

Complaints against TIO Members by Level - Landline, Mobile and Internet (non-standardised)

1 July 2008 - 30 September 2008 (Includes members that received 25 or more complaints logged for the quarter)

| | Total | Level 1 | Level 2 | Level 3 | Level 4 |
|-----------------------------------------------------------|--------|---------|---------|---------|---------|
| AAPT Ltd (t&i) (c) | 1,399 | 1,298 | 82 | 17 | 2 |
| ACN Pacific Pty Ltd (t & i) | 49 | 47 | 2 | 0 | 0 |
| Adam Pty Ltd (i) | 57 | 57 | 0 | 0 | 0 |
| Allegro Networks Pty Ltd (i) (c) | 25 | 17 | 4 | 4 | 0 |
| Astron Communication and Information Services Pty Ltd (t) | 53 | 53 | 0 | 0 | 0 |
| Australia Internet Solutions Pty Ltd | 156 | 155 | 1 | 0 | 0 |
| Australia Star Communications (t & i) | 63 | 51 | 9 | 3 | 0 |
| Australian Private Networks Pty Ltd (t & i) (c) | 52 | 52 | 0 | 0 | 0 |
| Axis Telecoms Pty Ltd (t) | 25 | 21 | 2 | 2 | 0 |
| BEST Internet and Telecom Pty Ltd (t & i) (c) | 84 | 70 | 10 | 4 | 0 |
| Blitz Telecom Operations Pty Ltd (t&i) | 78 | 78 | 0 | 0 | 0 |
| CardCall Pty Ltd (t & i) | 113 | 96 | 13 | 4 | 0 |
| Chariot Ltd (i) (c) | 49 | 45 | 2 | 2 | 0 |
| Clear Telecoms (Aust) Pty Ltd (t & i) | 176 | 165 | 10 | 1 | 0 |
| Commander Australia Pty Ltd (t&i) | 55 | 49 | 4 | 2 | 0 |
| Dodo Australia Pty Ltd (i) | 996 | 957 | 35 | 4 | 0 |
| Edirect Pty Ltd (t) | 133 | 127 | 5 | 1 | 0 |
| EFTel Pty Ltd (t & i) | 189 | 161 | 19 | 9 | 0 |
| Exetel Pty Ltd (i) | 63 | 61 | 2 | 0 | 0 |
| Forteconect Pty Ltd (t) | 301 | 292 | 8 | 1 | 0 |
| G0talk Australia Pty Ltd (t) | 665 | 569 | 60 | 34 | 2 |
| Hutchison 3G Australia Pty Ltd (o) | 3,445 | 3,120 | 288 | 36 | 1 |
| iiNet Ltd (i) | 376 | 340 | 24 | 11 | 1 |
| Internode Systems Pty Ltd (i) | 79 | 77 | 2 | 0 | 0 |
| Komtel Pty Ltd (t & i) | 79 | 72 | 5 | 2 | 0 |
| m8 Telecom Pty Ltd (o) | 177 | 144 | 31 | 2 | 0 |
| McKay, Jason Kenneth (i) | 39 | 39 | 0 | 0 | 0 |
| Mibroadband Pty Ltd (t) (c) | 30 | 29 | 1 | 0 | 0 |
| Mobileworld Operating Pty Ltd (t) | 154 | 144 | 10 | 0 | 0 |
| My Net Fone Pty Ltd (t & i) | 31 | 27 | 3 | 1 | 0 |
| NationTel Pty Ltd (t) | 37 | 37 | 0 | 0 | 0 |
| Netspace Online Systems Pty Ltd (i) | 137 | 120 | 13 | 4 | 0 |
| Optus Broadband Pty Ltd (i) | 1,025 | 1,001 | 23 | 1 | 0 |
| Optus Mobile Pty Ltd (t) (c) | 3,346 | 3,208 | 122 | 16 | 0 |
| Optus Networks Pty Ltd (t) (c) | 2,006 | 1,863 | 116 | 26 | 1 |
| People Telecommunications Ltd (t) | 332 | 307 | 20 | 5 | 0 |
| Primus Telecommunications Pty Ltd (t & i) (c) | 945 | 876 | 51 | 18 | 0 |
| Reward Mobile Pty Limited (t) | 31 | 26 | 5 | 0 | 0 |
| SIMplus Mobile Pty Limited (t) | 286 | 239 | 40 | 7 | 0 |
| Soul Communications Pty Ltd (t & i) | 3,507 | 3,125 | 328 | 54 | 0 |
| Southern Phone Company (t) | 44 | 42 | 1 | 1 | 0 |
| Sprint Telecommunication Pty Ltd t & i) | 71 | 69 | 2 | 0 | 0 |
| Tel.Pacific Prt Ltd (t & i) | 38 | 35 | 3 | 0 | 0 |
| Telco Blue Pty Ltd (t) | 135 | 126 | 6 | 3 | 0 |
| Telstra Big Pond (i) | 3,382 | 3,152 | 183 | 43 | 4 |
| Telstra Corporation (t) (c) | 14,014 | 12,490 | 1,050 | 428 | 46 |
| Thomas Ford Trading Pty Ltd (t) | 41 | 37 | 1 | 2 | 1 |
| TPG Internet Pty Ltd (i) | 457 | 440 | 13 | 4 | 0 |
| TransACT Capital Communications (t&i) (c) | 70 | 60 | 8 | 2 | 0 |
| Unwired Australia Pty Ltd (t & i) (c) | 30 | 30 | 0 | 0 | 0 |
| Virgin Mobile (Australia) Pty Ltd (t & i) | 2,371 | 2,128 | 227 | 16 | 0 |
| Vodafone Australia Limited (t) (c) | 1,962 | 1,873 | 77 | 10 | 2 |
| Westnet Pty Ltd (t & i) | 63 | 62 | 1 | 0 | 0 |

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

As not all TIO members have agreed to provide details of their customer numbers, the complaint statistics provided here are non-standardised. It is therefore important for readers to be aware that a high number of complaints to the TIO about a member may reflect a larger customer base. It should also be remembered that TIO members provide a mixture of telephone, internet, mobile and mobile premium services, and that the number and nature of complaints will reflect this.

The table on page 6 shows the number of complaints against members according to the issue about which the customer lodged a complaint. The table, left, shows complaints against members by level - that is according to the level at which the complaint was resolved. This is the same for the MPSI tables.

As one complaint can raise more than one issue, there may be more complaint issues than complaints by level. TIO members are charged according to the number of complaints logged against them, not the number of issues raised.

Generally, the levels at which complaints were resolved is an indication of a member's internal dispute resolution performance. However, it should be borne in mind that some complaint issues, such as land access issues, are by nature complex and time consuming and are therefore raised immediately at Level 4.

These statistics report on members with 25 or more complaints logged against them in the September 2008 quarter. The members are listed in alphabetical order.