

# Media release



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## TIO complaints in context lowest in 18 months

Complaints made to the TIO as a proportion of telcos' services in operation are at their lowest rate in 18 months, according to the *Telecommunications Complaints in Context* report released today.

The result for all participating providers, 6.5 complaints per 10,000 services in Operation (SIO), has decreased 9.7 per cent when compared to January-March 2015 (7.2) and 14.5 per cent when compared to April to June 2014 (7.6).

These results reflect the overall decrease in TIO new complaints, which reduced by 10.5 per cent during 2014-15. This is the lowest level of new complaints since 2007-08.

Complaints per 10,000 services about Vodafone continued to decline for the sixth consecutive quarter, from 8.6 last quarter to 6.3 in April-June 2015, and down from 14.3 in April-June 2014. Telstra recorded its best *Complaints in Context* result to date with 6 complaints per 10,000 SIO.

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

Provider	New complaints per 10,000 services in operation					
	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015
Telstra	7.1	7.2	6.8	6.4	6.9	6
Optus	5.4	5.2	4.6	5.4	7.3	8.5
Vodafone	19.3	14.3	12.2	10.5	8.6	6.3
amaysim	1.4	1.3	1.4	1.5	1.5	1.8
Pivotel	2.4	1.4	3.2	1.6	2.2	1.8
All participants*	8.3	7.6	6.9	6.6	7.2	6.5

\* 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

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