

Media release



THURSDAY, 17 DECEMBER 2015

TELCO COMPLAINTS IN CONTEXT DECREASE 15 PER CENT

Complaints as a proportion of telcos' services in operation (SIO) dropped a further 15 per cent in the September quarter, according to the *Telecommunications Complaints in Context* report, released today.

The result for all participating providers, 5.5 complaints per 10,000 SIO, has decreased 15.4 per cent when compared to April-June 2015 (6.5) and 20.3 per cent when compared to July-September 2014 (6.9).

All industry participants' complaints per 10,000 SIO decreased in the period. Telstra recorded its lowest result to date at 5.5.

With 4.1 complaints per 10,000 SIO, Vodafone's result was almost a third of that reported in the same period last year (12.2).

Optus complaints in context decreased to 6.7 from 8.5 the previous quarter.

Complaints in Context results reflected the overall trend of reduced complaints to the TIO, which fell 14.8 per cent year-on-year to the lowest level since July-September 2006.

The *Complaints in Context* report is a quarterly release jointly published by the TIO and Communications Alliance. The July-September report can be found on the [TIO website](#) and [Communications Alliance website](#).

Provider	New complaints per 10,000 services in operation					
	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015
Telstra	7.2	6.8	6.4	6.9	6	5.5
Optus	5.2	4.6	5.4	7.3	8.5	6.7
Vodafone	14.3	12.2	10.5	8.6	6.3	4.1
amaysim	1.3	1.4	1.5	1.5	1.8	0.9
Pivotel	1.4	3.2	1.6	2.2	1.8	1.5
All participants*	7.6	6.9	6.6	7.2	6.5	5.5

* Calculated by dividing participants' total TIO new complaints by participants' total SIO. Figures may change when there is a change in provider participants.

MEDIA QUERIES

Communications Alliance	Telecommunications Industry Ombudsman
Hannah Ritchie, Kreab 0452 404 303 hritchie@kreab.com	Mirjana Jovetic, TIO Communication Manager 03 8600 8378 / 0428 023 536 mirjana.jovetic@tio.com.au