

Telecommunications Complaints in Context



New TIO complaints as a portion of services in operation (SIO) by provider
July – September 2019

Provider	New TIO Complaints per 10,000 SIO	
amaysim ¹	0.2	<p>Services Provided: Of the 4 listed services, those that the Supplier offered to residential or small business consumers during the reporting quarter. Some Suppliers also offer additional services that are included in their SIOs.</p> <p>1: Mobile (including mobile broadband) 2: Internet/Broadband 3: Fixed Voice (POTS - Plain Old Telephone Service - non-internet-based landlines) 4: Fixed Voice (over broadband)</p> <p>*The sum of new TIO complaints for all participants, divided by the sum of SIOs for all participants, multiplied by 10,000.</p>
Dodo ^{1, 2, 3, 4}	4.0	
iiNet ^{1, 2, 3, 4}	15.9	
iPrimus ^{1, 2, 3, 4}	6.0	
M2 Commander ^{1, 2, 3, 4}	17.2	
MyRepublic ^{2, 4}	42.2	
Optus ^{1, 2, 3, 4}	7.3	
Pivote ^{1, 2}	0.5	
Southern Phone ^{1, 2, 4}	25.3	
Telstra ^{1, 2, 3, 4}	7.2	
TPG ^{1, 2, 4}	9.8	
Vodafone Hutchison Australia ^{1, 2, 4}	2.5	
All Participants*	6.8	

About this report

Complaints in Context is published quarterly by Communications Alliance, with complaints data provided by The Telecommunications Industry Ombudsman (TIO).

It presents the number of new TIO complaints lodged against each participating service provider during the previous quarter as a proportion of the telecommunications services that the provider has in operation (services in operation, or SIO). Complaints data comprises complaints about telephone and internet services from residential and small business customers. It excludes enquiries made by residential and small business customers.

Participant providers are the top 10 recipients of TIO complaints from the previous financial year, per the *Telecommunications Consumer Protection (TCP) Code C628:2019* clause 4.7.3, and any volunteers.

Reporting methodology

The data reported represent the number of Telecommunications Industry Ombudsman complaints per 10,000 SIO for participating providers. The SIO data are as of the last day of the quarter.

The data are either aggregated for all companies in a telecommunications group or is reported as a separate figure for each company or brand, depending on how their complaints are reported by the TIO.

First Expanded Report

Previous Complaints in Context reports were longitudinal, presenting data from previous quarters. As this report has a new set of participants, it only includes the ratios for this quarter for each participant. Future reports will be longitudinal where possible.

Past editions of Complaints in Context were published jointly by Communications Alliance and the TIO, and can be accessed on [Communications Alliance's website](http://www.commsalliance.com.au).