

Complaints against MPSI Members by Issue (non-standardised)

1 January 2009 - 31 March 2009 (Includes members that received 25 or more complaints logged for the quarter)

	MPSI									Total MPSI
	Access to Content	Complaint Handling	Customer Service	Credit Management	Disputed Admin Charges	Disputed Usage Charges	Information Advertisement	Refund / Credit	Other	
AAPT Ltd (t&i) (c)	0	21	10	0	1	84	1	0	3	120
Hutchison 3G Australia Pty Ltd (o)	3	125	35	13	2	365	27	9	0	579
Optus Mobile Pty Ltd (t) (c)	5	325	110	18	4	887	44	29	5	1427
Reward Mobile Pty Limited (t)	0	15	5	1	0	28	0	0	0	49
SIMplus Mobile Pty Limited (t)	0	23	7	6	0	42	5	0	0	83
Soul Communications Pty Ltd (t&i)	0	76	18	14	0	179	2	1	0	290
Telstra Corporation (t) (c)	7	728	322	23	3	2064	98	51	14	3310
Virgin Mobile (Australia) Pty Ltd (t&i)	1	58	16	2	0	178	14	4	1	274
Vodafone Australia Limited (t) (c)	2	149	52	10	0	428	25	10	0	676

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

*Other includes, Access to content, Contracts fixed minimum term, Disputed admin charges and Privacy

The statistics in this report reflect data run on 31 March.