



December 2004

**Summary of TIO complaint statistics for the Northern Territory (1 Jan – 30 September 2004)**

Northern Territory residents made a total of 372 complaints in the first nine months of 2004 (0.8% of total complaints nationwide).

- 264 complaints were made by residents of outer regional areas including Darwin;
- 83 complaints were made by residents living in remote areas including Katherine and;
- 25 complaints were made by residents from very remote areas including Dunmarra and Tennant Creek;

*Territorians were one of the least likely of all states to make a complaint in 2004, with an average of 1.79 complaints per 1000 residents compared to the national average of 2.42 complaints per 1000 residents - an indication of very poor awareness levels of the TIO Scheme.*

**54.3% of complaints from the Northern Territory related to landline services.** The most common cause for complaint was billing with around a third of total complaints. Billing complaints range from disputes about the accuracy of call charges to the imposition of administrative fees and the non-receipt of bills. The second most common cause of complaint was customer service followed by credit management. Customer service complaints included poor follow through by the service provider's staff.

**33.9% of complaints from the Northern Territory related to mobile phone services.** Unlike most other states where concerns about mobile phone contracts were the most common source of complaint, people in the Northern Territory were more concerned about mobile phone billing (35 people complained about this). 33 people complained about mobile phone contracts. Contract complaints may relate to the imposition of early termination fees, misleading advice given at the point of sale or the capacity of the complainant to enter into the contract.

**11.8% of complaints from the Northern Territory related to internet services.** Faults were the leading source of complaint within this category. Faults complaints include reports of logon difficulties, drop-outs, insufficient connection speed and outages. The next most frequent source of complaint was the provision of service. No internet complaints were received from very remote parts of the state.

	<i>Total no. of Complaints</i>	<i>Complaints per 1000 population</i>
<i>Outer Regional Australia</i>	<i>264</i>	<i>2.41</i>
<i>Remote Australia</i>	<i>83</i>	<i>1.78</i>
<i>Very Remote Australia</i>	<i>25</i>	<i>0.48</i>

*"providing independent, just, informal, speedy resolution of complaints."*

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