

Complaints against TIO Members by Issue (non-standardised)

1 April 2008 - 30 June 2008 (Includes members that received 25 or more complaints logged for the quarter)

	Total Issues	MPSI Scheme									Total MPSI
		Accesso Content	Complaint Handling	Customer Service	Credit Management	Disputed Admin Charges	Disputed Usage Charges	Information Advertisement	Refund / Credit	Other *	
AAPT Ltd (t&i) (c)	158	0	26	17	0	1	104	5	5	0	158
Hutchison 3G Australia Pty Ltd (o)	778	3	163	43	16	4	499	32	15	3	778
m8 Telecom Pty Ltd (o)	95	0	27	8	7	0	52	0	1	0	95
Optus Mobile Pty Ltd (t) (c)	1544	6	296	107	23	1	1023	33	52	3	1544
Reward Mobile Pty Limited (t)	62	1	11	3	0	0	40	3	4	0	62
SIMplus Mobile Pty Limited (t)	138	0	32	8	2	0	96	0	0	0	138
Soul Communications Pty Ltd (t & i)	435	0	83	42	7	0	282	6	15	0	435
Telstra Corporation (t) (c)	4313	8	826	386	16	1	2884	93	95	4	4313
Virgin Mobile (Australia) Pty Ltd (t)	237	1	44	22	0	0	161	5	4	0	237
Vodafone Australia Ltd (t)	697	3	127	57	16	0	464	14	14	2	697

(t) = telephone service provider (i) = internet service provider (o) = other (c) = holds carrier licence

* Other includes contracts/privacy