and products by ticking the boxes provided on the form.

If you would like the Ombudsman to provide dispute resolution for any of your **other services and products (Otel0 Terms of Reference Para 1.3) which you provide to your customers**, you should specify on the Application Form those which you would like to include, for example: fixed line voice services, carrier pre-selection, mobile telephony, Internet or VOIP. If you are already a member of the service and wish to amend the list of services and products, please complete **the Amendment Form**.

If there are any other services which you provide, which are not covered in the statutory services, and you would like the Ombudsman to resolve disputes which may arise in relation to these services, you can do this by submitting a separate request to Otel0. Please note that to do so you must already be a member of the service for statutory services and products.

If you have any questions about whether you are a PCP, or whether you will be required to offer dispute resolution services, you should contact Ofcom, or alternatively seek independent legal advice.

The Deed Poll

The purpose of the Deed Poll is to entitle and enable the enforcement of a final decision of the Ombudsman, which has been made against a member company and where the complainant has accepted the decision.

The Total Relevant Retail Revenue (TRRR) Return

Your TRRR is required in order to facilitate the appointment of Member Board Members (in accordance with para 3.3 Otel0 Terms of Reference, which can be found on our website at

www.otelo.org.uk) and to calculate membership fees. How membership fees are calculated is explained in the Schedule of Charges on the Membership page of our website.

To calculate membership charges for Otelo's current financial year, ending 31 March we need to know your TRRR for the previous 12-month period ending 30 September. In compliance with para 3.3 of the Otelo Terms of Reference, would you please provide us with a schedule of your TRRR for the products and services you would like to be included within the jurisdiction of the Ombudsman and the Service. If, for any or all of your products and services, this was zero, then that is the appropriate figure to use.

For clarification, you should include within your TRRR, revenues from all domestic customers and all small business customers which spend less than £5000 per year (including VAT) with your company. You should include only retail and not wholesale revenues, even if the wholesale revenues relate to the provision of services to domestic and small business customers.

In accordance with para 3.3(b) of the Otelo Terms of Reference, your return should come from a Director or Secretary of the company.