

Telecommunications Complaints in Context

TIO new complaints as a proportion of services in operation (SIO) by provider in January-March 2016

About this report

Complaints in Context is published quarterly by the Telecommunications Industry Ombudsman (TIO) and Communications Alliance. It reports on the number of new TIO complaints as a proportion of telecommunications services in operation (SIO). TIO new complaints data comprises complaints about landline, mobile and internet services from residential and small business customers and excludes enquiries from telecommunications consumers.

Reporting methodology

The data reported represents the number of TIO complaints per 10,000 SIO.

The *Complaints in Context* data is either aggregated for all companies in a telecommunications group or is reported as a separate figure for each company or brand depending on how a business elects to participate in *Complaints in Context* reporting.

The SIO data is based on a snapshot of active telecommunications services taken at the end of the second month of the quarter for each participating service provider. It includes all residential consumers and all small business consumers covered by the *Telecommunications Consumer Protection (TCP) Code* and excludes inactive, suspended and cancelled services.

To calculate the number of TIO new complaints per 10,000 SIO a service provider's total TIO new complaints is divided by its total SIO and multiplied by 10,000.

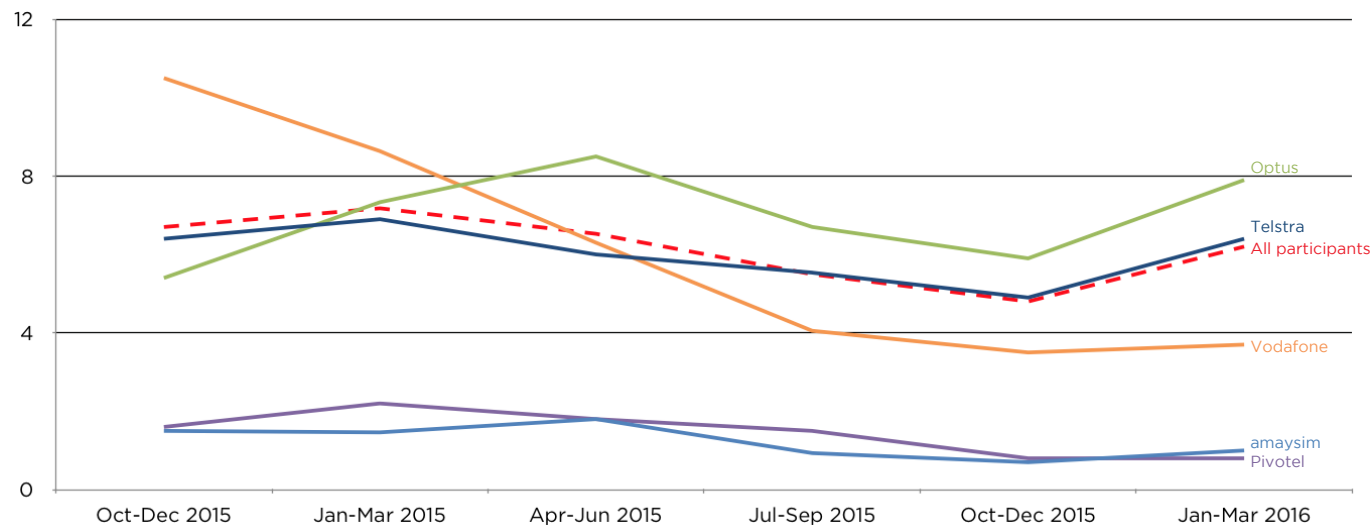
The "All participants" result is the total TIO complaints for all participants divided by the total SIO for all participants, multiplied by 10,000. The aggregate figure may not be directly comparable between reporting periods when there is a change in participants.

Tracking complaints over time

The first *Complaints in Context* report published data from July to September 2013. At that time, there were 7.9 TIO complaints per 10,000 SIO for all participating providers.

Past editions of *Complaints in Context* can be accessed via the [TIO](#) and [Communications Alliance](#) websites.

New complaints per 10,000 SIO



| Provider | New complaints per 10,000 services in operation | | | | | |
|-------------------|---|------------|------------|------------|------------|------------|
| | Oct-Dec 14 | Jan-Mar 15 | Apr-Jun 15 | Jul-Sep 15 | Oct-Dec 15 | Jan-Mar 16 |
| Telstra | 6.4 | 6.9 | 6.0 | 5.5 | 4.9 | 6.4 |
| Optus | 5.4 | 7.3 | 8.5 | 6.7 | 5.9 | 7.9 |
| Vodafone | 10.5 | 8.6 | 6.3 | 4.1 | 3.5 | 3.7 |
| amaysim | 1.5 | 1.5 | 1.8 | 0.9 | 0.7 | 1.0 |
| Pivotel | 1.6 | 2.2 | 1.8 | 1.5 | 0.8 | 0.8 |
| All participants* | 6.7 | 7.2 | 6.5 | 5.5 | 4.8 | 6.2 |

* Calculated by dividing participants' total TIO new complaints by participants' total SIO