

Complaints against TIO Members by Issue

(non-standarised)

1 January 2006 - 31 March 2006 (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 Issues	Land Line Service Complaints (%)									Mobile Service Complaints (%)								Internet Service Complaints (%)										
		Billing	Credit Control	Customer Transfer	Customer Service	Disconnection	Faults	Privacy	Provision	Other	Total Land Line	Billing	Contracts	Credit Control	Customer Service	Disconnection	Faults	Porting	Other	Total Mobile	Billing	Contracts	Credit Control	Customer Service	Disconnection	Faults	Provision	Other	Total Internet
1410 Communications Pty Ltd (t)	71	26.1	2.9	26.1	27.5	2.9	0.0	2.9	0.0	11.6	69	0.0	0.0	0.0	50.0	0.0	0.0	50.0	0.0	2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
AAPT Ltd (t&i) (c)	2,024	21.0	12.4	21.3	27.4	1.2	7.6	2.6	2.4	4.1	1,602	32.7	10.5	16.3	30.7	0.4	4.7	3.9	0.8	257	21.8	9.1	4.2	35.2	1.8	9.7	15.8	0.0	165
Adam Pty Ltd (i)	75	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	32.0	28.0	0.0	20.0	0.0	10.7	9.3	0.0	75
Astron Communication and Information Services Pty Ltd (t)	51	13.7	0.0	41.2	27.5	0.0	7.8	3.9	0.0	5.9	51	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
Aurora Energy AAPT Pty Ltd (t & i)	62	23.7	8.5	37.3	13.6	3.4	3.4	8.5	0.0	1.7	59	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	33.3	0.0	33.3	0.0	0.0	3
Australian Communications Network Pty Limited (t&i)	52	26.1	28.3	13.0	19.6	2.2	6.5	0.0	2.2	2.2	46	83.3	0.0	0.0	16.7	0.0	0.0	0.0	0.0	6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
Australian Star Communications	154	30.6	11.3	1.6	27.4	0.0	4.8	0.0	3.2	21.0	62	15.9	50.0	1.1	25.0	0.0	1.1	6.8	0.0	88	75.0	0.0	0.0	0.0	0.0	25.0	0.0	0.0	4
Axis Telecoms Pty Ltd (t)	78	19.2	2.6	6.4	35.9	5.1	6.4	1.3	1.3	21.8	78	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
B Digital Ltd (t)	516	23.8	14.3	14.3	23.8	0.0	4.8	9.5	0.0	9.5	21	33.6	14.1	11.7	24.2	0.8	13.1	1.2	1.2	488	42.9	0.0	0.0	28.6	0.0	28.6	0.0	0.0	7
Bordnet Internet Pty Ltd (i)	61	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	9.8	19.7	4.9	27.9	0.0	31.1	6.6	0.0	61
Budget Telecom Pty Ltd (t&i)	124	17.8	6.8	42.4	19.5	0.0	0.0	5.9	0.0	7.6	118	0.0	0.0	0.0	50.0	0.0	0.0	50.0	0.0	6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
Commander Australia Pty Ltd (t&i)	74	47.7	0.0	1.5	27.7	1.5	4.6	0.0	1.5	15.4	65	40.0	20.0	0.0	40.0	0.0	0.0	0.0	0.0	5	75.0	0.0	25.0	0.0	0.0	0.0	0.0	0.0	4
Digiplus Pty Ltd (t&i)	133	50.0	6.3	1.6	23.4	1.6	6.3	0.0	1.6	9.4	64	51.4	5.4	2.7	29.7	0.0	8.1	0.0	2.7	37	28.1	12.5	9.4	15.6	0.0	15.6	0.0	12.5	32
Dodo Australia Pty Ltd (i)	618	21.1	4.2	26.3	22.1	1.1	0.0	9.5	1.1	14.7	95	52.4	14.3	0.0	28.6	0.0	0.0	0.0	4.8	21	21.7	23.3	1.0	30.5	2.2	14.5	5.4	0.2	502
eTelecommunications Pty Ltd (t & i)	48	6.5	2.2	54.3	21.7	0.0	0.0	0.0	0.0	15.2	46	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0.0	50.0	0.0	50.0	0.0	0.0	0.0	0.0	2
Exetel Pty Ltd (i)	50	83.3	0.0	0.0	0.0	16.7	0.0	0.0	0.0	0.0	6	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1	18.6	27.9	0.0	18.6	0.0	32.6	2.3	0.0	43
Global Networks (Aust) Pty Ltd (t)	67	22.4	0.0	0.0	22.4	0.0	0.0	0.0	0.0	55.2	67	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
GOtalk Australia Pty Ltd (t)	242	14.7	1.4	32.1	23.4	0.5	2.8	17.4	1.4	6.4	218	0.0	0.0	0.0	75.0	0.0	0.0	25.0	0.0	4	25.0	20.0	5.0	20.0	0.0	15.0	10.0	0.0	20
Hutchison 3G Australia Pty Ltd (o)	3,218	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	17.4	17.3	5.3	29.5	0.6	27.4	1.5	1.1	3,200	55.6	16.7	5.6	16.7	0.0	5.6	0.0	0.0	18
Hutchison Telecoms (Aust) Pty Ltd (t&i) (c) (inc Orange)	417	4.2	4.2	4.2	62.5	0.0	4.2	0.0	0.0	20.8	24	19.1	16.3	18.6	26.0	0.5	15.8	1.8	2.0	393	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
iiNet (OzEmail) Pty Ltd (t&i)	291	15.7	0.0	2.0	35.3	3.9	19.6	0.0	23.5	0.0	51	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	17.5	7.9	3.3	45.4	2.9	17.9	3.3	0.8	240
iiNet Ltd (i)	608	23.1	1.0	9.0	30.7	3.0	19.1	2.0	10.1	2.0	199	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	22.7	11.5	4.9	29.6	2.4	21.8	6.8	0.0	409
Koove Communications Pty Ltd (t&i)	127	38.4	19.8	9.3	19.8	2.3	7.0	1.2	2.3	0.0	86	53.3	0.0	0.0	20.0	0.0	26.7	0.0	0.0	15	38.5	0.0	0.0	34.6	7.7	11.5	7.7	0.0	26
M2 Telecommunications Pty Ltd (t)	50	40.6	6.3	12.5	21.9	3.1	0.0	6.3	0.0	9.4	32	33.3	38.9	5.6	5.6	0.0	0.0	16.7	0.0	18	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
m8 Telecom Pty Ltd (o)	475	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	28.4	28.0	8.6	29.1	1.3	2.9	1.5	0.2	475	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
Netspace Online Systems Pty Ltd (i)	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	0.0	0.0	0.0	0.0	0	20.8	18.9	0.0	35.8	0.0	15.1	9.4	0.0	53
Optus Broadband Pty Ltd (i)	801	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	19.5	17.4	1.1	33.8	2.6	13.5	10.0	0.6	801
Optus Mobile Pty Ltd (t) (c)	3,317	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	33.1	11.9	8.5	32.0	0.6	10.9	1.4	1.5	3,317	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
Optus Networks Pty Ltd (t) (c)	2,851	29.0	4.8	10.1	28.2	1.8	5.9	5.4	6.4	8.4	2,759	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	53.3	3.3	0.0	31.5	4.3	4.3	2.2	1.1	92
Pacific Internet Australia Pty Ltd (i)	47	33.3	22.2	0.0	11.1	0.0	0.0	0.0	0.0	33.3	9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	39.5	7.9	7.9	34.2	2.6	2.6	5.3	0.0	38
People Telecom Limited (t&i)	348	31.1	5.5	8.5	31.7	3.0	3.0	0.0	3.0	14.0	164	19.3	47.4	4.4	20.0	0.0	3.7	5.2	0.0	135	36.7	24.5	2.0	22.4	0.0	6.1	8.2	0.0	49
Primus Online Pty Ltd (t&i)	1,436	26.2	7.7	3.7	35.5	3.9	11.9	0.2	6.0	5.0	987	27.3	0.0	13.6	31.8	4.5	9.1	0.0	13.6	22	23.9	8.4	5.4	36.1	2.8	13.1	8.4	0.7	427
SIMplus Mobile Pty Limited (t)	951	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	29.2	20.4	9.1	33.0	2.0	4.7	1.1	0.4	951	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
Southern Cross Telco Pty Ltd (i)	44	22.0	2.4	22.0	14.6	2.4	0.0	24.4	2.4	9.8	41	0.0	0.0	33.3	33.3	0.0	0.0	33.3	0.0	3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
Southern Phone Company (t)	78	11.5	5.1	23.1	26.9	0.0	3.8	28.2	0.0	1.3	78	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
Telstra Big Pond (i)	2,073	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	21.0	14.6	3.3	35.4	1.5	11.4	11.0	0.5	2,073
Telstra Corporation (t) (c)	10,180	23.8	13.0	3.4	27.4	1.8	11.8	4.6	6.2	7.9	6,002	35.5	12.7	10.7	25.8	0.8	12.2	0.6	1.7	4,178	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
TPG Internet Pty Ltd (i)	230	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	26.5	15.7	1.7	32.2	2.6	17.0	4.3	0.0	230
TransACT Capital Communications (t&i) (c)	109	25.3	6.0	7.2	33.7	6.0	1.2	2.4	6.0	12.0	83	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	15.4	11.5	0.0	26.9	7.7	11.5	26.9	0.0	26
Virgin Mobile (Australia) Pty Ltd (t)	137	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	37.2	11.7	2.9	33.6	0.7	11.7	0.7	1.5	137	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
Vodafone Pacific (t)	1,561	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	44.0	6.1	7.0	29.0	0.7	8.8	3.0	1.5	1,561	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
Westnet Pty Ltd (t & i)	56	0.0	0.0	40.0	40.0	0.0	0.0	20.0	0.0	0.0	5	0.0	0.0	0.0															