

MAJOR COMPLAINT CATEGORIES

INDUSTRY CODES | MOBILE PREMIUM SERVICES | SYSTEMIC ISSUES | MEMBER COMPLAINT STATISTICS

COMPLAINTS AGAINST TIO MEMBERS BY LEVEL - LANDLINE, MOBILE AND INTERNET

1 July 2008 - 30 June 2009 (Includes members that received 25 or more complaints logged for the financial year)

		Level 1	Level 2	Level 3	Level 4
1800Mumdad Pty Ltd (t)	28	28	0	0	0
AAPT Ltd (t&i) (c)	5 164	4 795	292	70	7
ACN Pacific Pty Ltd (t & i)	272	245	25	2	0
ACTew Retail Ltd & AGL ACT Retail Investments Pty Ltd (i)	36	31	5	0	0
Adam Pty Ltd (i)	211	204	6	1	0
Allegro Networks Pty Ltd (i) (c)	42	30	7	5	0
Amcom Telecommunications Limited (i) (c)	33	31	2	0	0
Askom Pty Ltd (t & i)	133	117	13	3	0
Astron Communication and Information Services Pty Ltd (t)	144	142	2	0	0
AUSTAR United Mobility Pty Ltd (t)	35	33	2	0	0
Australia Internet Solutions Pty Ltd (i)	310	277	21	10	2
Australia Star Communications (t & i)	160	135	18	7	0
Australian Cable & Wireless Pty Ltd (t)	41	31	6	4	0
Australian Private Networks Pty Ltd (t & i) (c)	242	222	13	7	0
Australian Telecommunications Pty Ltd (t)	44	34	7	3	0
Axis Telecoms Pty Ltd (t)	57	40	7	9	1
Bell Networks Voice & Data Pty Ltd (t)	120	100	12	8	0
BEST Internet and Telecom Pty Ltd (t & i) (c)	187	151	25	10	1
Better Telecom Pty Ltd (t & i)	44	41	3	0	0
Bharti Telecom Pty Ltd (t)	87	68	12	6	1
Blitz Telecom Operations Pty Ltd (t & i)	89	89	0	0	0
Bluemaxx Communications Pty Ltd (i) (c)	123	106	13	4	0
BroadbandNet Pty Ltd (i) (c)	29	22	2	4	1
Bytecard Pty Ltd (i)	36	29	5	2	0
CardCall Pty Ltd (t & i)	464	428	24	11	1
Chariot Ltd (i) (c)	187	170	13	4	0
Chilli Internet Solutions Pty Ltd (i)	29	25	2	2	0
Cirrus Communications Pty Ltd (i) (c)	100	93	5	1	1
Clarus Telecom Pty Ltd (t & i)	40	39	1	0	0
Clear Networks Pty Ltd (t & i) (c)	126	103	15	8	0
Clear Telecoms (Aust) Pty Ltd (t & i)	660	569	56	32	3
Commander Australia Pty Ltd (t&i)	239	195	33	10	1
CommodiTel (Australia) Pty Ltd (t)	32	32	0	0	0
Conceptual Internet Australia Pty Ltd (i)	59	50	6	3	0
CyberOne Pty Ltd (i)	50	46	4	0	0
Dodo Australia Pty Ltd (i)	4 150	3 949	172	29	0
Ecomtel Pty Ltd (t & i)	30	23	2	3	2
Edirect Pty Ltd (t)	614	581	30	3	0
EFTel Pty Ltd (t & i)	665	570	59	36	0
E-Talk Communications Pty Ltd (t & i)	50	45	4	1	0
Excite Mobile Pty Ltd (t)	48	45	2	1	0
Exetel Pty Ltd (i)	316	309	7	0	0
Forteconnect Pty Ltd (t)	343	334	8	1	0
Global Card Services Pty Ltd (t)	25	23	1	1	0
GoBush Broadband Pty Ltd (i)	96	91	3	2	0
G0talk Australia Pty Ltd (t)	2 939	2 637	217	80	5
HarbourIT Pty Ltd (i)	90	84	5	1	0
Hi Tech Telecom Pty Ltd (t)	85	77	7	1	0
Hotkey Internet Services Pty Ltd (i)	27	26	1	0	0
Hutchison 3G Australia Pty Ltd (o)	13 876	12 769	944	162	1
iiNet Ltd (i)	1 315	1 202	83	27	3
Imagine Global Pty Ltd (t & i)	46	42	3	1	0
Internode Systems Pty Ltd (i)	305	284	17	4	0
IntraPower Terrestrial Pty Ltd (i)	26	17	4	3	2
Komtel Pty Ltd (t & i)	96	85	6	3	2
L.I.S.P Pty Ltd (Local Internet Service Provider) (i)	196	174	10	9	3
Lime Australia Pty Ltd (t & i)	28	23	3	2	0
Lime Telecom Pty Ltd (t)	49	31	12	6	0

MAJOR COMPLAINT CATEGORIES

INDUSTRY CODES | MOBILE PREMIUM SERVICES | SYSTEMIC ISSUES | MEMBER COMPLAINT STATISTICS

		Level 1	Level 2	Level 3	Level 4
M2 Telecommunications Pty Ltd (t)	69	62	6	1	0
m8 Telecom Pty Ltd (o)	573	488	78	7	0
Macquarie Telecom Group Limited (t)	23	20	1	1	1
McKay, Jason Kenneth (i)	180	178	1	1	0
Mibroadband Pty Ltd (t) (c)	153	144	7	2	0
Mobileworld Operating Pty Ltd (t)	690	638	47	5	0
Motion Telecom Pty Ltd (t)	115	79	18	15	3
My Net Fone Pty Ltd (t & i)	51	43	7	1	0
NationTel Pty Ltd (t)	77	77	0	0	0
NC Cable Pty Ltd (t & i)	36	33	3	0	0
Netspace Online Systems Pty Ltd (i)	534	487	40	7	0
Network Company Australia Pty Ltd (t & i)	74	58	9	6	1
Next Business Telecommunications Pty Ltd (t & i)	34	28	4	2	0
Ocean Broadband Ltd (i) (c)	78	63	10	4	1
OneWorld Telecom Pty Ltd (t & i)	57	44	7	4	2
Optus Broadband Pty Ltd (i)	5 561	5 188	352	21	0
Optus Mobile Pty Ltd (t) (c)	16 926	15 640	1 169	114	3
Optus Networks Pty Ltd (t) (c)	8 723	8 042	569	106	6
Orion Satellite Investments Pty Ltd (t & i)	28	24	3	1	0
PacNet Internet (A) Pty Ltd (i)	106	92	7	7	0
People Telecommunications Ltd (t)	1 699	1 625	60	14	0
Pivotel Satellite Pty Limited (t)	28	26	2	0	0
Primus Online Pty Ltd (t & i)	64	54	7	3	0
Primus Telecommunications Pty Ltd (t & i) (c)	3 753	3 200	395	150	8
Pulse Telecom Pty Ltd (t)	70	65	4	1	0
Reward Mobile Pty Limited (t)	132	118	12	2	0
Saunders Properties Pty Ltd (i)	44	33	8	3	0
Savvy Telecommunications Pty Ltd (t)	259	246	11	2	0
SIMplus Mobile Pty Limited (t)	1 053	876	152	25	0
SkyMesh Pty Ltd (i)	65	62	2	1	0
Soul Communications Pty Ltd (t & i)	9 244	7 950	986	295	13
Southern Cross Telco Ltd (t & i)	102	93	7	2	0
Southern Phone Company (t)	150	140	7	3	0
Spin Internet Services Pty Ltd (i)	122	110	10	2	0
Sprint Telecommunication Pty Ltd (t & i)	83	79	3	1	0
Startel Communications Pty Ltd (o)	167	142	18	7	0
Technical Aid to the Disabled Inc (i)	122	105	10	5	2
Tel.Pacific Pty Ltd (t & i)	176	162	11	3	0
Telco Blue Pty Ltd (t)	390	353	24	13	0
Telfin Pty Ltd (t)	60	39	11	7	3
Telstra Big Pond (i)	22 848	20 925	1 647	256	20
Telstra Corporation (t) (c)	80 983	70 949	7 426	2 275	333
Thomas Ford Trading Pty Ltd (t)	47	37	5	4	1
Time Telecom Pty Ltd (t)	41	40	1	0	0
TPG Internet Pty Ltd (i)	3 622	3 333	226	63	0
TransACT Capital Communications (t&i) (c)	225	200	17	6	2
Trinity Telecom Pty Ltd (t & i)	61	57	4	0	0
Unwired Australia Pty Ltd (t & i) (c)	139	127	9	3	0
Virgin Mobile (Australia) Pty Ltd (t & i)	7 934	7 125	732	76	1
Vodafone Australia Limited (t) (c)	9 459	9 009	396	52	2
Westnet Pty Ltd (t & i)	204	198	5	1	0
Your Telecom Pty Limited (t)	40	37	3	0	0

(t) = telephone service provider

(i) = internet service provider

(o) = other

(c) = holds carrier licence

MAJOR COMPLAINT CATEGORIES

INDUSTRY CODES | MOBILE PREMIUM SERVICES | SYSTEMIC ISSUES | MEMBER COMPLAINT STATISTICS

COMPLAINTS AGAINST TIO MEMBERS BY ISSUE - LANDLINE, MOBILE, INTERNET (NON-STANDARDISED)

1 July 2008 - 30 June 2009 (Includes members that received 25 or more complaints logged for the financial year)

	Landline											
	Total Issues	Billing and Payments	Management Credit	Complaint Handling	Customer Transfer	Customer Service	Contracts	Faults	Privacy	Provisioning	Other*	Landline Total
1800Mumdad Pty Ltd (t)	37	0	0	0	0	0	0	0	0	0	0	0
AAPT Ltd (t&i) (c)	10 094	1 950	929	855	146	1 209	332	714	54	358	76	6 623
ACN Pacific Pty Ltd (t & i)	568	58	28	33	7	23	16	27	2	4	4	202
ACTew Retail Ltd & AGL ACT Retail Investments Pty Ltd (i)	6	7 0	0	0	0	0	0	0	0	0	0	0
Adam Pty Ltd (i)	391	14	0	8	0	13	2	29	0	11	1	78
Allegro Networks Pty Ltd (i) (c)	104	2	0	4	0	9	5	2	0	3	0	25
Amcom Telecommunications Limited (i) (c)	53	0	0	0	0	2	0	0	0	0	0	2
Askom Pty Ltd (t & i)	320	59	5	23	66	60	74	3	1	0	0	291
Astron Communication and Information Services Pty Ltd (t)	297	74	23	17	34	43	48	11	16	0	0	266
AUSTAR United Mobility Pty Ltd (t)	62	0	0	0	0	0	0	0	0	0	0	0
Australia Internet Solutions Pty Ltd (i)	555	3	0	6	3	0	0	1	0	6	0	19
Australia Star Communications (t & i)	308	45	13	12	6	22	21	12	0	2	0	133
Australian Cable & Wireless Pty Ltd (t)	92	12	0	9	0	10	6	19	0	0	0	56
Australian Private Networks Pty Ltd (t & i) (c)	469	3	1	7	1	18	1	18	0	1	0	50
Australian Telecommunications Pty Ltd (t)	80	10	0	6	7	4	8	5	0	2	0	42
Axis Telecoms Pty Ltd (t)	125	15	0	20	2	20	34	15	0	0	0	106
Bell Networks Voice & Data Pty Ltd (t)	290	33	4	7	19	11	21	7	1	4	0	107
BEST Internet and Telecom Pty Ltd (t & i) (c)	427	103	50	35	108	58	52	1	2	7	0	416
Better Telecom Pty Ltd (t & i)	78	18	4	4	14	7	19	7	2	0	0	75
Bharti Telecom Pty Ltd (t)	183	43	19	9	73	28	8	0	0	2	1	183
Blitz Telecom Operations Pty Ltd (t & i)	184	8	1	3	1	11	0	9	0	1	0	34
Bluemaxx Communications Pty Ltd (i) (c)	274	3	0	6	0	7	0	7	0	0	0	23
BroadbandNet Pty Ltd (i) (c)	54	0	0	0	0	0	0	0	0	0	0	0
Bytecard Pty Ltd (i)	79	2	0	2	0	0	0	0	0	0	0	4
CardCall Pty Ltd (t & i)	791	0	0	0	0	0	0	0	0	0	791	791
Chariot Ltd (i) (c)	40	3 0	0	0	0	0	0	0	0	0	0	0
Chilli Internet Solutions Pty Ltd (i)	52	0	0	0	0	0	0	0	0	0	0	0
Cirrus Communications Pty Ltd (i) (c)	186	0	0	4	0	0	0	5	0	2	0	11
Clarus Telecom Pty Ltd (t & i)	65	13	0	0	12	7	13	7	10	0	0	62
Clear Networks Pty Ltd (t & i) (c)	256	4	0	0	0	3	0	7	0	0	0	14
Clear Telecoms (Aust) Pty Ltd (t & i)	1 360	290	34	134	72	165	289	136	5	20	2	1 147
Commander Australia Pty Ltd (t&i)	491	119	38	35	10	41	81	30	0	7	3	364
CommodiTel (Australia) Pty Ltd (t)	49	0	0	0	0	0	0	0	0	0	0	0
Conceptual Internet Australia Pty Ltd (i)	131	0	0	1	1	3	0	14	0	5	0	24
CyberOne Pty Ltd (i)	105	2	0	4	0	0	1	1	0	4	0	12
Dodo Australia Pty Ltd (i)	8 957	779	146	306	110	450	357	208	36	244	10	2 646
Ecomtel Pty Ltd (t & i)	70	5	1	6	2	3	0	0	0	1	0	18
Edirect Pty Ltd (t)	1 382	0	0	0	0	0	0	0	0	0	0	0
EFTel Pty Ltd (t & i)	1 414	126	33	84	127	60	49	22	10	7	3	521
E-Talk Communications Pty Ltd (t & i)	94	3	3	3	1	4	3	0	0	9	0	26
Excite Mobile Pty Ltd (t)	98	0	0	0	0	0	0	0	0	0	0	0
Exetel Pty Ltd (i)	620	17	2	11	8	30	6	53	0	6	0	133
Fortconnect Pty Ltd (t)	673	8	26	11	3	283	18	297	0	1	0	647
Global Card Services Pty Ltd (t)	42	0	0	0	0	0	0	0	0	0	42	42
GoBush Broadband Pty Ltd (i)	173	0	0	0	0	0	0	0	0	0	0	0
GOtalk Australia Pty Ltd (t)	6 597	1 069	148	612	284	670	477	418	22	135	90	3 925
HarbourIT Pty Ltd (i)	156	0	0	0	0	0	0	0	0	0	0	0
Hi Tech Telecom Pty Ltd (t)	160	23	0	15	0	19	9	25	0	0	2	93
Hotkey Internet Services Pty Ltd (i)	42	0	0	0	0	0	0	0	0	0	0	0
Hutchison 3G Australia Pty Ltd (o)	27 266	0	0	0	0	0	0	0	0	0	0	0
iiNet Ltd (i)	2 647	140	15	156	53	164	48	308	13	142	19	1 058
Imagine Global Pty Ltd (t & i)	101	39	4	14	18	12	11	2	0	1	0	101
Internode Systems Pty Ltd (i)	549	5	2	6	4	8	0	17	0	6	1	49
IntraPower Terrestrial Pty Ltd (i)	56	19	12	5	5	6	0	1	0	0	0	48
Komtel Pty Ltd (t & i)	201	35	2	19	9	52	30	45	0	3	0	195

MAJOR COMPLAINT CATEGORIES

INDUSTRY CODES | MOBILE PREMIUM SERVICES | SYSTEMIC ISSUES | MEMBER COMPLAINT STATISTICS

*Other includes directories, disability, land access, payphones, phonecard

^Other includes directories, disability, land access, provisioning

#Other includes land access and customer transfer

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

Mobile										Internet									
Billing and Payments	Contracts	Credit Management	Customer Service	Complaint Handling	Faults	Customer Transfer	Privacy	Other [^]	Total Mobile	Billing and Payment	Contracts	Credit Management	Customer Service	Complaint Handling	Faults	Privacy	Provisioning	Other	Total Internet
23	1	0	10	1	0	0	2	0	37	0	0	0	0	0	0	0	0	0	0
216	107	133	137	103	44	26	9	14	789	624	283	204	586	350	414	17	124	80	2 682
63	75	29	56	23	39	1	4	5	295	13	28	4	7	0	18	0	1	0	71
0	0	0	0	0	0	0	0	0	0	14	12	3	11	7	19	1	0	0	6
0	0	0	0	0	0	0	0	0	0	51	21	5	54	42	92	0	42	6	313
0	0	0	0	0	0	0	0	0	0	19	7	0	23	14	12	0	4	0	79
0	0	0	0	0	0	0	0	0	0	14	5	0	8	10	11	0	0	3	51
0	0	0	0	0	0	0	0	0	0	10	5	0	7	6	0	0	0	1	29
0	1	1	0	0	0	1	0	0	3	8	3	1	5	4	2	0	5	0	28
21	17	4	7	5	7	0	0	1	62	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	137	63	46	96	106	64	0	15	9	536
49	36	16	20	16	2	1	1	0	141	12	6	2	6	3	3	0	0	2	34
1	2	4	8	5	15	1	0	0	36	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	53	16	12	99	65	161	0	8	5	419
3	5	0	3	3	0	0	0	0	14	3	5	3	6	1	5	0	1	0	24
7	2	1	1	4	0	0	0	0	15	0	1	0	0	0	3	0	0	0	4
32	83	4	20	27	12	4	0	1	183	0	0	0	0	0	0	0	0	0	0
1	0	0	1	0	0	0	0	0	2	5	3	0	0	1	0	0	0	0	9
0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	3
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	1	2	0	1	1	0	0	6	24	7	6	62	4	41	0	0	0	144
0	0	0	0	0	0	0	0	0	0	26	30	0	45	60	90	0	0	0	251
0	0	0	0	0	0	0	0	0	0	2	1	0	7	9	33	0	2	0	54
0	0	0	0	0	0	0	0	0	0	16	1	6	17	15	19	0	1	0	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	94	65	18	87	61	65	5	6	2	40
0	0	0	0	0	0	0	0	0	0	14	14	1	8	7	8	0	0	0	52
0	0	0	0	0	0	0	0	0	0	15	11	2	38	23	85	0	0	1	175
0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	3
0	0	0	0	0	0	0	0	0	0	35	25	7	35	47	92	0	0	1	242
54	38	10	28	20	23	0	2	3	178	8	6	3	3	6	9	0	0	0	35
17	26	8	12	12	6	2	0	0	83	14	5	10	4	6	5	0	0	0	44
8	6	4	16	8	1	4	0	2	49	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	26	12	1	25	19	14	3	4	3	107
0	0	0	0	0	0	0	0	0	0	26	14	3	17	10	20	0	0	3	93
377	254	93	227	161	86	33	10	19	1 260	1 301	834	254	893	598	844	27	253	47	5 051
0	0	0	0	0	0	0	0	0	0	19	6	0	11	6	9	0	1	0	52
375	272	154	323	136	67	11	19	25	1 382	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	294	139	24	200	109	100	0	14	13	893
0	0	0	0	0	0	0	0	0	0	14	17	6	13	1	17	0	0	0	68
15	36	5	18	6	0	0	11	7	98	0	0	0	0	0	0	0	0	0	0
0	0	0	2	1	1	0	0	0	4	72	33	9	131	62	135	3	23	15	483
2	2	2	8	0	12	0	0	0	26	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	14	4	2	68	6	79	0	0	0	173
86	38	13	66	63	25	15	3	5	314	552	311	64	391	380	390	2	157	111	2 358
0	0	0	0	0	0	0	0	0	0	26	28	4	27	13	55	0	3	0	156
4	1	0	7	7	5	4	0	4	32	5	5	0	7	4	14	0	0	0	35
0	0	0	0	0	0	0	0	0	0	8	5	1	11	2	14	0	1	0	42
4 822	3 522	1 867	3 969	2 663	4 516	162	242	102	21 865	1 436	888	654	760	658	961	11	32	1	5 401
0	0	0	0	0	0	0	0	0	0	280	144	42	282	255	401	1	153	31	1 589
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	82	48	8	77	56	157	2	60	10	500
1	1	1	0	0	0	0	0	0	3	3	1	1	0	0	0	0	0	0	5
1	0	0	2	0	2	1	0	0	6	0	0	0	0	0	0	0	0	0	0

MAJOR COMPLAINT CATEGORIES

INDUSTRY CODES | MOBILE PREMIUM SERVICES | SYSTEMIC ISSUES | MEMBER COMPLAINT STATISTICS

COMPLAINTS AGAINST TIO MEMBERS BY ISSUE - LANDLINE, MOBILE, INTERNET (NON-STANDARDISED) CONTINUED

1 July 2008 - 30 June 2009 (Includes members that received 25 or more complaints logged for the financial year)

	Landline											
	Total Issues	Billing and Payments	Management Credit	Complaint Handling	Customer Transfer	Customer Service	Contracts	Faults	Privacy	Provisioning	Other*	Landline Total
L.I.S.P Pty Ltd (Local Internet Service Provider) (i)	382	0	0	0	0	0	0	0	0	0	0	0
Lime Australia Pty Ltd (t & i)	65	0	0	0	0	0	0	0	0	0	0	0
Lime Telecom Pty Ltd (t)	92	0	0	0	0	0	0	0	0	0	92	92
M2 Telecommunications Pty Ltd (t)	129	7	1	4	4	6	2	8	0	6	0	38
m8 Telecom Pty Ltd (o)	1 241	14	12	17	0	2	7	2	1	0	0	55
Macquarie Telecom Group Limited (t)	39	6	0	3	0	1	10	0	0	3	0	23
McKay, Jason Kenneth (i)	660	0	0	0	0	0	0	0	0	0	0	0
Mibroadband Pty Ltd (t) (c)	295	53	3	29	7	30	28	44	2	6	0	202
Mobileworld Operating Pty Ltd (t)	1 361	0	0	0	0	0	0	0	0	0	0	0
Motion Telecom Pty Ltd (t)	241	62	9	44	42	23	37	8	1	0	4	230
My Net Fone Pty Ltd (t & i)	85	18	0	7	3	18	20	16	0	0	3	85
NationTel Pty Ltd (t)	154	9	6	18	0	64	5	52	0	0	0	154
NC Cable Pty Ltd (t & i)	60	3	1	1	0	9	2	3	2	1	2	24
Netspace Online Systems Pty Ltd (i)	1 122	61	5	46	9	50	21	54	0	57	3	306
Network Company Australia Pty Ltd (t & i)	158	19	2	20	0	21	30	15	0	9	0	116
Next Business Telecommunications Pty Ltd (t & i)	79	21	2	9	22	7	10	2	0	0	0	73
Ocean Broadband Ltd (i) (c)	157	0	0	0	0	0	0	0	0	0	0	0
OneWorld Telecom Pty Ltd (t & i)	137	11	9	14	0	26	9	28	0	0	4	101
Optus Broadband Pty Ltd (i)	12 010	0	0	0	0	0	0	0	0	0	0	0
Optus Mobile Pty Ltd (t) (c)	35 022	0	0	0	0	0	0	0	0	0	0	0
Optus Networks Pty Ltd (t) (c)	17 624	2 594	1 172	1 798	823	2 788	1 396	1 652	242	1 134	145	13 744
Orion Satellite Investments Pty Ltd (t & i)	62	0	0	0	0	1	1	0	0	0	0	2
PacNet Internet (A) Pty Ltd (i)	210	10	1	6	6	12	2	6	0	7	1	51
People Telecommunications Ltd (t)	3 689	467	128	233	377	317	363	88	23	27	5	2 028
Pivotel Satellite Pty Limited (t)	53	6	2	1	0	2	0	1	0	1	0	13
Primus Online Pty Ltd (t & i)	139	0	0	0	0	0	0	0	0	0	0	0
Primus Telecommunications Pty Ltd (t & i) (c)	7 973	1 111	355	627	137	739	331	643	42	281	34	4 300
Pulse Telecom Pty Ltd (t)	127	38	7	13	30	19	17	0	2	0	1	127
Reward Mobile Pty Limited (t)	279	0	0	0	0	0	0	0	0	0	0	0
Saunders Properties Pty Ltd (i)	94	2	0	2	4	3	2	1	0	1	0	15
Savvy Telecommunications Pty Ltd (t)	490	0	0	0	0	0	0	0	0	0	0	0
SIMplus Mobile Pty Limited (t)	2 24	3 0	0	0	0	0	0	0	0	0	0	0
SkyMesh Pty Ltd (i)	117	0	0	1	0	3	0	14	0	0	0	18
Soul Communications Pty Ltd (t & i)	21 525	2 044	747	895	119	1 016	385	235	25	114	9	5 589
Southern Cross Telco Ltd (t & i)	204	25	17	21	10	20	7	14	1	9	0	124
Southern Phone Company (t)	286	48	9	9	7	36	13	19	2	4	1	148
Spin Internet Services Pty Ltd (i)	273	12	2	1	7	20	8	9	1	9	1	70
Sprint Telecommunication Pty Ltd (t & i)	163	45	2	11	5	46	20	34	0	0	0	163
Startel Communications Pty Ltd (o)	355	0	0	0	0	0	0	0	0	0	0	0
Technical Aid to the Disabled Inc (i)	266	5	3	9	1	6	0	5	0	0	0	29
Tel.Pacific Prt Ltd (t & i)	302	0	0	0	0	0	0	0	0	0	302	302
Telco Blue Pty Ltd (t)	795	183	37	69	90	109	190	63	8	9	0	758
Telfin Pty Ltd (t)	148	42	11	14	2	25	40	11	0	3	0	148
Telstra Big Pond (i)	49 285	0	0	0	0	0	0	0	0	0	0	0
Telstra Corporation (t) (c)	174 123	26 637	7 817	17 377	2 470	21 862	5 055	9 546	2 095	8 879	2 320	104 058
Thomas Ford Trading Pty Ltd (t)	76	14	2	5	2	18	18	3	0	0	0	62
Time Telecom Pty Ltd (t)	73	16	2	4	11	9	20	1	5	1	2	71
TPG Internet Pty Ltd (i)	7 510	82	3	49	9	53	28	56	1	7	9	297
TransACT Capital Communications (t&i) (c)	499	73	26	37	10	71	63	27	11	12	3	333
Trinity Telecom Pty Ltd (t & i)	112	24	7	10	16	18	11	12	3	0	0	101
Unwired Australia Pty Ltd (t & i) (c)	269	0	0	0	0	0	0	0	0	0	0	0
Virgin Mobile (Australia) Pty Ltd (t & i)	16 731	255	64	330	115	548	143	967	10	40	13	2 485
Vodafone Australia Limited (t) (c)	18 818	0	0	0	0	0	0	0	0	0	0	0
Westnet Pty Ltd (t & i)	363	35	24	13	7	32	1	41	5	13	4	175
Your Telecom Pty Limited (t)	79	30	1	9	2	13	3	0	0	0	0	58

MAJOR COMPLAINT CATEGORIES

INDUSTRY CODES | MOBILE PREMIUM SERVICES | SYSTEMIC ISSUES | MEMBER COMPLAINT STATISTICS

*Other includes directories, disability, land access, payphones, phonecard

^Other includes directories, disability, land access, provisioning

#Other includes land access and customer transfer

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

Mobile										Internet									
Billing and Payments	Contracts	Credit Management	Customer Service	Complaint Handling	Faults	Customer Transfer	Privacy	Other [^]	Total Mobile	Billing and Payment	Contracts	Credit Management	Customer Service	Complaint Handling	Faults	Privacy	Provisioning	Other	Total Internet
0	0	0	0	0	0	0	0	0	0	40	5	8	155	14	160	0	0	0	382
16	19	3	8	14	5	0	0	0	65	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	16	3	6	3	0	5	0	1	48	15	2	8	5	6	2	2	2	1	4
364	187	180	249	156	37	7	3	3	1 186	0	0	0	0	0	0	0	0	0	0
0	2	0	0	0	0	0	0	0	2	1	4	0	0	2	5	0	2	0	14
0	0	0	0	0	0	0	0	0	0	317	14	4	124	176	25	0	0	0	660
0	0	0	0	0	0	0	0	0	0	21	10	2	17	11	23	0	7	2	93
211	348	106	238	159	252	21	8	9	1 352	0	1	0	0	3	5	0	0	0	9
0	0	0	0	0	0	0	0	0	0	4	2	0	0	1	0	0	1	3	11
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	12	5	3	6	4	5	0	1	0	36
0	0	0	0	0	0	0	0	0	0	175	98	19	194	95	157	0	61	17	816
4	7	0	3	5	1	0	0	0	20	1	3	0	5	1	11	0	0	1	22
1	0	0	1	0	4	0	0	0	6	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	4	2	2	33	29	75	0	9	3	157
1	2	4	9	2	11	4	0	2	35	0	0	0	0	0	0	0	1	0	1
0	0	0	0	0	0	0	0	0	0	2 987	1 730	1 252	2 305	1 552	1 794	50	252	88	12 010
8 215	5 716	3 308	6 875	5 163	4 533	429	397	386	35 022	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	963	592	264	677	595	493	13	183	100	3 880
0	0	0	0	0	0	0	0	0	0	3	2	0	12	14	20	0	7	2	60
0	0	0	0	0	0	0	0	0	0	40	20	11	23	33	23	1	5	3	159
133	159	81	122	84	41	10	1	1	632	265	174	50	198	165	109	4	32	32	1 029
6	6	0	11	3	12	0	0	0	38	1	0	0	1	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	27	20	1	33	29	27	0	2	0	139
79	45	34	44	48	13	3	1	3	270	802	554	171	588	513	544	13	172	46	3 403
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
76	37	57	44	45	13	2	2	3	279	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	10	10	5	19	20	10	0	3	2	79
119	35	2	189	73	30	27	2	13	490	0	0	0	0	0	0	0	0	0	0
598	438	442	368	282	53	42	8	12	2 24	3 0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	3	1	1	12	32	50	0	0	0	99
3 501	1 594	1 596	2 341	1 856	629	88	46	37	11 688	1 163	658	364	874	618	449	6	79	37	4 248
7	12	7	10	7	1	4	1	0	49	12	6	5	3	1	2	1	0	1	31
31	35	9	21	15	10	0	0	0	121	5	1	0	4	1	5	1	0	0	17
0	0	0	0	0	0	0	0	0	0	57	40	11	31	24	30	0	10	0	203
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
87	121	31	48	29	19	11	6	3	355	0	0	0	0	0	0	0	0	0	0
4	0	0	1	3	1	0	0	0	9	45	19	18	53	25	49	2	15	2	228
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	2	3	0	1	2	1	0	0	16	5	4	3	3	3	0	0	2	1	21
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	12 171	6 431	3 282	10 720	7 242	6 514	337	2 046	501	49 285
19 736	11 315	6 498	14 000	10 595	5 872	682	690	677	70 065	0	0	0	0	0	0	0	0	0	0
10	4	0	0	0	0	0	0	0	14	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	2
669	202	88	396	348	118	155	12	47	2 035	964	599	72	1 124	760	1 210	20	333	96	5 178
20	12	5	12	15	1	4	0	0	69	31	23	2	15	9	12	0	3	2	97
1	2	1	1	1	0	0	0	0	6	2	0	0	1	0	1	0	0	1	5
0	0	0	0	0	0	0	0	0	0	73	43	1	43	45	59	3	2	0	269
1 689	1 083	724	1 905	1 519	1 439	644	54	147	9 204	659	615	182	1 009	700	1 830	5	26	16	5 042
3 656	1 859	2 299	3 317	1 957	2 052	173	195	92	15 600	749	471	377	514	403	677	8	16	3	3 218
0	0	0	0	0	0	0	0	0	0	36	19	10	44	15	46	0	11	7	188
0	0	0	0	0	0	0	0	0	0	9	5	1	2	3	0	0	0	1	21

3

MAJOR COMPLAINT CATEGORIES

INDUSTRY CODES | MOBILE PREMIUM SERVICES | SYSTEMIC ISSUES | MEMBER COMPLAINT STATISTICS

COMPLAINTS AGAINST TIO MEMBERS BY LEVEL – MOBILE PREMIUM SERVICES INDUSTRY SCHEME

1 July 2008 - 30 June 2009 (Includes members that received 25 or more complaints logged for the year)

(t) = telephone service provider

(i) = internet service provider

(o) = other

(c) = holds carrier licence

		Level 1	Level 2	Level 3	Level 4
AAPT Ltd (t&i) (c)	241	231	9	1	0
ACN Pacific Pty Ltd (t & i)	45	4	3	1	0
Dodo Australia Pty Ltd (i)	63	60	3	0	0
Hutchison 3G Australia Pty Ltd (o)	1 498	1 409	81	8	0
m8 Telecom Pty Ltd (o)	93	71	18	4	0
Mobileworld Operating Pty Ltd (t)	79	71	8	0	0
Optus Mobile Pty Ltd (t) (c)	2 739	2 682	54	3	0
Primus Telecommunications Pty Ltd (t & i) (c)	36	32	3	1	0
Reward Mobile Pty Limited (t)	90	82	7	1	0
Savvy Telecommunications Pty Ltd (t)	26	20	3	3	0
SIMplus Mobile Pty Limited (t)	168	140	27	1	0
Soul Communications Pty Ltd (t & i)	795	690	79	24	2
Telstra Corporation (t) (c)	7 484	7 175	266	42	1
TransACT Capital Communications (t&i) (c)	54	51	3	0	0
Virgin Mobile (Australia) Pty Ltd (t & i)	601	567	32	2	0
Vodafone Australia Limited (t) (c)	1 425	1 389	34	2	0

COMPLAINTS AGAINST TIO MEMBERS BY ISSUE - MPSI ONLY (NON-NON-STANDARDISED)

1 July 2008 - 30 June 2009 (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

	MPSI Scheme										
	Total Issues	Access to Content	Complaint Handling	Customer Service	Management Credit	Disputed Admin Charges	Disputed Usage Charges	Information Advertisment	Refund / Credit	Other	Total MPSI
AAPT Ltd (t&i) (c)	426	0	97	39	3	2	264	10	3	8	426
ACN Pacific Pty Ltd (t & i)	82	1	15	9	0	0	54	3	0	0	82
Dodo Australia Pty Ltd (i)	118	1	36	7	2	0	69	3	0	0	118
Hutchison 3G Australia Pty Ltd (o)	2 733	20	676	173	77	4	1 658	97	25	3	2 733
m8 Telecom Pty Ltd (o)	179	0	54	12	7	0	99	3	4	0	179
Mobileworld Operating Pty Ltd (t)	158	3	41	15	8	2	81	8	0	0	158
Optus Mobile Pty Ltd (t) (c)	4 896	15	1 141	372	58	8	3 075	130	73	24	4 896
Primus Telecommunications Pty Ltd (t & i) (c)	61	0	18	3	0	0	38	2	0	0	61
Reward Mobile Pty Limited (t)	162	0	45	17	1	0	98	1	0	0	162
Savvy Telecommunications Pty Ltd (t)	48	0	10	9	0	0	29	0	0	0	48
SIMplus Mobile Pty Limited (t)	332	1	83	26	13	0	189	14	6	0	332
Soul Communications Pty Ltd (t & i)	1 629	5	437	119	48	0	967	31	22	0	1 629
Telstra Corporation (t) (c)	13 804	27	3 189	1 400	84	17	8 473	373	191	50	13 804
TransACT Capital Communications (t&i) (c)	95	0	28	3	3	0	58	2	0	1	95
Virgin Mobile (Australia) Pty Ltd (t & i)	1 116	7	280	89	8	3	682	32	13	2	1 116
Vodafone Australia Limited (t) (c)	2 575	8	590	232	50	1	1 570	93	25	6	2 575