

# Media release



**Monday, 30 March 2015**

## **TIO complaints per provider decrease 4.5 per cent**

Telco complaints as a proportion of providers' services decreased for the fourth quarter in a row, according to the *Telecommunications Complaints in Context* report released today.

TIO complaints per 10,000 services in operation (SIO) decreased for the fourth consecutive quarter in October-December 2014.

The result for the five participating providers (amaysim, iiNet, Optus, Telstra and Vodafone) is a 4.5 per cent decrease when compared to July-September 2014, from 6.9 to 6.6 complaints per 10,000 SIO. This figure is also 13 per cent less than in October-December 2013, when all participants recorded 7.6 complaints per 10,000 SIO.

"These results reflect the welcome decrease in TIO complaints, which were at an eight-year low in October-December 2014, and are part of a three-year decline in complaints," Ombudsman Simon Cohen said.

The telecommunications industry's peak body, Communications Alliance, also welcomed the results.

"The decrease in the industry-wide ratio of complaints in context during calendar year 2014 is a significant achievement that underlines the sustained drive by Australian service providers to deliver better outcomes to their customers," Communications Alliance CEO John Stanton said.

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

Provider	New complaints per 10,000 services in operation					
	Jul-Sep 2013	Oct-Dec 2013	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014
amaysim	2.5	1.6	1.4	1.3	1.4	1.5
iiNet	6	4.9	6.7	7.1	5.7	5.6
Optus	6.3	5.2	5.4	5.2	4.6	5.4
Telstra	6.8	6.4	7.1	7.2	6.8	6.4
Vodafone	16	18	19.3	14.3	12.2	10.5
All participants*	7.9	7.6	8.2	7.6	6.9	6.6

\* Calculated by dividing participants' total TIO new complaints by participants' total SIO

The report is at the [TIO website](#) and the [Communications Alliance website](#).

### **MEDIA QUERIES**

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