

## Complaints against TIO Members by Level

1 January 2007 - 31 March 2007 (Includes members that received 25 or more complaints logged for the quarter)

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

	Total	Level 1	Level 2	Level 3	Level 4
AAPT Ltd (t&i) (c)	923	97.1%	2.60%	0.3%	0.0%
ACN Pacific Pty Ltd (t & i)	63	93.7%	6.35%	0.0%	0.0%
Adam Pty Ltd (i) (c)	34	100.0%	0.00%	0.0%	0.0%
Astron Communication and Information Services Pty Ltd (t)	51	98.0%	1.96%	0.0%	0.0%
Australian Star Communications (t & i)	165	78.2%	15.15%	6.7%	0.0%
Axis Telecoms Pty Ltd (t)	87	87.4%	10.34%	2.3%	0.0%
B Digital Ltd (t)	247	97.2%	2.83%	0.0%	0.0%
Bordernet Internet Pty Ltd (i)	67	88.1%	10.45%	1.5%	0.0%
CardCall Pty Ltd (t & i)	30	90.0%	6.67%	3.3%	0.0%
Chariot Internet Ltd (i) (c)	30	96.7%	3.33%	0.0%	0.0%
Clear Networks Pty Ltd (t & i)	27	74.1%	14.81%	11.1%	0.0%
Commander Australia Pty Ltd (t&i)	35	80.0%	17.14%	2.9%	0.0%
Digiplus Pty Ltd (t&i)	148	87.2%	12.16%	0.7%	0.0%
Dodo Australia Pty Ltd (i)	2,980	98.3%	1.44%	0.3%	0.0%
Edirect Pty Ltd (t)	130	86.9%	10.00%	3.1%	0.0%
EFTel Pty Ltd (t & i)	75	84.0%	9.33%	6.7%	0.0%
Exetel Pty Ltd (i)	92	95.7%	4.35%	0.0%	0.0%
GoBush Broadband Pty Ltd (i)	38	92.1%	7.89%	0.0%	0.0%
GOtalk Australia Pty Ltd (t)	430	96.7%	2.79%	0.5%	0.0%
Hutchison 3G Australia Pty Ltd (o)	2,112	94.1%	5.30%	0.6%	0.0%
Hutchison Telecoms (Aust) Pty Ltd (t&i) (c) (inc Orange)	33	90.9%	6.06%	3.0%	0.0%
iiNet Ltd (i)	194	93.3%	6.70%	0.0%	0.0%
Internode Systems Pty Ltd (i)	36	97.2%	2.78%	0.0%	0.0%
Just Mobile Telecoms Pty Ltd (t) (c)	25	100.0%	0.00%	0.0%	0.0%
Koala Telecom Pty Ltd (t & i)	28	100.0%	0.00%	0.0%	0.0%
M2 Telecommunications Pty Ltd (t)	27	66.7%	18.52%	11.1%	3.7%
m8 Telecom Pty Ltd (o)	135	90.4%	7.41%	2.2%	0.0%
Max Telecom Pty Ltd (t & i)	85	63.5%	20.00%	16.5%	0.0%
Netspace Online Systems Pty Ltd (i)	99	87.9%	9.09%	3.0%	0.0%
Optus Broadband Pty Ltd (i)	885	96.5%	3.39%	0.1%	0.0%
Optus Mobile Pty Ltd (t) (c)	2,569	95.0%	4.52%	0.5%	0.0%
Optus Networks Pty Ltd (t) (c)	2,065	94.1%	5.18%	0.7%	0.0%
People Telecom Limited (t&i)	362	81.2%	13.81%	4.7%	0.3%
Prime Telecoms Pty Ltd (t)	29	86.2%	10.34%	3.4%	0.0%
Primus Online Pty Ltd (t&i)	635	95.0%	4.57%	0.5%	0.0%
Red Media Solutions Pty Ltd (t)	29	89.7%	6.90%	3.4%	0.0%
Regional Internet Australia Pty Ltd (i) (c)	36	97.2%	2.78%	0.0%	0.0%
SIMplus Mobile Pty Limited (t)	193	88.1%	10.36%	1.6%	0.0%
Soul Pattinson Telecommunications Pty Ltd (t)	55	94.5%	3.64%	1.8%	0.0%
Southern Phone Company (t)	39	97.4%	2.56%	0.0%	0.0%
Tel.Pacific Pty Ltd (i)	29	100.0%	0.00%	0.0%	0.0%
Telstra Big Pond (i)	1,997	93.7%	6.01%	0.3%	0.0%
Telstra Corporation (t) (c)	7,557	94.2%	5.15%	0.5%	0.1%
TPG Internet Pty Ltd (i)	257	91.1%	8.17%	0.8%	0.0%
TransACT Capital Communications (t&i) (c)	62	98.4%	1.61%	0.0%	0.0%
Virgin Mobile (Australia) Pty Ltd (t)	301	96.0%	3.99%	0.0%	0.0%
Vodafone Pacific (t)	1,342	97.2%	2.68%	0.1%	0.0%
Westnet Pty Ltd (t & i)	68	95.6%	4.41%	0.0%	0.0%
Wild Technology Pty Ltd (t & i)	126	68.3%	22.22%	9.5%	0.0%
World Tel (Aust) Pty Ltd (t)	51	78.4%	19.61%	2.0%	0.0%