



December 2004

Summary of TIO complaint statistics for Tasmania (1 Jan – 30 September 2004)

Tasmanians made a total of 1,140 complaints in the first nine months of 2004 (2.49% of total complaints nationally).

- 686 complaints were made by residents of inner regional areas including Hobart and Launceston;
- 430 complaints were made by residents of outer regional areas including Devonport and Burnie;
- 20 complaints came from remote areas including Strahan and Queenstown; and
- 4 complaints were from very remote areas including King Island, Flinders Island and Cape Barren Island.

There were more complaints from Tasmanians per head of population than the national average, with an average of 2.50 complaints per 1000 residents compared to the national average of 2.42 complaints per 1000 residents - indicating better than average awareness levels of the TIO Scheme in the island state.

61.6% of complaints from Tasmania related to landline services. Tasmanians went against the trend shown throughout the rest of the country where the number of landline complaints is dropping in favour of complaints about mobile phone services. Almost a third (30%) of the landline complaints were about billing. Billing complaints typically include disputes about the accuracy of call charges, the imposition of administrative fees, and the non-receipt of bills.

25.8% of complaints from Tasmania related to mobile phone services. Mobile phone contracts were the leading cause of complaint. Contract complaints can 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.

12.6% of complaints from Tasmania related to internet services. Tasmania was the state with the second lowest proportion of complaints about internet service. The figure ranged from 11.8 per cent in the Northern Territory to 18.1 per cent in the ACT. 30% of Tasmanian internet complaints were about faults, which included reports of logon difficulties, drop-outs, insufficient connection speed and outages. No internet complaints were received in very remote areas of the state.

Tasmanian Complaints to the TIO		
	Total no. of Complaints	Complaints per 1000 population
Inner regional Australia	744	2.56
Outer Regional Australia	475	3.08
Remote Australia	17	1.98

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

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