

Complaints against TIO Members by Issue (non-standarised)

1 April 2007 - 30 June 2007 (Includes members that received 25 or more complaints logged for the quarter)

	MPSI Scheme									
	Accesso Content	Complaint Handling	Content Classification	Credit Management	Disputed Admin Charges	Disputed Usage Charges	Information Advertisement	Refund / Credit	Other	Total MPSI
AAPT Ltd (t&i) (c)	0	10	0	0	0	54	2	1	6	73
Hutchison 3G Australia Pty Ltd (o)	6	144	0	15	3	530	22	7	17	744
Optus Mobile Pty Ltd (t) (c)	5	210	0	14	6	833	33	4	32	1137
SIMplus Mobile Pty Limited (t)	0	6	0	0	0	21	1	1	1	30
Soul Communications Pty Ltd (t & i)	0	17	0	1	0	57	2	1	3	81
Telstra Corporation (t) (c)	2	283	0	6	1	1157	39	8	46	1542
Virgin Mobile (Australia) Pty Ltd (t)	3	35	0	2	2	141	13	3	1	200
Vodafone Pacific (t)	4	83	0	8	2	408	14	12	11	542

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