

Media release



MONDAY, 8 FEBRUARY 2016

13 PER CENT DROP IN TELCO COMPLAINTS IN CONTEXT

Complaints as a proportion of telcos' services in operation (SIO) were almost 13 per cent lower in the December quarter 2015 and 27 per cent lower compared to the same time the previous year, according to the telecommunications *Complaints in Context* report, released today.

The total complaints per 10,000 SIO for all participating telcos was 4.8, a decrease of 12.7 per cent compared to July-September 2015.

Individually, all participants recorded improved complaints performance in the report when compared to the previous quarter. Telstra and Vodafone recorded their best results since reporting started in September 2013 with 4.9 and 3.5 complaints per 10,000 SIO respectively.

Optus saw its best result in four quarters, receiving 5.9 complaints per 10,000 SIO in October-December 2015, although this was higher than for the same period the previous year (5.4).

Communications Alliance CEO, John Stanton, welcomed the results, which he said "underlined a sustained improvement in customer service performance among the participating companies, consistent with the significant industry-wide reductions in complaints to the TIO during the past three years."

Telecommunication Industry Acting Ombudsman Diane Carmody said: "The continuing improvement among these service providers is good news for consumers."

Complaints in Context is a quarterly report jointly published by the TIO and Communications Alliance. The October-December 2015 report can be found on the [TIO website](#) and [Communications Alliance website](#).

Provider	New complaints per 10,000 services in operation					
	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015
Telstra	6.8	6.4	6.9	6	5.5	4.9
Optus	4.6	5.4	7.3	8.5	6.7	5.9
Vodafone	12.2	10.5	8.6	6.3	4.1	3.5
amaysim	1.4	1.5	1.5	1.8	0.9	0.7
Pivotel	3.2	1.6	2.2	1.8	1.5	0.8
All participants*	6.9	6.6	7.2	6.5	5.5	4.8

* 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