

# Telecommunications complaints in context

TIO new complaints as a proportion of services in operation (SIO) by provider in January-March 2015

## TIO comment

TIO complaints per 10,000 services in operation (SIO) increased for the first time since the January-March 2014 quarter. The result for all participating providers (7.2 complaints per 10,000 SIO), while 9.1 per cent higher than October-December 2014 (6.6), was a 12.2 per cent reduction when compared to the same period in 2014 (8.2). This is in line with overall year-on-year reductions in TIO complaints.

The TIO generally receives more complaints in the January-March quarter than at other times of the year, for reasons including disruption to landline and internet services caused by summer storms. January-March 2015 reflects this seasonal trend with an increase in TIO complaints of 12.1 per cent. The quarter saw increases in fault-related complaints for Telstra, Optus and iiNet, contributing to an increase in complaints per 10,000 SIOs for those providers.

Vodafone's complaints per 10,000 SIO, at 8.6, are less than half than at the same time last year, reflecting substantially fewer TIO complaints. Amaysim complaints per 10,000 SIO continue at markedly lower levels than other providers.

## Communications Alliance comment

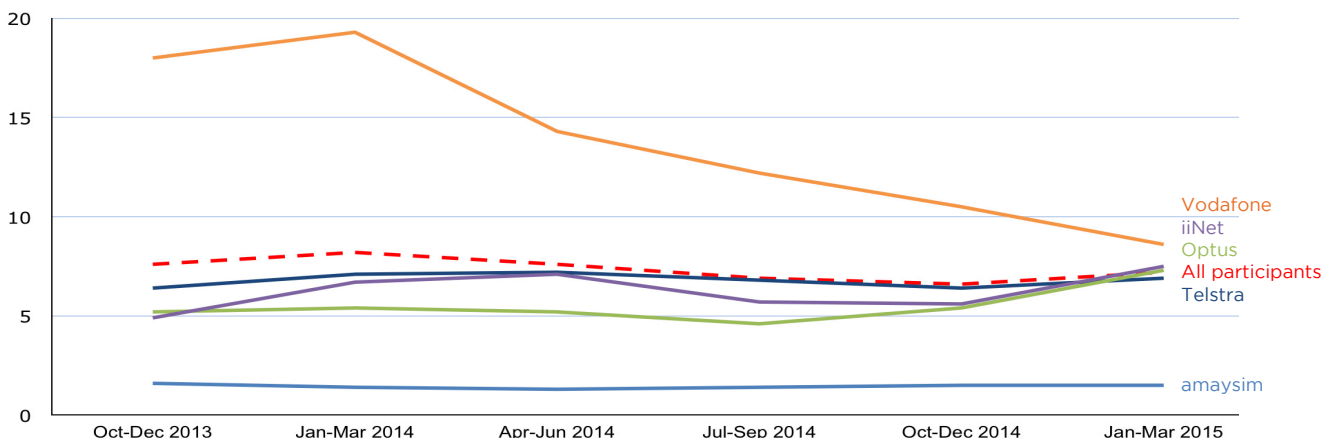
The results recorded in the January-March 2015 quarter are not unexpected – a welcome further 12.2 per cent year-on-year reduction in average complaint ratios, but an increased ratio compared to the record-low figure achieved during the October-December 2014 quarter.

Seasonal factors typically have a bearing on complaints recorded during the first quarter of the calendar year. The return of consumers from the Christmas/New Year holiday period, combined with the tendency for severe weather events to create an increase in service disruptions, are just two of the contributing factors.

Communications Alliance is aware that service providers have been working hard during the quarter in question, and since, to address these issues. Some providers have made significant increases to in-field staff and customer service representatives and put in place revamped training arrangements to further improve the customer experience.

Vodafone has continued to record significant reductions in its complaint ratio, with its rate declining for the fourth successive quarter.

New complaints per 10,000 SIOs



Provider	New complaints per 10,000 services in operation					
	Oct-Dec 13	Jan-Mar 14	Apr-Jun 14	Jul-Sep 14	Oct-Dec 14	Jan-Mar 15
amaysim	1.6	1.4	1.3	1.4	1.5	1.5
iiNet	4.9	6.7	7.1	5.7	5.6	7.5
Optus	5.2	5.4	5.2	4.6	5.4	7.3
Telstra	6.4	7.1	7.2	6.8	6.4	6.9
Vodafone	18	19.3	14.3	12.2	10.5	8.6
All participants*	7.6	8.2	7.6	6.9	6.6	7.2

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

### Explanatory notes

The services in operation (SIO) data:

- was taken at the end of the second month of the quarter
- excludes inactive, suspended and cancelled services (noting that each service provider may have different definitions of these)
- includes small business customers covered by the TCP Code but excludes all other business customers (i.e. large business customers)
- is reported at either Group or CSP Level (noting that each service provider may have a different preference)

- excludes wholesale services, and
- is calculated at service level rather than at account level.

TIO new complaints data:

- comprises complaints from residential and small business customers
- consists of complaints about landline, mobile and internet service, and
- accounts for de-registered and reclassified complaints.