



Office of the Telecommunications Ombudsman

Membership Charges

The Service is a not-for-profit organisation funded by its members through an annual subscription and a charge for cases opened. Its annual budget is approved by a Member Board which consists predominantly of member company representatives.

The annual subscription for each member company is based on its annual Total Relevant Retail Revenue (TRRR).

(TRRR is the retail value of the services and products covered by the Ombudsman service which the company supplies to its domestic and small business customers)

• The Annual Subscription Category B Members For companies with an annual TRRR below £20m

There are four charge bands.

TRRR of member company	Annual subscription 2009/10(*)
Band 1 – up to £1m	£75
Band 2 – £1m to £5m	£230
Band 3 – £5m to £10m	£400
Band 4 – £10m to £20m	£600

* where a company joins in the second half of TOSL's financial year, the subscription is reduced by 50%.

Category A Members

Companies with a TRRR above £20m will be charged in proportion to their TRRR.

• **The Case Fee** – all members pay a fee each time a case is opened.

To discuss what your company would pay, including case fees, please call 01925 430875 or 01925 430870