

The **Ombudsman** Service Limited

FROM THE CHAIRMAN
Council of The Ombudsman Service Limited

The Ombudsman Service Limited (TOSL) administers the Telecommunications Ombudsman Service (Otel) and is a private limited company which operates on a not-for-profit basis. Its governance structure has been carefully designed to protect the independence of the Ombudsman and the Telecommunications Ombudsman has been admitted to membership of the British and Irish Ombudsman's Association (BIOA). BIOA's rules require that members are independent. The Service is funded by its industry members.

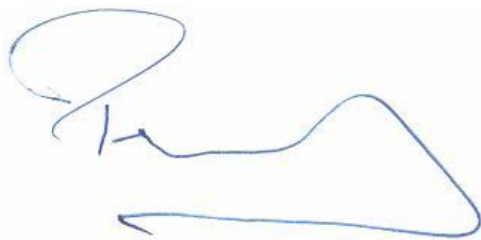
The Ombudsman is Elizabeth France and her Offices are based in Warrington. She shares decision taking on telecommunications cases with the Principal Ombudsman, Dr Richard Sills.

The Communications Act 2003 requires all public communications providers to maintain independent dispute resolution procedures for domestic and small business customers using their electronic communications products and services (although content itself is excluded). Dispute resolution services must be free of charge to the customer, easy to use, transparent and effective and must also be approved by the regulator, Ofcom.

Documents on the membership area of the Otel website explain how the Service operates, how your company can participate, how the Service is funded and what would be expected of your company. Otel's leaflet "Two sides to every story" explains how to use the Service.

We are committed to providing a service which combines quality with efficiency. The Service was developed through close co-operation with both Ofcom and the industry. While it must remain independent of both, we believe that this co-operation enabled us to develop a service which not only meets the requirements of the Communications Act, but addresses the needs of the industry in meeting its own customer service requirements.

You can become a member of Otel by completing, executing and returning the application form, the Deed Poll, the TRRR return and the contacts form. If you would like further information about membership of the service please call Otel on 01925 430870, or email membership@otelo.org.uk.

A handwritten signature in blue ink, appearing to read 'Peter Holland', with a long horizontal stroke extending to the right.

Peter Holland, CBE DL