

# Media release



THURSDAY, 28 JULY 2016

## YEAR-ON-YEAR RESULTS IMPROVE, QUARTERLY FIGURES INCREASE

Telco complaints as a proportion of services in operation (SIO) increased 3.2 per cent in April-June 2016, but dropped 1.5 per cent from the same time last year. The results were released today in the *Complaints in Context* report by the Telecommunications Industry Ombudsman (TIO) and Communications Alliance.

The April-June results reflect an increase in overall new complaints to the TIO during the quarter. Historically, seasonal factors contribute to an increase in complaints to the TIO during January to March, followed by a downturn in April to June. This year, the TIO saw a slight increase in complaints during the April-June quarter.

The April-June figure of 6.4 represents an improvement of 1.5 per cent year on year. The total complaint ratio per 10,000 SIO for all participating providers was 6.4, an increase of 3.2 per cent on the previous quarter.

Complaints per 10,000 SIO increased for three of the five industry participants during the April quarter.

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

Provider	New complaints per 10,000 services in operation					
	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016
Telstra	6.9	6	5.5	4.9	6.4	6.8
Optus	7.3	8.5	6.7	5.9	7.9	7.7
Vodafone	8.6	6.3	4.1	3.5	3.7	3.8
amaysim	1.5	1.8	0.9	0.7	1	0.8
Pivotel	2.2	1.8	1.5	0.8	0.8	1
All participants*	7.2	6.5	5.5	4.8	6.2	6.4

\* Calculated by dividing participants' total TIO new complaints by participants' total SIO. Figures may change when there is a change in providers participating in *Complaints in Context*.

## MEDIA QUERIES

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