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COMMUNICATIONS ALLIANCE WELCOMES TIO ANNUAL REPORT

Sydney, 7 November 2007 – Communications Alliance today welcomed the latest Telecommunications Industry Ombudsman (TIO) Annual Report.

Anne Hurley, CEO Communications Alliance said: "It is vital that customers have confidence that their concerns are being heard and acted on by their service providers. It is our view that the findings of this report provides valuable information for continuing industry's commitment to improved outcomes."

The TIO report shows encouraging trends as well as useful insights. In particular, it highlights the continually improving rate of complaint resolution being managed by service providers before further escalation to the TIO.

Among the most promising results were:

- A 13.4% fall in credit management complaint issues. Contributing factors included some companies introducing spending alerts for customers, and the introduction of the financial hardship provisions of the Credit Management Code in October 2006.
- 93% of complaints were resolved by service providers without further recourse to the TIO, the highest percentage for the last three years.
- 97.3% of complaints about mobile premium services were also resolved by service providers, which is the lowest escalation rate for any service type under the TIO's jurisdiction.

The static level of confirmed breaches of Communications Alliance codes and the comparatively low level of code complaints compared to the increasing number of telecommunications services and subscribers signify a positive future for customer service and complaint handling in Australia.

Two roundtables will be held by Communications Alliance within the next month in Sydney and Melbourne to provide an opportunity to review both the TIO Annual Report and the recent Australian Communications and Media Authority Annual Report with members.

Ms Hurley said: "We look forward to working with our members and taking industry leadership in responding to the opportunities provided by the TIO information."



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We also look forward to a continuing dialogue with the TIO and are pleased that collaboration between the TIO and the industry remains a priority," continued Ms Hurley.

Noting in the report that the opportunity for industry to respond to the data, the Ombudsman, Ms Deidre O'Donnell said: "...we continue to give high priority to assisting our scheme members to improve their complaint handling performance by learning from their customers' feedback and from TIO investigations and complaint resolution. This will be a priority for the year ahead."

Further information about the Communications Alliance roundtables will be available on the website www.commsalliance.com.au shortly.

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About Communications Alliance

Communications Alliance was formed to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

The prime mission of Communications Alliance is to promote the growth of the Australian communications industry and the protection of consumer interests by fostering the highest standards of business ethics and behaviour through industry self-governance.

For further information see www.commsalliance.com.au

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