

Complaints against TIO Members by Issue																														
(non-standardised)																														
1 July 2004 to 30 June 2005 (Includes members that received 25 or more complaints in 2004/05)																														
(t) = telephone service provider (i) = internet service provider (o) = other (c) = holds carrier licence																														
		TOTAL ISSUES	BILLING	CREDIT CONTROL	CHURN	CUSTOMER SERVICE	DISCONNECTION	FAULTS	PRIVACY	PROVISION	OTHER	TOTAL LANDLINE	BILLING	CONTRACTS	CREDIT CONTROL	CUSTOMER SERVICE	DISCONNECTION	FAULTS	PORTING	OTHER	TOTAL MOBILE	BILLING	CONTRACTS	CREDIT CONTROL	CUSTOMER SERVICE	DISCONNECTION	FAULTS	PROVISION	OTHER	TOTAL INTERNET
1410CO	1410 Communications Pty Ltd (t)	741	10.1	2.0	51.4	19.3	0.3	0.1	14.3	0.0	2.5	732	33.3	33.3	0.0	0.0	0.0	0.0	33.3	0.0	3	16.7	0.0	0.0	50.0	0.0	0.0	33.3	0.0	6
1800RE	1800 Reverse Pty Ltd (t)	70	71.4	1.4	0.0	15.7	0.0	0.0	8.6	0.0	2.9	70	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
DATA00	aaNet Communications Pty Ltd (i)	93	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	24.7	4.3	1.1	14.0	4.3	30.1	15.1	6.4	93
AAP	AAPT Ltd (t&i) (c)	6,908	28.7	14.9	21.5	16.4	2.4	6.9	2.0	3.2	4.0	5,042	23.8	20.3	26.6	16.8	1.3	6.6	4.2	0.4	1,279	21.5	8.5	3.6	30.5	1.7	17.4	16.4	0.4	587
CELLONE	AAPT Mobile Limited (t) *	47	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	27.7	36.2	19.1	6.4	0.0	10.6	0.0	0.0	47	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
ADAMPL	ADAM PTY. LTD (i)	42	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	26.2	11.9	4.8	11.9	0.0	31.0	14.3	0.0	42
APPROA	Approach Telecom Australia Pty Ltd (t)	1,599	92.4	0.0	0.0	7.5	0.0	0.0	0.1	0.0	0.0	1,565	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	97.1	0.0	0.0	2.9	0.0	0.0	0.0	0.0	34
ASTRA	Astracom Pty Ltd (t)	87	31.3	0.0	0.0	13.3	0.0	0.0	0.0	0.0	55.4	83	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0.0	25.0	0.0	25.0	0.0	0.0	50.0	0.0	4
ASTTEL	AstraTEL Pty Ltd (i)	59	0.0	0.0	0.0	60.0	0.0	0.0	0.0	0.0	40.0	5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	25.9	11.1	0.0	29.6	3.7	22.2	7.4	0.0	54
ASTRON	Astron Communication and Information Services Pty Ltd (t)	51	38.6	13.6	25.0	9.1	2.3	0.0	6.8	0.0	4.5	44	42.9	0.0	57.1	0.0	0.0	0.0	0.0	0.0	7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
AURORA	Aurora Energy AAPT Pty Ltd (t&i)	72	29.0	7.2	26.1	8.7	0.0	1.4	1.4	2.9	23.2	69	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	33.3	0.0	66.7	3
AUSMOB	AUSTAR United Mobility Pty Ltd (t)	71	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	36.6	16.9	5.6	16.9	1.4	22.5	0.0	0.0	71	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
AUSONL	Australia On Line Pty Ltd (i)	36	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	44.4	2.8	0.0	27.8	8.3	13.9	2.8	0.0	36
ACNAUS	Australian Communications Network Pty Limited (t&i)	83	28.9	8.4	31.3	12.0	6.0	8.4	0.0	3.6	1.2	83	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
ASTARC	Australian Star Communications (t)	61	32.7	3.6	5.5	18.2	10.9	12.7	1.8	14.5	0.0	55	0.0	100.0	0.0	0.0	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
AXISTE	Axis Telecoms Pty Ltd (t)	57	35.1	0.0	24.6	10.5	1.8	3.5	1.8	0.0	22.8	57	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
BCLEAR	B Digital Ltd (t)	1,174	32.5	14.5	10.8	21.7	0.0	6.0	2.4	7.2	4.8	83	36.6	21.4	14.3	12.3	0.6	13.8	0.4	0.6	1,077	0.0	14.3	0.0	7.1	0.0	57.1	21.4	0.0	14
BLURID	Blue Ridge Telecom Systems, LLC (t)	66	12.3	0.0	9.2	44.6	3.1	0.0	13.8	0.0	16.9	65	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
PAHTH	Broadtel Communications Limited (t) *	74	33.8	6.8	21.6	21.6	4.1	1.4	0.0	0.0	10.8	74	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
BUTECO	Budget Telecom Pty Ltd (t&i)	145	14.8	1.4	40.1	23.9	0.7	0.0	13.4	0.0	5.6	142	33.3	33.3	0.0	33.3	0.0	0.0	0.0	0.0	3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
BUDGET	Budgetel Pty Ltd (t&i)	113	18.3	12.8	35.8	13.8	0.9	1.8	5.5	1.8	9.2	109	0.0	0.0	50.0	0.0	0.0	0.0	50.0	0.0	2	50.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	2
NETSPE	Bytecard Pty Ltd (i)	58	55.6	0.0	44.4	0.0	0.0	0.0	0.0	0.0	0.0	9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	36.7	14.3	0.0	24.5	12.2	10.2	2.0	0.0	49
CAL AUS	Call Australia Pty Ltd (t)	552	6.0	1.5	32.6	25.3	1.5	0.0	29.3	0.0	3.8	549	50.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	2	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	1
CARDCA	CardCall Pty Ltd (t&i)	92	31.1	0.0	0.0	10.0	0.0	0.0	0.0	0.0	58.9	90	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
CHARIO	Chariot Internet Ltd (i) (c)	50	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	10.0	4.0	14.0	2.0	22.0	16.0	0.0	50
CHITEL	Chi Telecom Pty Ltd (t)	45	42.2	0.0	0.0	15.6	0.0	0.0	0.0	0.0	42.2	45	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
COMCEN	ComCen Pty Ltd (i)	48	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	58.3	16.7	0.0	12.5	8.3	4.2	0.0	0.0	48
COMAUP	Commander Australia Ltd (t&i)	170	38.8	5.9	5.9	17.1	5.9	9.9	3.3	4.6	8.6	152	25.0	25.0	0.0	50.0	0.0	0.0	0.0	0.0	4	35.7	0.0	7.1	21.4	0.0	14.3	21.4	0.0	14
OZDIGI	Corporate Telecom Pty Ltd (t&i)	36	20.0	25.7	8.6	20.0	20.0	2.9	0.0	2.9	0.0	35	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
DIGIPL	Digiplus Pty Ltd (t&i)	377	35.4	6.3	13.0	17.5	5.4	12.1	0.9	4.0	5.4	223	50.5	10.3	6.5	14.0	2.8	10.3	5.6	0.0	107	14.9	10.6	2.1	29.8	2.1	31.9	4.3	0.0	47
DARTIN	Direct Internet Pty Ltd (i) *	33	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	48.5	0.0	0.0	24.2	9.1	18.2	0.0	0.0	33
DIRECT	Direct Telecoms Pty Ltd (t)	109	29.4	11.9	11.9	11.0	0.9	8.3	0.0	0.0	26.6	109	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
DODOIN	Dodo Internet Pty Ltd (i)	932	14.3	0.0	0.0	35.7	0.0	0.0	28.6	7.1	14.3	14	30.2	18.6	14.0	16.3	2.3	2.3	16.3	0.0	43	18.9	12.6	0.3	25.5	7.0	16.7	18.1	1.0	875
EFTEL	EFTel Pty Ltd (i)	52	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	30.8	7.7	0.0	9.6	15.4	17.3	17.3	0.0	52
ESTART	eSTAR Telecom Pty Ltd (t)	56	26.8	0.0	0.0	23.2	0.0	0.0	0.0	0.0	50.0	56	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
ETELEC	eTelecommunications Pty Ltd (t&i)	37	21.6	0.0	59.5	10.8	0.0	0.0	2.7	0.0	5.4	37	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
EXETEL	Exetel Pty Ltd (i)	100	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	13.1	13.1	0.0	18.2	3.0	41.4	7.1	0.0	99
GLONET	Global Networks (Aust) Pty Ltd (t)	174	12.6	0.0	0.0	18.4	0.0	0.0	0.0	0.0	69.0	174	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
GLOCEN	GlobalCenter Pty Ltd (i)	36	60.0	0.0	0.0	20.0	0.0	20.0	0.0	0.0	0.0	5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	25.8	6.5	3.2	9.7	0.0	45.2	9.7	0.0	31
GOTALK	GoTalk Australia Pty Ltd (t)	466	24.2	1.6	30.5	19.6	0.9	5.8	5.4	2.6	9.4	429	50.0	50.0	0.0	0.0	0.0	0.0	0.0	0.0	2	31.4	31.4	0.0	25.7	0.0	8.6	2.9	0.0	35
HOTKEY	Hotkey Internet Services Pty Ltd (i)	109	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	33.9	1.8	4.6	20.2	8.3	24.8	5.5	0.0	109
HUTC3G	Hutchison 3G Australia Pty Ltd (o) (c)	9,202	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	19.0	20.3	6.8	17.6	0.7	31.9	2.2	1.5	9,201	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1
ORANGE	Hutchison Telecoms (Aust) Pty Ltd (t&i) (c) (inc Orange)	4,496	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	14.0	23.6	13.1	12.2	0.8	34.6	0.7	1.0	4,496	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
JIVAON	Ihug Pty Ltd (t&i)	293	49.1	5.7	11.3	18.9	11.3	1.9	0.0	1.9	0.0	53	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	40.8	6.3	15.8	15.4	5.4	12.1	2.5	1.7	240
IINOZE	iiNet (OzEmail) Pty Ltd (t&i)	214	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	42.7	7.0	1.9	23.5	2.8	11.7	9.9	0.5	213
IINET	iiNet Ltd (i)	413	20.6	1.5	50.0	14.7	4.4	5.9	0.0	0.0	2.9	68	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	19.7	7.0	3.8	17.7	5.8	23.5	20.0	2.6	

