

connect.resolve

The TIO's connect.resolve campaign aimed to put a spotlight on customer service issues in the telecommunications industry – via consumer stories about interactions with service providers and highlighting increasing complaint trends. We also worked with our member companies, the peak industry body and regulators, to ensure that everyone shared the same goal – to improve customer service experiences in the telecommunications industry.

The campaign commenced in January 2009 and our first public report was published in August of the same year. Since this time the TIO has published periodic reports to provide an update on TIO complaint trends in relation to customer service and complaint handling issues. This report is the final connect.resolve installment and covers the period January to June 2010.

Complaints to the TIO about Customer Service and Complaint Handling

Update report for the period 1 January – 30 June 2010

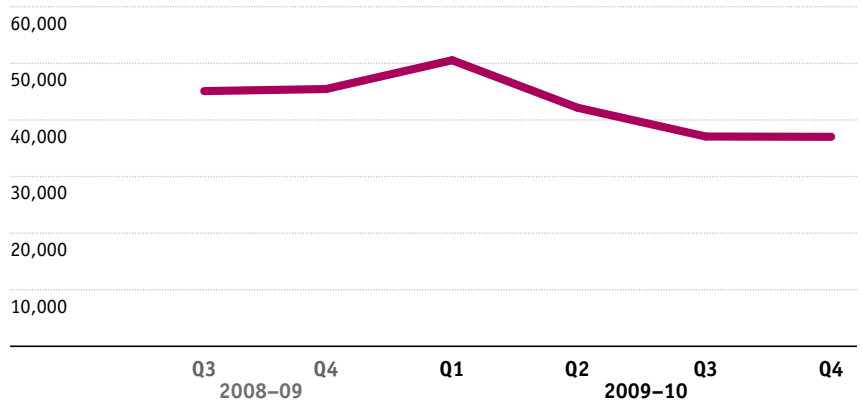
Industry Data Overview

Consistent with our approach throughout the **connect.resolve** campaign, this update report is based on all case levels and respective issues registered by the TIO. The case level represents the complexity of the case and the required TIO involvement.

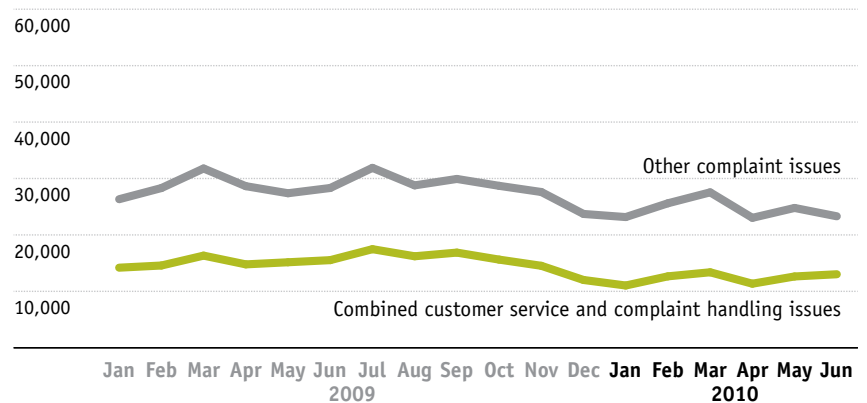
At the start of the **connect.resolve** campaign, the TIO was averaging just over 20,000 cases at all levels, each month. One year on, the TIO is registering an average of 16,500 per month. This downward trend has been driven by a few key TIO members, although the trend is not consistent across all service providers.

Customer service and complaint handling issues have continued to feature in a significant number of cases handled by the TIO. Overall, however, these issues have measurably declined since the commencement of **connect.resolve**, in line with the overall TIO complaint trend.

Combined customer service and complaint handling issues – for Industry (quarterly)



Combined customer service and complaint handling issues versus other issues (monthly)



Progress Summary Industry (overall)

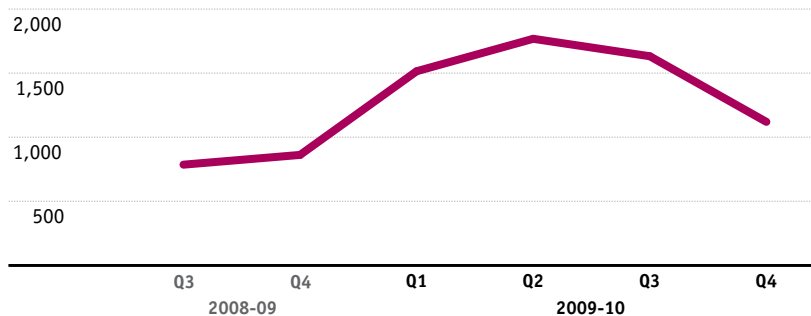
	2009												2010					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Case numbers	19,895	20,855	23,380	20,965	19,675	20,248	21,931	19,340	19,977	19,202	18,658	16,427	15,978	18,068	18,684	15,239	16,153	15,343
All issues	40,523	42,882	48,104	43,419	42,540	43,847	49,358	44,996	46,785	44,325	42,135	35,731	34,199	38,270	40,923	34,384	37,416	36,331
Customer service issues	7,713	7,532	9,024	8,896	8,989	8,979	10,150	9,160	9,282	8,565	8,089	6,832	6,272	7,027	7,500	6,221	6,961	7,102
Complaint handling issues	6,481	7,046	7,306	5,884	6,165	6,551	7,323	7,056	7,583	7,060	6,439	5,183	4,763	5,633	5,878	5,135	5,676	5,927
Combined customer service and complaint handling issues	14,194	14,578	16,330	14,780	15,154	15,530	17,473	16,216	16,865	15,625	14,528	12,015	11,035	12,660	13,378	11,356	12,637	13,029

Overview

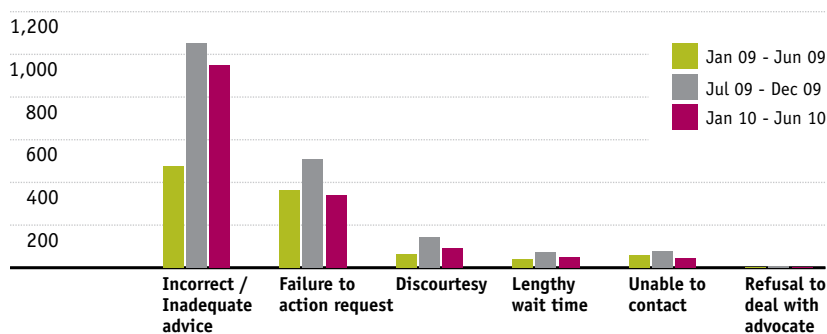
Since the start of the **connect.resolve** campaign in January 2009, cases registered for AAPT have fluctuated significantly. The attached data shows 430 cases registered in January 2009; an increase to 846 in November 2009 and then a decrease to 467 in June 2010.

However, since the start of **connect.resolve** 18 months ago, customer service and complaint handling issues have gone up; even with a recent decrease, numbers are greater than they were at the beginning. The largest increase recorded in the categories relating to incorrect or inadequate advice and failure to action promised undertakings.

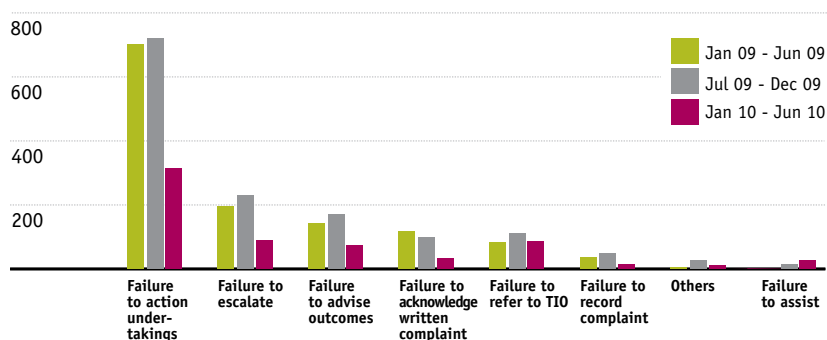
Combined customer service and complaint handling issues for AAPT



Breakdown of customer service issue categories for AAPT



Breakdown of complaint handling issue categories for AAPT



Progress Summary AAPT

	2009												2010					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Case numbers	430	440	501	427	403	457	581	599	707	655	846	640	678	688	679	448	433	467
All issues	800	846	923	820	832	957	1,285	1,466	1,656	1,552	2,047	1,451	1,570	1,553	1,620	1,104	1,023	1,125
Customer service issues	168	129	172	163	192	175	244	306	334	315	399	268	285	267	323	194	201	202
Complaint handling issues	93	104	120	89	110	133	165	210	256	238	316	232	258	251	248	165	158	200
Combined customer service and complaint handling issues	261	233	292	252	302	308	409	516	590	553	715	500	543	518	571	359	359	402

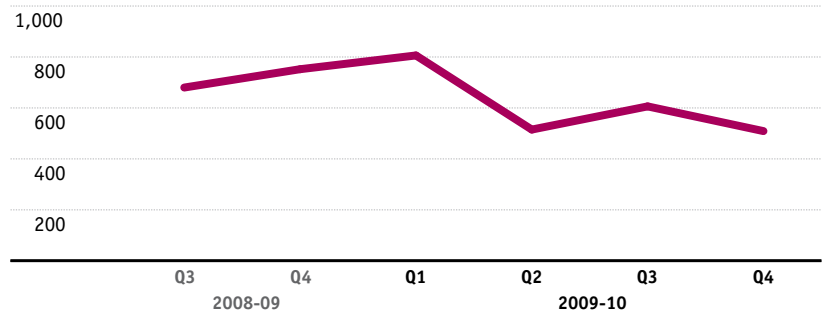
MEMBER:
DODO

Overview

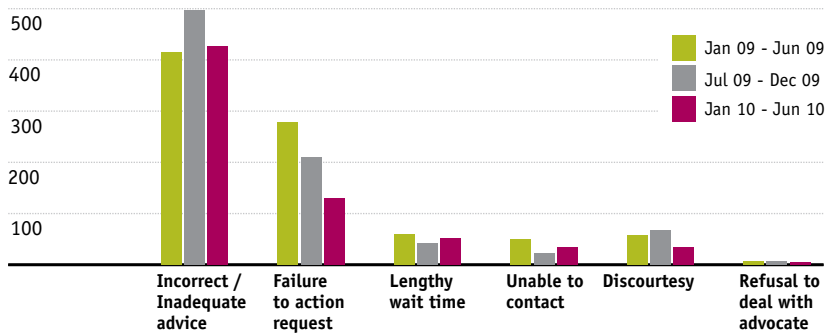
TIO cases about Dodo have trended down in the past 12 months, peaking in July 2009 with 458 for the month. Cases have since come down, with a total of 227 recorded in June 2010.

Complaints relating to customer service and complaint handling issues have also decreased in line with this trend, with notable reductions in complaints about failing to action undertakings and failing to action customer requests.

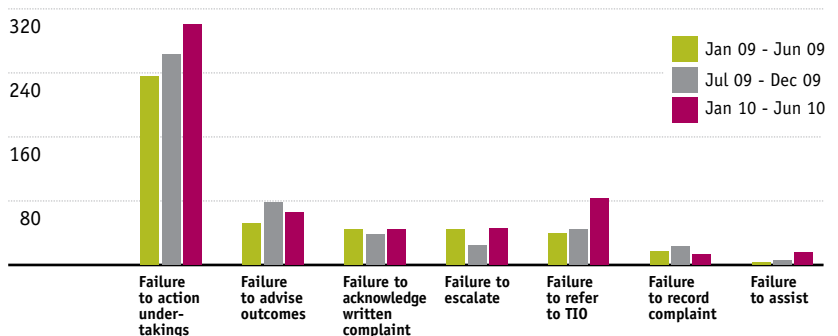
Combined customer service and complaint handling issues for Dodo



Breakdown of customer service issue categories for Dodo



Breakdown of complaint handling issue categories for Dodo



Progress Summary Dodo

	2009												2010					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Case numbers	283	368	428	382	355	377	458	339	321	277	265	218	300	333	304	228	271	227
All issues	594	794	880	840	787	841	1051	807	737	652	597	469	682	712	670	527	613	528
Customer service issues	114	123	150	155	159	164	207	158	148	129	106	98	123	141	133	77	103	103
Complaint handling issues	77	107	109	93	81	100	104	102	87	74	63	45	67	68	74	68	80	78
Combined customer service and complaint handling issues	191	230	259	248	240	264	311	260	235	203	169	143	190	209	207	145	183	181

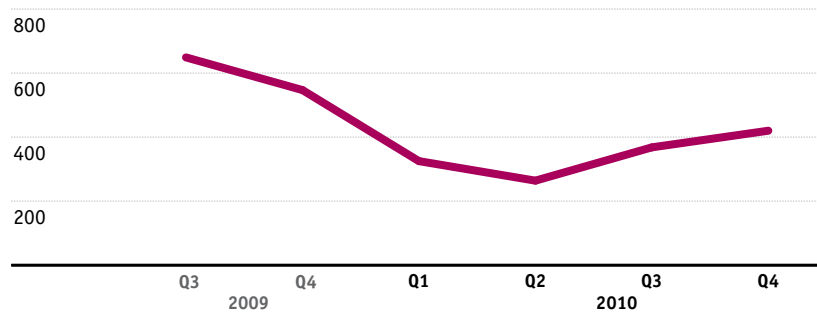
MEMBER:
GOTALK

Overview

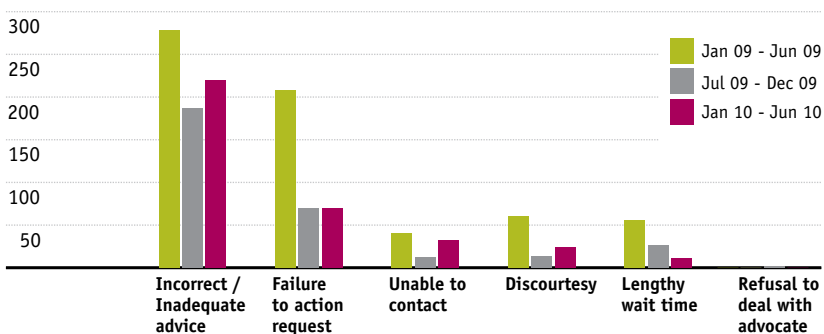
At the start of the **connect.resolve** campaign in January 2009 the TIO registered 219 cases against gotalk and by October this was down to 129 for the month. Over the past six months cases have been steadily rising with 167 registered in June 2010.

Customer service and complaint handling issues decreased for the first 12 months of the **connect.resolve** campaign, however this trend has not continued, and over the past six months complaints in this category have been steadily rising. Complaint issues relating to incorrect or inadequate advice to customers as well as failure to action undertakings have both increased in numbers over the past six months.

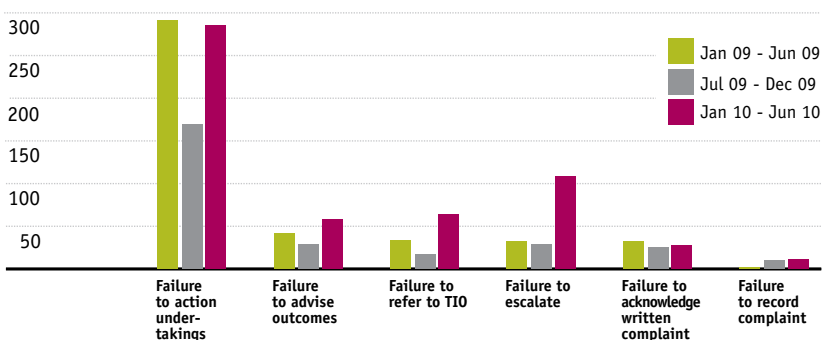
Combined customer service and complaint handling issues for gotalk



Breakdown of customer service issue categories for gotalk



Breakdown of complaint handling issue categories for gotalk



Progress Summary gotalk

	2009												2010					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Case numbers	219	271	410	296	220	239	191	129	130	129	137	159	154	171	194	164	198	167
All issues	475	598	895	666	494	517	451	307	324	308	308	324	334	403	470	425	545	432
Customer service issues	76	87	155	124	97	103	77	35	50	51	49	48	52	56	72	53	79	45
Complaint handling issues	78	106	147	97	71	55	69	48	46	38	46	32	49	75	64	76	81	86
Combined customer service and complaint handling issues	154	193	302	221	168	158	146	83	96	89	95	80	101	131	136	129	160	131

MEMBER:

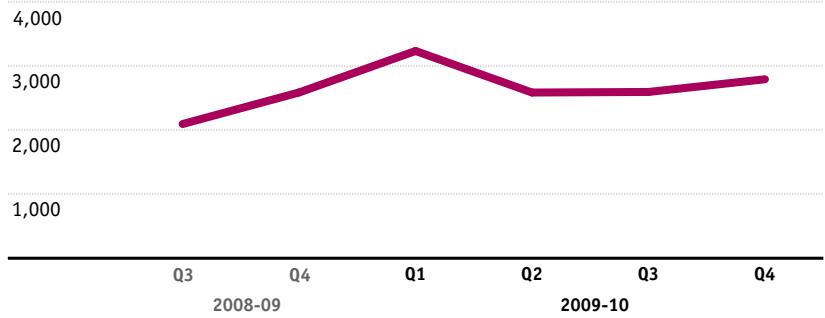
HUTCHISON 3G

Overview

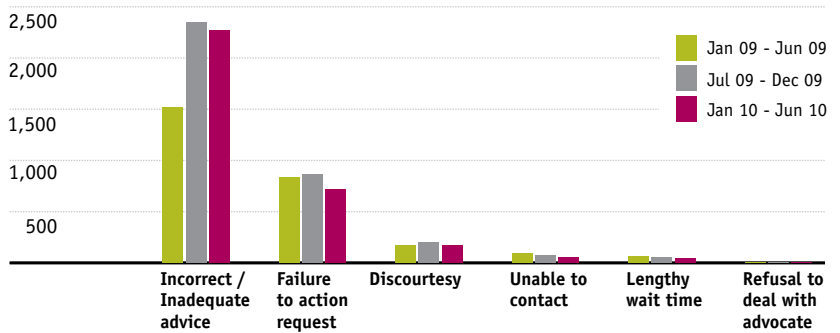
Hutchison's TIO cases, at all levels, have remained relatively stable, showing no significant downward or upward trends over the past 18 months. From January to June 2009 Hutchison recorded 7,883 cases and for the same period in 2010 this increased slightly to 8,545.

However, over the past 18 months, the data shows increases in complaints about incorrect advice to customers and failing to action undertakings. Trends in the past few months have started to show a marginal decrease in these issues, however customer service and complaint handling issues on the whole have increased since the start of the **connect.resolve** campaign.

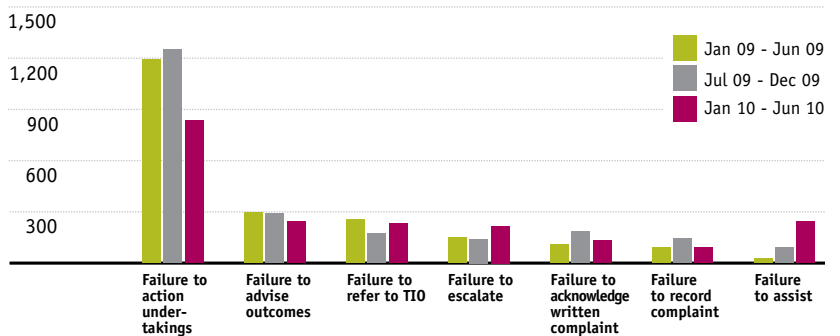
Combined customer service and complaint handling issues for Hutchison 3G



Breakdown of customer service issue categories for Hutchison 3G



Breakdown of complaint handling issue categories for Hutchison 3G



Progress Summary Hutchison 3G

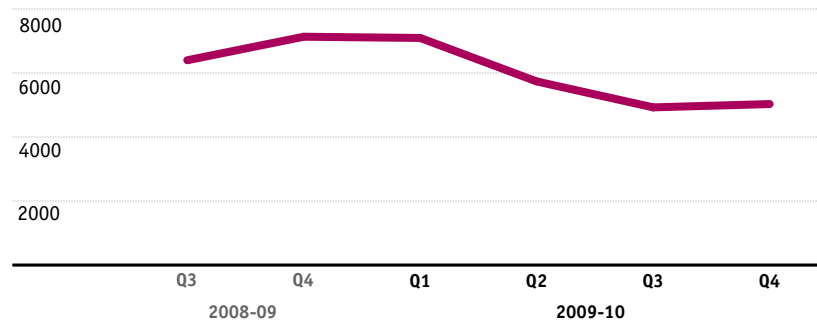
	2009												2010					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Case numbers	1,137	1,282	1,418	1,321	1,333	1,392	1,624	1,470	1,460	1,377	1,338	1,248	1,305	1,570	1,620	1,354	1,349	1,347
All issues	2,148	2,457	2,701	2,581	2,759	2,810	3,533	3,233	3,320	3,019	2,877	2,677	2,705	3,185	3,390	2,993	3,082	3,179
Customer service issues	336	377	443	466	520	540	709	621	645	570	514	476	475	531	595	498	541	621
Complaint handling issues	270	332	337	298	392	372	421	414	426	385	352	290	289	334	372	359	368	407
Combined customer service and complaint handling issues	606	709	780	764	912	912	1,130	1,035	1,071	955	866	766	764	865	967	857	909	1,028

Overview

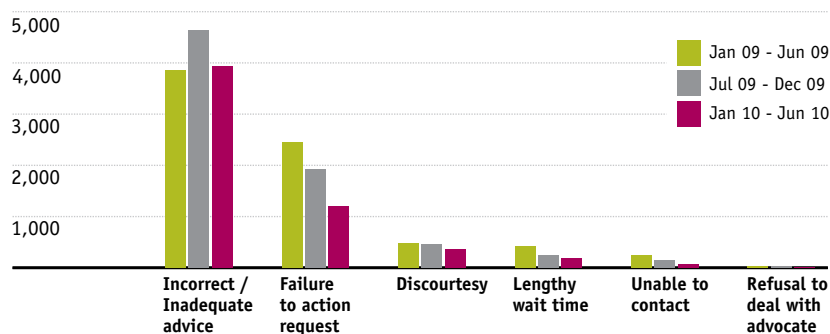
Optus' case numbers, at all levels, have decreased since the start of the **connect.resolve** campaign. Over the period January to June 2009, the TIO recorded 19,914 Optus cases and in the same period this year 14,743 cases were recorded.

Cases relating to key issues including failing to action undertakings for customers and providing incorrect advice have also reduced over the past six months as have cases about lengthy wait times and cases about customers being unable to contact Optus staff.

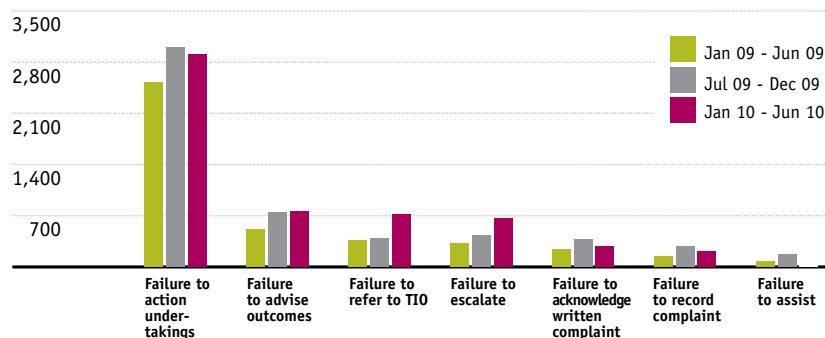
Combined customer service and complaint handling issues for Optus



Breakdown of customer service issue categories for Optus



Breakdown of complaint handling issue categories for Optus



Progress Summary Optus

	2009												2010					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Case numbers	2,858	3,179	3,716	3,470	3,307	3,384	3,417	2,879	2,834	2,780	2,697	2,505	2,487	2,567	2,680	2,287	2,529	2,193
All issues	5,680	6,390	7,519	7,086	7,087	7,272	7,439	6,476	6,366	6,227	5,803	5,240	5,176	5,251	5,657	4,910	5,579	5,021
Customer service issues	976	1,049	1,303	1,388	1,406	1,387	1,537	1,338	1,261	1,176	1,126	982	929	926	990	869	1,038	1,018
Complaint handling issues	884	1,041	1,144	930	958	1,063	1,077	940	940	904	819	728	650	689	741	635	731	738
Combined customer service and complaint handling issues	1,860	2,090	2,447	2,318	2,364	2,450	2,614	2,278	2,201	2,080	1,945	1,710	1,579	1,615	1,731	1,504	1,769	1,756

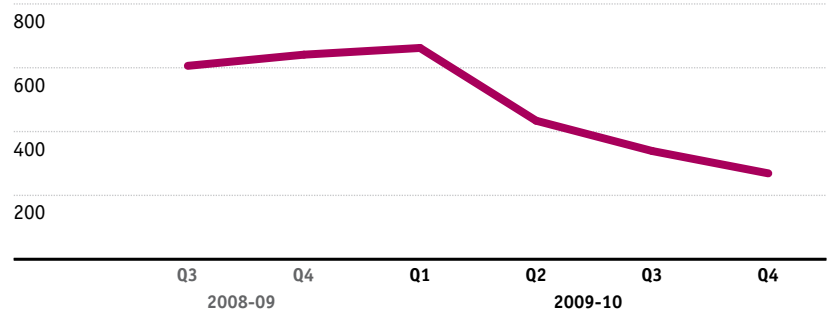
MEMBER:
PRIMUS

Overview

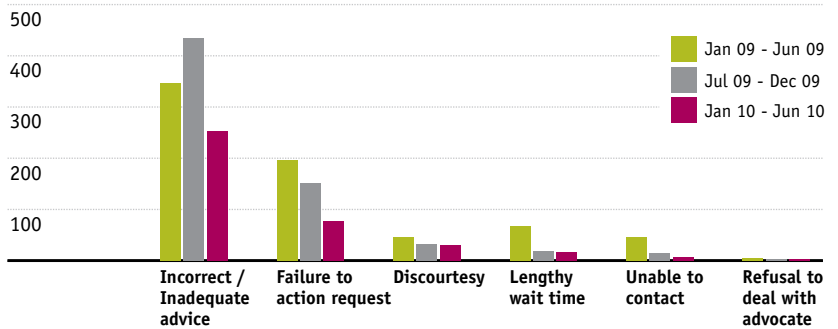
Since the start of the **connect.resolve** campaign Primus' TIO cases have reduced markedly. From January to June 2009 the TIO recorded 1,913 cases for Primus and for the same period in 2010 this number has almost halved to 937.

Customer service and complaint handling issues have also decreased, in line with this trend, with the most notable improvement in the complaint category failure to action undertakings.

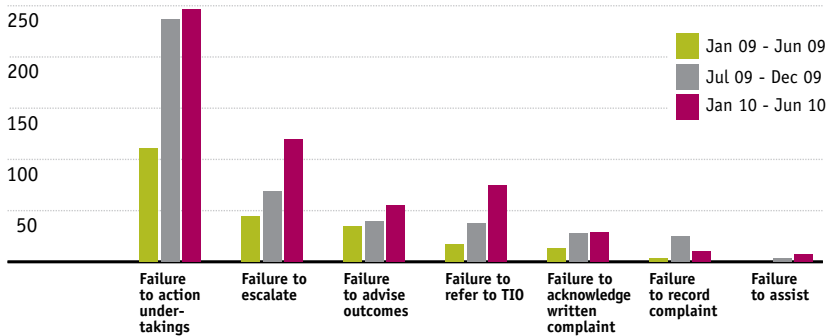
Combined customer service and complaint handling issues for Primus



Breakdown of customer service issue categories for Primus



Breakdown of complaint handling issue categories for Primus



Progress Summary Primus

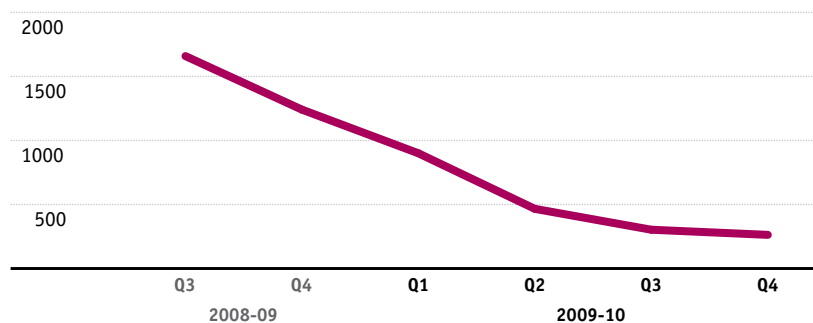
	2009												2010					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Case numbers	312	333	350	305	341	272	339	280	247	214	208	170	156	176	182	129	165	129
All issues	618	670	725	642	720	588	743	633	571	508	452	372	301	366	399	271	369	305
Customer service issues	91	109	123	129	135	118	145	141	108	88	91	81	69	76	79	44	67	50
Complaint handling issues	95	93	95	71	111	77	99	83	86	84	53	37	22	44	49	29	41	38
Combined customer service and complaint handling issues	186	202	218	200	246	195	244	224	194	172	144	118	91	120	128	73	108	88

Overview

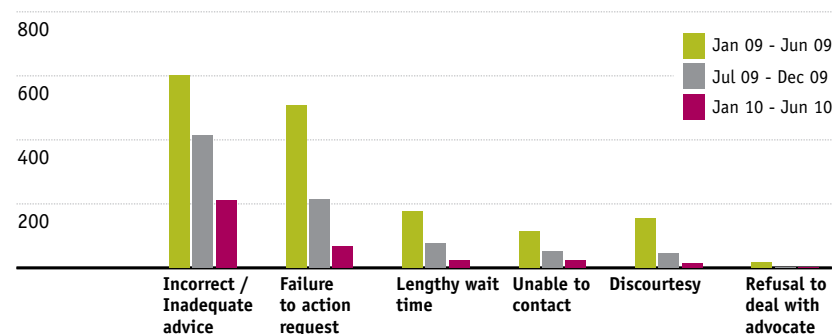
Cases registered by the TIO against Soul have decreased, at all levels, over the past 18 months. From January to June 2009, Soul averaged 650 TIO cases per month and over the past six months this number is down to 144.

Customer service and complaint handling issues have also decreased significantly, in line with the reduction in complaints. Most notably, complaint issues about failing to action promised undertakings are down, with 569 recorded in the first six months of the **connect.resolve** campaign and 123 in the last six months.

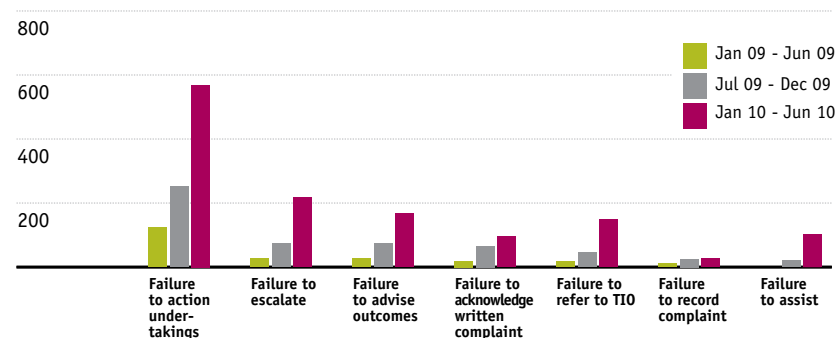
Combined customer service and complaint handling issues for Soul



Breakdown of customer service issue categories for Soul



Breakdown of complaint handling issue categories for Soul



Progress Summary Soul

	2009												2010					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Case numbers	813	757	773	584	507	466	477	355	310	257	235	146	174	161	152	124	125	128
All issues	1,801	1,626	1,684	1,262	1,146	1,059	1,148	821	700	598	559	314	333	334	341	294	308	291
Customer service issues	309	272	286	244	237	225	232	170	126	121	105	51	68	58	61	37	60	57
Complaint handling issues	283	243	266	186	188	161	154	117	101	80	75	34	40	42	34	42	30	37
Combined customer service and complaint handling issues	592	515	552	430	425	386	386	287	227	201	180	85	108	100	95	79	90	94

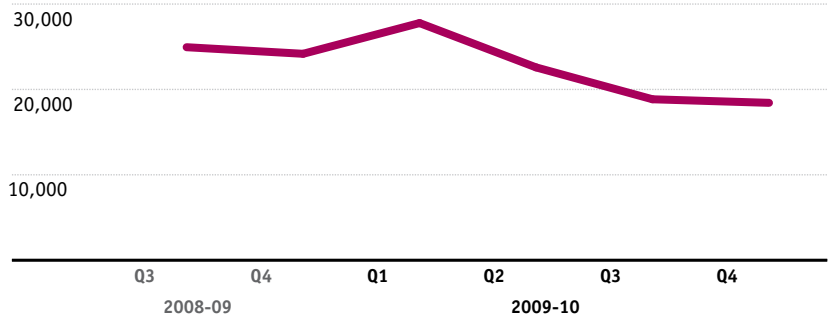
MEMBER:
TELSTRA

Overview

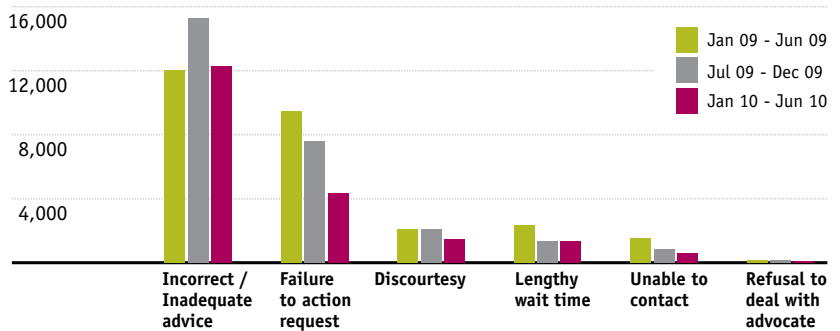
Cases registered for Telstra have decreased since the start of the **connect.resolve** campaign 18 months ago. From January to June 2009, the TIO registered 62,541 cases, at all levels, about Telstra and for the same period in 2010 this was down to 46,124.

Complaints about customer service and complaint handling issues have also reduced, in line with this trend, with the most notable improvements in the categories relating to failing to action customer requests, lengthy wait times and being unable to contact the provider.

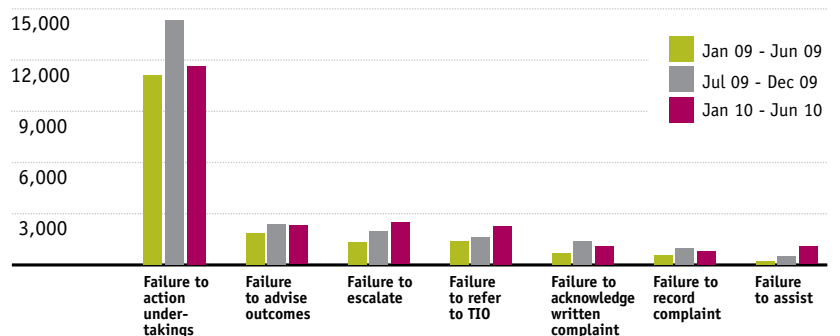
Combined customer service and complaint handling issues for Telstra



Breakdown of customer service issue categories for Telstra



Breakdown of complaint handling issue categories for Telstra



Progress Summary Telstra

	2009												2010					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Case numbers	10,210	10,414	11,754	10,435	9,692	10,036	11,009	9,870	10,386	9,746	9,488	8,098	7,534	8,519	8,791	7,049	7,230	7,001
All issues	21,366	22,082	24,793	22,101	21,418	22,150	25,405	23,651	24,894	22,928	21,883	18,150	16,507	18,376	19,704	16,258	17,260	16,964
Customer service issues	4,344	4,127	4,926	4,707	4,760	4,770	5,305	4,871	4,978	4,375	4,195	3,523	3,109	3,486	3,699	3,058	3,341	3,419
Complaint handling issues	3,650	3,940	3,958	3,179	3,260	3,498	4,136	4,054	4,430	3,988	3,598	2,903	2,520	2,930	3,103	2,701	2,938	2,972
Combined customer service and complaint handling issues	7,994	8,067	8,884	7,886	8,020	8,268	9,441	8,925	9,408	8,363	7,793	6,426	5,629	6,416	6,802	5,759	6,279	6,391

MEMBER:

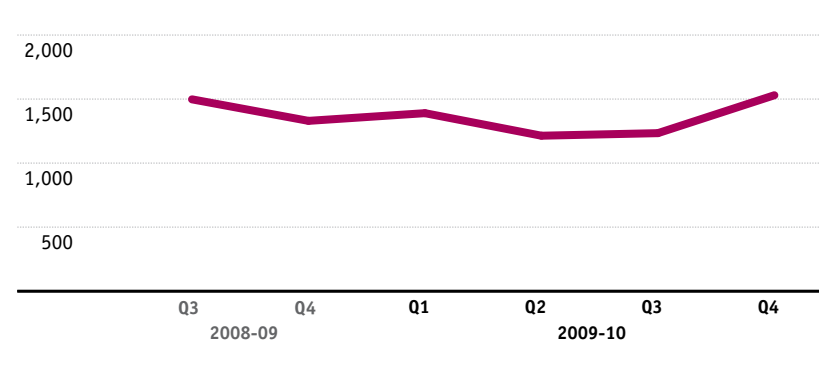
VIRGIN MOBILE

Overview

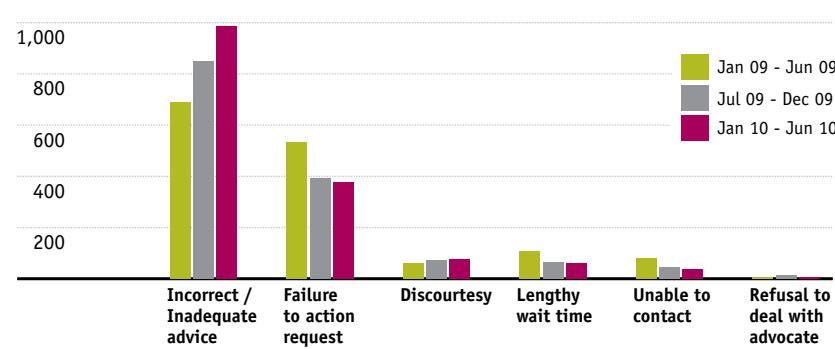
The data displayed demonstrates some minor fluctuations in cases registered about Virgin Mobile over the past 18 months, with a notable reduction in December 2009 when they were down to 445 for the month. In the last six months however the TIO has seen an increasing number of cases with 623 recorded, at all levels, in June 2010.

Complaints about customer service and complaint handling issues are also increasing with the most significant jump in the area of incorrect advice to customers. Complaints about failing to action promised undertakings have also marginally increased.

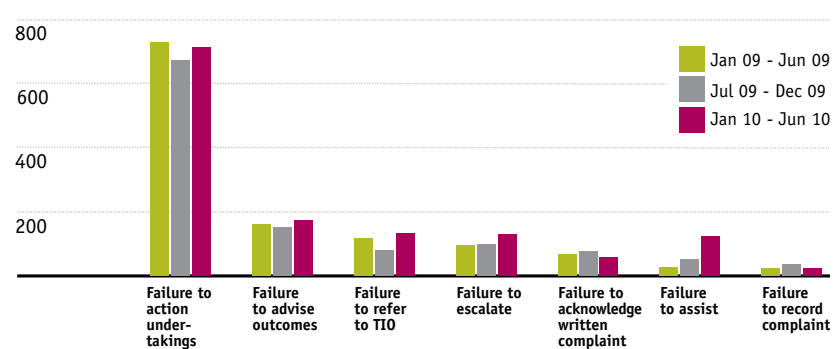
Combined customer service and complaint handling issues for Virgin Mobile



Breakdown of customer service issue categories for Virgin Mobile



Breakdown of complaint handling issue categories for Virgin Mobile



Progress Summary Virgin Mobile

	2009												2010					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Case numbers	752	728	713	677	567	590	569	535	547	584	503	445	465	573	643	548	642	623
All issues	1,504	1,388	1,389	1,273	1,162	1,233	1,215	1,203	1,232	1,295	1,118	927	1,003	1,209	1,392	1,186	1,480	1,485
Customer service issues	268	238	250	252	223	245	259	245	259	271	216	186	190	217	277	227	323	310
Complaint handling issues	256	256	230	191	211	208	205	212	210	219	178	144	137	200	213	189	224	257
Combined customer service and complaint handling issues	524	494	480	443	434	453	464	457	469	490	394	330	327	417	490	416	547	567

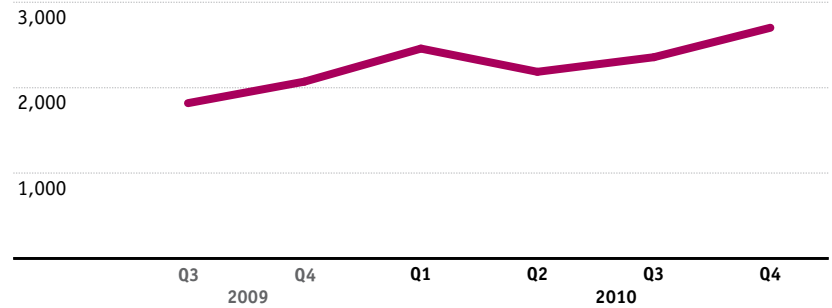
MEMBER:
VODAFONE

Overview

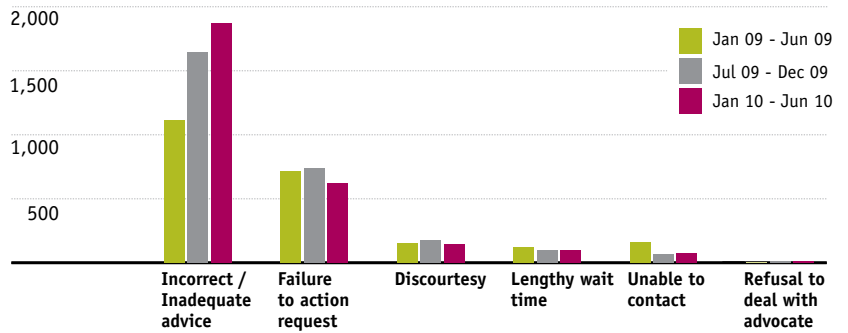
At the start of the **connect.resolve** campaign in January 2009, the TIO registered 920 cases, at all levels, for Vodafone. The data here shows some increases over the past 18 months with 1,165 cases received in June 2010.

However, complaints about customer service and complaint handling issues have increased over the campaign period with the most significant increased recorded in the category failure to action undertakings. Complaints about incorrect and inadequate advice were also up.

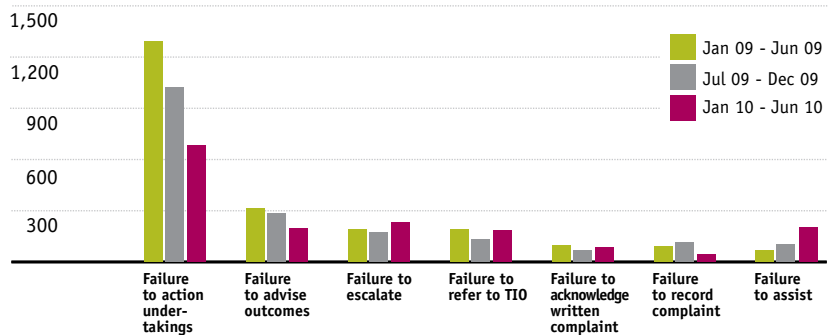
Combined customer service and complaint handling issues for Vodafone



Breakdown of customer service issue categories for Vodafone



Breakdown of complaint handling issue categories for Vodafone



Progress Summary Vodafone

	2009												2010					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Case numbers	920	1,064	1,050	954	1,016	1,045	1,118	1,080	1,019	1,030	967	1,019	1,031	1,208	1,226	1,055	1,275	1,165
All issues	1,717	2,072	2,059	1,930	2,050	2,204	2,348	2,370	2,283	2,271	2,075	2,121	2,134	2,467	2,581	2,316	2,952	2,720
Customer service issues	298	366	340	391	408	458	466	493	468	444	435	434	384	483	465	454	513	514
Complaint handling issues	248	275	292	234	271	309	340	355	336	316	284	273	290	364	371	310	458	453
Combined customer service and complaint handling issues	546	641	632	625	679	767	806	848	804	760	719	707	674	847	836	764	971	967