

Member Statistics

The following section of the Annual Report 2009-10 sets out the TIO members who have had 25 or more cases registered for them, detailing the number of cases and the major issues these cases related to.

Cases registered for TIO members by level

1 July 2009 – 30 June 2010 (Includes members that received 25 or more cases logged for the financial year)

	Total	Level 1	Level 2	Level 3	Level 4
1800Mumdad Pty Ltd (t)	57	54	3	0	0
AAPT Ltd (t&i) (c)	7,421	5,889	1,301	211	20
ACN Pacific Pty Ltd (t & i)	389	328	54	7	0
ACTew Retail Ltd & AGL ACT Retail Investments Pty Ltd (i)	43	38	4	1	0
Adam Pty Ltd (i)	133	124	9	0	0
Alphawise Solutions Pty Ltd (t & i)	108	107	1	0	0
Amcom Telecommunications Limited (i) (c)	25	22	3	0	0
Askom Pty Ltd (t & i)	270	231	30	9	0
Astron Communication and Information Services Pty Ltd (t & i)	166	153	12	1	0
Aussie Broadband Pty Ltd (t & i) (c)	54	49	4	1	0
AUSTAR United Mobility Pty Ltd (t)	39	33	4	2	0
Australia Internet Solutions Pty Ltd (t & i)	73	57	9	7	0
Australian Private Networks Pty Ltd (t & i) (c)	528	434	72	22	0
Australian Telecommunications Pty Ltd (t)	30	25	4	1	0
Beagle Internet Pty Ltd (i)	28	20	4	4	0
Bell Networks Voice & Data Pty Ltd (t & i)	166	117	28	17	4
BEST Internet and Telecom Pty Ltd (t & i) (c)	65	53	7	5	0
Telemates Pty Ltd (t & i)	156	144	11	1	0
Bluemaxx Communications Pty Ltd (i) (c)	126	108	16	2	0
Bordnet Internet Pty Ltd (i)	34	31	3	0	0
Bytecard Pty Ltd (i)	30	12	7	7	4
CardCall Pty Ltd (t)	168	153	13	2	0
Chariot Ltd (i) (c)	110	94	14	2	0
Cirrus Communications Pty Ltd (i) (c)	60	55	4	0	1
Clarus Telecom Pty Ltd (t & i)	25	24	1	0	0
Clear Telecoms (Aust) Pty Ltd (t & i)	458	366	52	31	9
Commander Australia Pty Ltd (t&i)	31	26	3	2	0
CommodiTel (Australia) Pty Ltd (t)	38	28	9	1	0
Connex Communications Pty Ltd (t & i)	29	26	3	0	0
CyberOne Pty Ltd (t & i)	73	52	17	4	0
Dodo Australia Pty Ltd (t & i)	3,541	3,305	216	20	0
EasyTel Communications Pty Ltd (i)	35	23	7	3	2
Edirect Pty Ltd (t)	1,091	1,002	83	6	0
EFTel More Than Broadband Pty Ltd (t & i)	567	426	84	50	7
EFTel Pty Ltd (t & i)	48	41	5	1	1
Escapenet Trust (i)	39	26	7	6	0
E-Talk Communications Pty Ltd (t & i)	74	60	11	3	0
Excite Mobile Pty Ltd (t)	196	185	8	3	0
Exetel Pty Ltd (t & i)	389	365	21	3	0
FairTalk Pty Ltd (t & i)	28	22	4	2	0
Flex Group Pty Ltd (t)	53	49	3	1	0
Flexirent Capital Pty Ltd (t & i)	73	54	14	5	0
G0talk Australia Pty Ltd (t & i)	1,923	1,714	178	30	1
HarbourIT Pty Ltd (i)	89	77	8	3	1
Hi Tech Telecom Pty Ltd (t & i)	264	238	25	1	0
Hotkey Internet Services Pty Ltd (i)	41	39	2	0	0
iiNet Ltd (t & i)	1,467	1,257	154	49	7
Internode Pty Ltd (t & i)	355	318	27	7	3
JARRAJ Pty Ltd (t & i)	34	28	4	2	0
Lebara Australia Limited (t)	66	59	4	3	0
Lime Telecom Pty Ltd (t)	41	22	9	9	1
Logitel Communications Pty Ltd (t & i)	32	26	5	1	0
M2 Commander Pty Ltd (t & i)	223	179	35	8	1
M2 Telecommunications Pty Ltd (t)	57	47	7	3	0
m8 Telecom Pty Ltd (t)	250	212	30	8	0
McKay, Jason Kenneth (t & i)	192	72	56	55	9
Mibroadband Pty Ltd (t & i) (c)	192	188	4	0	0
Mobileworld Operating Pty Ltd (t & i)	1,484	1,242	210	32	0

Cases registered for TIO members by level continued

1 July 2009 – 30 June 2010 (Includes members that received 25 or more cases logged for the financial year)

	Total	Level 1	Level 2	Level 3	Level 4
Motion Telecom Pty Ltd (t)	36	27	4	4	1
Motiv Communications Pty Ltd (t & i)	42	34	6	2	0
My Net Fone Pty Ltd (t & i)	53	47	4	2	0
NC Cable Pty Ltd (t & i)	61	53	7	1	0
Netco Holdings Pty Ltd (t & i)	50	28	11	10	1
Netspace Online Systems Pty Ltd (t & i)	586	532	46	8	0
Next Business Telecommunications Pty Ltd (t & i)	34	21	6	5	2
Ocean Broadband Ltd (i) (c)	57	42	10	5	0
One Telecom Pty Ltd (t & i)	99	93	6	0	0
Optus Broadband Pty Ltd (i) (c)	5,398	5,121	261	16	0
Optus Mobile Pty Ltd (t) (c)	19,677	18,533	1,045	98	1
Optus Networks Pty Ltd (t & i) (c)	6,780	6,216	486	69	9
OurTel Pty Ltd (t & i)	86	76	9	1	0
PacNet Internet (A) Pty Ltd	83	69	7	6	1
People Telecommunications Ltd (t & i)	608	519	71	16	2
Planet Ozi Pty Ltd (i)	26	23	3	0	0
Primus Telecommunications Pty Ltd (t & i) (c)	2,395	1,961	298	110	26
Pulse Telecom Pty Ltd (t)	106	72	20	14	0
Rabbit International - Pink Link - Physic Friends Network Pty Ltd (t & i)	40	34	5	1	0
Reward Mobile Pty Limited (t)	108	98	9	1	0
Saunders Properties Pty Ltd (i)	64	48	9	5	2
Savvytel Pty Ltd (t)	53	48	5	0	0
SIMplus Mobile Pty Limited (t)	473	402	54	17	0
Simply Tel Pty Ltd (t & i) (c)	40	38	1	1	0
SkyMesh Pty Ltd (t & i)	94	88	6	0	0
Soul Communications Pty Ltd (t & i)	2,644	2,222	333	83	6
Southern Cross Telco Ltd (t & i)	147	132	11	4	0
Southern Phone Company Ltd (t & i)	384	362	21	1	0
Spin Internet Services Pty Ltd (t & i)	203	165	26	12	0
Startel Communications Pty Ltd (t)	240	198	25	14	3
Technical Aid to the Disabled Inc (t & i)	473	425	37	11	0
Tel.Pacific Limited (t)	89	75	10	4	0
Telair Pty Ltd (t & i)	194	164	23	7	0
Telco Blue Pty Ltd (t & i)	229	202	23	3	1
Telexus Pty Ltd (t)	27	26	1	0	0
Telfin Pty Ltd (t)	45	26	7	7	5
Telko Pty Ltd (t & i)	100	86	13	1	0
Telstra Big Pond (i)	26,110	23,469	2,333	288	20
Telstra Corporation (t) (c)	78,611	68,367	8,383	1,639	222
The trustee for Clear Networks Trust (t & i)	125	100	19	5	1
The Trustee for ProTalk Australia Unit Trust (t & i)	76	68	5	3	0
Time Telecom Pty Ltd (t)	97	87	7	3	0
TPG Internet Pty Ltd (t & i)	4,303	3,633	557	109	4
TransACT Capital Communications Pty Ltd (t & i) (c)	312	270	38	4	0
Trinity Telecom Pty Ltd (t & i)	39	36	2	1	0
Unwired Australia Pty Ltd (i) (c)	79	62	10	7	0
VE Telecommunications Pty Ltd (t & i)	113	102	8	2	1
Veetel Pty Limited (t)	25	21	4	0	0
Virgin Mobile (Australia) Pty Ltd (t & i)	6,677	5,954	589	125	9
Vodafone Australia Limited (t & i) (c)	13,193	12,337	760	96	0
Vodafone Hutchison Australia Pty Limited (t & i)	17,062	15,358	1,466	222	16
Westnet Pty Ltd (t & i)	354	318	28	7	1
Yourtel Pty Ltd (t)	72	63	7	2	0

(t) = telephone service provider

(i) = internet service provider

(o) = other

(c) = holds carrier licence

(includes MPS complaints)

MPS case issues registered for TIO members (non-standardised)

1 July 2009 - 30 June 2010 (Includes members that received 25 or more cases logged for the last financial year)

	MPS							Total MPS
	Billing and Payments	Complaint Handling	Contracts	Credit Management	Customer Service	Privacy	Other	
AAPT Ltd (t&i) (c)	49	23	7	8	10	0	0	97
ACN Pacific Pty Ltd (t & i)	11	4	3	0	4	0	0	22
Astron Communication and Information Services Pty Ltd (t & i)	1	1	0	0	0	0	0	2
AUSTAR United Mobility Pty Ltd (t)	5	1	1	0	3	0	0	10
Clear Telecoms (Aust) Pty Ltd (t & i)	8	5	6	2	0	0	0	21
CommodiTel (Australia) Pty Ltd (t)	2	2	0	0	0	0	0	4
Connex Communications Pty Ltd (t & i)	2	0	0	0	0	0	0	2
Dodo Australia Pty Ltd (t & i)	18	13	0	1	3	0	0	35
Edirect Pty Ltd (t)	8	6	0	5	2	0	0	21
Hi Tech Telecom Pty Ltd (t & i)	2	2	0	0	2	0	0	6
Lebara Australia Limited (t)	9	3	0	0	3	0	0	15
M2 Commander Pty Ltd (t & i)	1	1	0	0	0	0	0	2
m8 Telecom Pty Ltd (t)	14	10	0	2	2	0	0	28
Mobileworld Operating Pty Ltd (t & i)	61	36	10	9	17	0	0	133
Optus Mobile Pty Ltd (t) (c)	873	379	152	69	240	3	0	1,716
People Telecommunications Ltd (t & i)	1	1	0	0	0	0	0	2
Primus Telecommunications Pty Ltd (t & i) (c)	8	5	3	1	2	0	0	19
Reward Mobile Pty Limited (t)	16	14	1	0	2	0	0	33
Savvytel Pty Ltd (t)	7	8	0	0	2	0	0	17
SIMplus Mobile Pty Limited (t)	22	6	4	5	8	0	0	45
Soul Communications Pty Ltd (t & i)	86	47	4	11	20	0	0	168
Southern Phone Company Ltd (t & i)	2	1	0	0	2	0	0	5
Startel Communications Pty Ltd (t)	18	10	1	4	1	0	0	34
Technical Aid to the Disabled Inc (t & i)	5	3	0	0	1	0	0	9
Telair Pty Ltd (t & i)	0	1	0	0	0	0	0	1
Telco Blue Pty Ltd (t & i)	1	1	0	0	0	0	0	2
Telstra Corporation (t) (c)	2,463	1,226	291	61	836	11	0	4,888
TPG Internet Pty Ltd (t & i)	57	33	3	5	14	0	0	112
TransACT Capital Communications Pty Ltd (t & i) (c)	13	5	3	2	4	0	0	27
Veetel Pty Limited (t)	2	2	0	0	0	0	0	4
Virgin Mobile (Australia) Pty Ltd (t & i)	270	129	38	23	80	0	0	540
Vodafone Australia Limited (t & i) (c)	474	266	56	36	137	3	0	972
Vodafone Hutchison Australia Pty Limited (t & i)	430	199	74	43	139	7	0	892

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

Cases registered for members by issues

1 July 2009 - 30 June 2010 (Includes members that received 25 or more cases logged for the last financial year)

	Land Line											
	Total Issues	Billing and Payments	Credit Management	Complaint Handling	Customer Transfer	Customer Service	Contracts	Faults	Privacy	Provisioning	Other	Total Land Line
1800Mumdad Pty Ltd (t)	92	0	0	0	0	0	0	0	0	0	0	0
AAPT Ltd (t&i) (c)	17,390	2,950	1,494	1671	224	2,068	1,084	780	106	450	91	10,918
ACN Pacific Pty Ltd (t & i)	826	62	36	36	7	40	17	27	3	9	5	242
ACTew Retail Ltd & AGL ACT Retail Investments Pty Ltd (i)	100	0	0	0	0	0	0	0	0	0	0	0
Adam Pty Ltd (i)	247	0	0	5	0	1	0	8	2	2	0	18
Alphawise Solutions Pty Ltd (t & i)	185	13	22	21	5	49	1	68	0	2	0	181
Amcom Telecommunications Limited (i) (c)	47	0	0	0	0	0	0	0	0	0	0	0
Askom Pty Ltd (t & i)	726	197	8	59	108	95	145	2	5	0	0	619
Astron Communication and Information Services Pty Ltd (t & i)	346	113	23	35	33	57	41	14	4	1	1	322
Aussie Broadband Pty Ltd (t & i) (c)	99	1	0	2	1	1	1	5	0	2	0	13
AUSTAR United Mobility Pty Ltd (t)	71	0	0	0	0	0	0	0	0	0	0	0
Australia Internet Solutions Pty Ltd (t & i)	165	3	5	6	5	4	1	2	4	1	0	31
Australian Private Networks Pty Ltd (t & i) (c)	1,204	6	5	13	1	23	1	27	0	6	0	82
Australian Telecommunications Pty Ltd (t)	76	16	0	0	0	11	8	5	0	2	0	42
Beagle Internet Pty Ltd (i)	71	0	0	0	0	0	0	0	0	0	0	0
Bell Networks Voice & Data Pty Ltd (t & i)	392	57	12	23	16	50	58	17	0	2	0	235
BEST Internet and Telecom Pty Ltd (t & i) (c)	158	32	16	3	32	19	37	4	2	1	0	146
Bluemaxx Communications Pty Ltd (i) (c)	276	0	0	0	0	0	0	4	0	1	0	5
Bordnet Internet Pty Ltd (i)	60	0	0	0	0	0	0	0	0	0	0	0
Bytecard Pty Ltd (i)	93	2	4	2	2	6	0	0	0	0	0	16
CardCall Pty Ltd (t)	307	0	0	0	0	0	0	0	0	0	307	307
Chariot Ltd (i) (c)	223	0	0	0	0	0	0	0	0	0	0	0
Cirrus Communications Pty Ltd (i) (c)	119	0	0	0	0	1	0	4	0	1	6	12
Clarus Telecom Pty Ltd (t & i)	46	8	1	1	7	9	8	7	4	0	0	45
Clear Telecoms (Aust) Pty Ltd (t & i)	959	202	21	69	20	125	198	55	1	5	1	697
Commander Australia Pty Ltd (t&i)	58	12	3	2	2	13	11	2	0	2	0	47
CommodiTel (Australia) Pty Ltd (t)	74	0	0	0	0	0	0	0	0	0	0	0
Connex Communications Pty Ltd (t & i)	64	2	0	0	0	0	0	0	0	0	0	2
CyberOne Pty Ltd (t & i)	161	7	0	10	0	10	4	2	0	3	0	36
Dodo Australia Pty Ltd (t & i)	8,014	609	188	275	83	441	253	212	44	172	15	2,292
EasyTel Communications Pty Ltd (i)	66	4	16	4	6	0	22	0	0	0	0	52
Edirect Pty Ltd (t)	2,473	0	0	0	0	0	0	0	0	0	0	0
EFTEL More Than Broadband Pty Ltd (t & i)	1,310	61	16	55	13	48	11	41	1	10	3	259
EFTEL Pty Ltd (t & i)	111	14	0	5	0	3	2	6	0	0	0	30
Escapenet Trust (i)	86	4	0	4	0	2	7	0	0	0	0	17
E-Talk Communications Pty Ltd (t & i)	176	11	0	5	0	6	13	4	3	3	0	45
Excite Mobile Pty Ltd (t)	476	0	0	0	0	0	0	0	0	0	0	0
Exetel Pty Ltd (t & i)	770	15	5	17	8	33	5	30	0	4	0	117
FairTalk Pty Ltd (t & i)	66	6	2	11	9	11	25	1	1	0	0	66
Flex Group Pty Ltd (t)	120	27	6	9	21	17	16	11	4	9	0	120
Flexirent Capital Pty Ltd (t & i)	178	0	0	0	0	0	0	0	0	0	0	0
G0talk Australia Pty Ltd (t & i)	4,632	830	166	443	284	411	435	248	13	58	33	2,921
HarbourIT Pty Ltd (i)	185	0	0	0	0	0	0	0	0	0	0	0
Hi Tech Telecom Pty Ltd (t & i)	572	59	1	43	0	36	14	25	0	9	5	192
Hotkey Internet Services Pty Ltd (i)	87	0	0	0	0	0	0	0	0	0	0	0
iiNet Ltd (t & i)	3,201	185	34	196	52	208	46	306	17	148	9	1,201
Internode Pty Ltd (t & i)	660	26	4	7	1	26	4	21	0	8	0	97
JARRAJ Pty Ltd (t & i)	68	7	3	9	5	13	2	16	0	0	0	55
Lebara Australia Limited (t)	93	0	0	0	0	0	0	0	0	0	0	0
Lime Telecom Pty Ltd (t)	76	0	0	0	0	0	0	0	0	0	76	76
Logitel Communications Pty Ltd (t & i)	83	21	0	20	5	15	5	6	0	2	0	74
M2 Commander Pty Ltd (t & i)	498	90	24	47	18	60	63	40	2	7	2	353
M2 Telecommunications Pty Ltd (t)	121	1	7	7	12	11	2	4	1	3	0	48
m8 Telecom Pty Ltd (t)	541	0	0	0	0	0	0	0	0	0	0	0
McKay, Jason Kenneth (t & i)	848	7	0	9	0	6	0	0	0	0	0	22
Mibroadband Pty Ltd (t & i) (c)	419	49	9	20	5	39	27	38	1	6	0	194
Mobileworld Operating Pty Ltd (t & i)	3,132	0	0	0	0	0	0	0	0	0	0	0

Billing and Payments	Mobile									Total Mobile	Internet									Total Internet
	Contracts	Credit Management	Customer Service	Complaint Handling	Faults	Customer Transfer	Other	Billing and Payments	Contracts		Credit Management	Customer Service	Complaint Handling	Faults	Provisioning	Other				
52	3	2	21	12	0	0	2	92	0	0	0	0	0	0	0	0				
516	366	233	385	301	135	29	44	2,009	892	654	340	873	713	616	268	107	4,463			
97	61	58	67	52	67	3	5	410	47	39	32	17	19	20	0	0	174			
0	0	0	0	0	0	0	0	0	32	10	20	17	16	5	0	0	100			
0	0	0	0	0	0	0	0	0	26	21	4	56	23	79	17	3	229			
0	0	2	0	0	1	0	1	4	0	0	0	0	0	0	0	0	0			
0	0	0	0	0	0	0	0	0	14	7	4	4	4	12	1	1	47			
23	9	1	11	12	0	9	0	65	12	11	1	7	7	2	0	2	42			
2	0	1	3	2	0	0	2	10	2	1	2	4	3	2	0	0	14			
0	0	0	0	0	0	0	0	0	11	8	2	21	8	30	5	1	86			
22	7	9	13	8	8	3	1	71	0	0	0	0	0	0	0	0	0			
0	0	0	0	0	0	0	0	0	29	17	3	28	15	29	10	3	134			
12	6	4	4	3	9	0	0	38	96	62	24	247	218	412	20	5	1,084			
1	2	4	3	0	0	0	0	10	8	2	2	4	0	8	0	0	24			
0	0	0	0	0	0	0	0	0	26	7	5	14	2	17	0	0	71			
47	54	4	8	17	18	4	5	157	0	0	0	0	0	0	0	0	0			
1	1	0	1	0	0	0	0	3	5	0	1	1	2	0	0	0	9			
0	0	0	0	0	0	0	0	0	11	12	0	74	56	117	1	0	271			
0	0	0	0	0	0	0	0	0	10	8	1	11	8	22	0	0	60			
12	0	6	6	0	0	0	0	24	21	0	10	7	15	0	0	0	53			
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
0	0	0	0	0	0	0	0	0	53	33	9	57	24	36	3	8	223			
0	0	0	0	0	0	0	0	0	11	5	5	21	20	43	1	1	107			
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1			
82	35	31	37	23	18	3	0	229	11	5	8	6	2	1	0	0	33			
3	3	0	3	0	0	0	0	9	1	0	0	0	1	0	0	0	2			
17	9	0	23	14	8	0	3	74	0	0	0	0	0	0	0	0	0			
17	22	0	9	4	7	2	1	62	0	0	0	0	0	0	0	0	0			
0	0	0	0	0	0	0	0	0	35	9	12	25	23	21	0	0	125			
431	287	190	267	185	118	31	45	1,554	899	631	301	816	438	846	159	78	4,168			
4	2	0	4	2	0	0	0	12	0	0	0	2	0	0	0	0	2			
627	515	263	515	296	97	60	100	2,473	0	0	0	0	0	0	0	0	0			
0	0	0	0	0	0	0	0	0	294	102	46	199	183	159	56	12	1,051			
0	0	0	0	0	0	0	0	0	19	10	2	7	29	9	4	1	81			
0	0	0	0	0	0	0	0	0	18	15	0	16	5	14	0	1	69			
0	0	0	0	0	0	0	0	0	36	25	15	19	20	14	2	0	131			
110	184	28	77	31	26	7	13	476	0	0	0	0	0	0	0	0	0			
5	1	0	9	6	4	7	0	32	113	82	27	135	86	137	27	14	621			
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
0	0	0	0	0	0	0	0	0	59	31	28	17	26	17	0	0	178			
77	63	21	69	84	29	38	16	397	305	221	51	188	183	226	34	106	1,314			
0	0	0	0	0	0	0	0	0	36	23	14	36	25	49	0	2	185			
107	23	10	69	72	12	27	20	340	5	2	2	11	8	11	1	0	40			
0	0	0	0	0	0	0	0	0	13	1	1	31	11	30	0	0	87			
0	0	0	0	0	0	0	0	0	401	180	69	390	286	482	158	34	2,000			
0	0	0	0	0	0	0	0	0	81	27	17	124	55	227	31	1	563			
0	0	0	0	0	0	1	0	1	1	1	0	3	0	4	2	1	12			
9	8	1	27	12	17	18	1	93	0	0	0	0	0	0	0	0	0			
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
0	1	0	0	0	0	0	0	1	3	0	0	2	0	3	0	0	8			
26	36	15	10	11	1	4	2	105	13	3	13	2	8	0	1	0	40			
13	8	23	8	4	2	1	1	60	5	0	0	0	5	0	0	3	13			
165	64	147	71	81	7	3	3	541	0	0	0	0	0	0	0	0	0			
0	0	0	0	0	0	0	0	0	415	3	5	121	263	19	0	0	826			
0	0	0	0	0	0	0	0	0	60	35	6	37	25	37	18	7	225			
551	467	238	508	368	479	29	40	2,680	129	63	52	69	60	79	0	0	452			

Cases registered for members by issues continued

1 July 2009 - 30 June 2010 (Includes members that received 25 or more cases logged for the last financial year)

	Land Line											
	Total Issues	Billing and Payments	Credit Management	Complaint Handling	Customer Transfer	Customer Service	Contracts	Faults	Privacy	Provisioning	Other	Total Land Line
Motion Telecom Pty Ltd (t)	79	22	3	10	8	12	10	2	0	0	0	67
Motiv Communications Pty Ltd (t & i)	113	7	1	1	0	5	0	2	0	0	0	16
My Net Fone Pty Ltd (t & i)	109	13	5	7	3	11	15	8	0	2	0	64
NC Cable Pty Ltd (t & i)	141	14	1	8	7	11	4	3	0	0	0	48
Netco Holdings Pty Ltd (t & i)	168	33	14	16	10	14	22	4	0	0	0	113
Netspace Online Systems Pty Ltd (t & i)	1,267	72	3	46	14	74	24	76	0	35	2	346
Next Business Telecommunications Pty Ltd (t & i)	91	18	1	20	18	7	7	0	0	0	0	71
Ocean Broadband Ltd (i) (c)	113	0	0	0	0	0	0	0	0	0	0	0
One Telecom Pty Ltd (t & i)	220	13	5	7	0	9	6	4	0	0	0	44
Optus Broadband Pty Ltd (i) (c)	12,017	0	0	0	0	0	0	0	0	0	0	0
Optus Mobile Pty Ltd (t) (c)	40,855	0	0	0	0	0	0	0	0	0	0	0
Optus Networks Pty Ltd (t & i) (c)	14,606	2,301	1,304	1,556	691	2,446	1,498	1,178	261	759	137	12,131
OurTel Pty Ltd (t & i)	210	42	15	24	31	32	44	12	9	1	0	210
PacNet Internet (A) Pty Ltd	168	6	3	10	1	3	1	3	0	7	0	34
People Telecommunications Ltd (t & i)	1,445	220	59	114	69	115	173	39	3	19	0	811
Planet Ozi Pty Ltd (i)	50	2	0	0	1	0	1	0	0	0	0	4
Primus Telecommunications Pty Ltd (t & i) (c)	5,276	653	274	373	105	585	296	383	38	140	32	2,879
Pulse Telecom Pty Ltd (t)	236	89	17	28	13	26	43	3	17	0	0	236
Rabbit International - Pink Link - Physic Friends Network Pty Ltd (t & i)	90	3	0	4	3	7	7	10	2	0	0	36
Reward Mobile Pty Limited (t)	199	0	0	0	0	0	0	0	0	0	0	0
Saunders Properties Pty Ltd (t & i)	133	4	0	0	0	0	0	0	0	3	0	7
Savvytel Pty Ltd (t)	85	0	0	0	0	0	0	0	0	0	0	0
SIMplus Mobile Pty Limited (t)	1,026	0	0	0	0	0	0	0	0	0	0	0
Simply Tel Pty Ltd (t & i) (c)	80	16	1	5	18	12	21	2	3	0	0	78
SkyMesh Pty Ltd (t & i)	201	0	0	4	0	2	0	12	0	1	0	19
Soul Communications Pty Ltd (t & i)	5,887	404	205	148	23	225	61	85	13	12	6	1,182
Southern Cross Telco Ltd (t & i)	307	39	22	18	8	32	12	17	4	34	1	187
Southern Phone Company Ltd (t & i)	837	118	24	60	21	78	91	48	8	7	2	457
Spin Internet Services Pty Ltd (t & i)	469	35	3	15	31	26	27	15	0	9	0	161
Startal Communications Pty Ltd (t)	498	0	0	0	0	0	0	0	0	0	0	0
Technical Aid to the Disabled Inc (t & i)	1,068	36	21	23	4	39	8	11	2	6	1	151
Tel.Pacific Limited (t)	151	0	0	0	0	0	0	0	0	0	122	122
Telair Pty Ltd (t & i)	510	80	15	28	59	33	102	2	0	0	0	319
Telco Blue Pty Ltd (t & i)	515	99	35	47	53	60	82	29	6	11	0	422
Telemates Pty Ltd (t & i)	358	107	8	27	33	39	103	9	3	3	0	332
Teles Pty Ltd (t)	52	9	1	5	11	7	10	3	6	0	0	52
Telfin Pty Ltd (t)	107	32	4	15	14	18	6	15	0	1	0	105
Telko Pty Ltd (t & i)	227	57	18	19	62	16	45	5	2	1	0	225
Telstra Big Pond (i)	59,699	0	0	0	0	0	0	0	0	0	0	0
Telstra Corporation (t) (c)	177,747	26,093	9,443	16,534	1,532	18,305	5,114	8,567	2,046	4,314	2,278	94,226
The trustee for Clear Networks Trust (t & i)	298	1	1	13	4	9	3	13	0	1	0	45
The Trustee for ProTalk Australia Unit Trust (t & i)	170	46	9	18	35	19	29	6	3	0	0	165
Time Telecom Pty Ltd (t)	223	67	8	22	26	31	46	11	4	3	0	218
TPG Internet Pty Ltd (t & i)	9,254	89	6	47	7	64	37	41	1	45	13	350
TransACT Capital Communications Pty Ltd (t & i) (c)	673	79	34	53	5	61	54	26	6	22	1	341
Trinity Telecom Pty Ltd (t & i)	92	21	3	6	4	19	7	20	0	1	0	81
Unwired Australia Pty Ltd (i) (c)	159	0	0	0	0	0	0	0	0	0	0	0
VE Telecommunications Pty Ltd (t & i)	260	50	5	69	23	36	17	45	2	11	0	258
Veetel Pty Limited (t)	44	7	1	1	7	13	0	8	0	1	0	38
Virgin Mobile (Australia) Pty Ltd (t & i)	14,228	134	62	124	14	165	50	176	8	9	4	746
Vodafone Australia Limited (t & i) (c)	27,699	0	0	0	0	0	0	0	0	0	0	0
Vodafone Hutchison Australia Pty Limited (t & i)	36,376	0	0	0	0	0	0	0	0	0	0	0
Westnet Pty Ltd (t & i)	749	30	32	42	2	51	9	51	12	29	1	259
Yourtel Pty Ltd (t)	166	44	2	20	38	20	35	2	3	2	0	166

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

Billing and Payments	Mobile								Total Mobile	Internet								Total Internet
	Contracts	Credit Management	Customer Service	Complaint Handling	Faults	Customer Transfer	Other	Billing and Payments		Contracts	Credit Management	Customer Service	Complaint Handling	Faults	Provisioning	Other		
1	3	0	4	0	0	1	0	9	1	1	0	0	1	0	0	3		
0	0	0	0	0	0	0	0	0	20	12	2	24	10	21	3	5	97	
0	0	0	0	0	0	0	0	0	9	8	3	5	6	12	2	0	45	
0	0	0	0	0	0	0	0	0	26	15	9	15	15	9	3	1	93	
11	0	0	5	5	0	0	0	21	13	3	0	13	0	5	0	0	34	
0	0	0	0	0	0	0	0	0	169	107	26	195	131	227	51	15	921	
5	5	0	5	0	3	0	0	18	0	0	0	0	0	0	0	2	2	
0	0	0	0	0	0	0	0	0	3	1	0	20	26	62	1	0	113	
11	2	3	4	3	0	0	2	25	32	18	7	28	31	31	3	1	151	
0	0	0	0	0	0	0	0	0	3,213	1,651	1,628	1,996	1,598	1,541	231	159	12,017	
8,805	6,811	4,309	8,061	5,796	6,119	260	694	40,855	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	566	389	321	442	286	276	105	90	2,475	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	36	15	19	18	22	20	3	1	134	
59	58	29	29	31	11	4	2	223	106	63	20	64	78	55	11	14	411	
0	0	0	0	0	0	0	0	0	9	10	1	8	4	14	0	0	46	
52	37	15	39	20	7	0	11	181	497	365	158	411	268	354	97	66	2,216	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	32	8	0	4	1	4	0	5	54	
63	36	25	34	30	8	2	1	199	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	16	19	4	20	29	35	1	2	126	
11	4	2	24	19	15	6	4	85	0	0	0	0	0	0	0	0	0	
278	126	259	184	148	15	8	8	1,026	0	0	0	0	0	0	0	0	0	
0	0	0	1	0	0	1	0	2	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	26	7	1	38	25	80	2	3	182	
1,165	489	682	725	462	160	30	41	3,754	256	99	147	179	133	123	6	8	951	
16	3	8	5	0	3	1	0	36	23	12	1	10	6	17	14	1	84	
54	100	21	49	37	32	9	5	307	11	17	1	16	11	12	4	1	73	
0	0	0	0	0	0	0	0	0	89	61	27	43	27	31	17	13	308	
109	140	37	80	67	29	26	10	498	0	0	0	0	0	0	0	0	0	
12	5	3	15	8	1	1	5	50	180	76	26	233	148	173	22	9	867	
5	0	0	5	9	3	5	2	29	0	0	0	0	0	0	0	0	0	
36	34	26	21	9	5	4	0	135	7	13	4	10	7	3	1	11	56	
13	13	7	8	2	0	11	0	54	8	6	2	5	11	4	2	1	39	
5	5	0	6	1	0	4	0	21	0	2	0	2	0	0	0	1	5	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	
0	2	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	14,887	7,592	4,142	11,913	9,640	8,588	2,098	839	59,699	
23,585	12,467	9,474	16,310	13,026	6,520	525	1,614	83,521	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	33	9	4	58	46	99	3	1	253	
0	2	0	0	0	0	0	0	2	0	0	0	1	0	2	0	0	3	
0	0	0	0	0	0	0	0	0	1	1	0	0	2	0	1	0	5	
772	187	238	421	268	86	73	28	2,073	1,279	936	115	1,425	893	1,718	378	87	6,831	
54	63	13	26	22	12	7	3	200	38	24	16	16	20	13	4	1	132	
2	0	1	2	1	0	0	0	6	0	1	0	2	0	2	0	0	5	
0	0	0	0	0	0	0	0	0	32	24	2	33	29	35	1	3	159	
0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2	
2	0	0	1	0	0	0	1	4	0	0	0	1	0	0	0	1	2	
2,339	1,296	1,391	2,300	1,750	1,400	243	231	10,950	516	309	236	431	398	616	11	15	2,532	
4,814	2,643	3,606	4,631	3,200	3,433	147	457	22,931	1,030	541	735	783	700	933	27	19	4,768	
6,271	4,685	3,390	5,695	3,558	5,969	183	343	30,094	1,722	718	1,098	968	687	1,042	28	19	6,282	
0	0	0	0	0	0	0	0	0	103	46	16	99	46	152	18	10	490	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	