

Telecommunications Complaints in Context

New complaints as a proportion of services in operation (SIO) by provider in April - June 2017

About this report

Complaints in Context is published quarterly by Communications Alliance and The Telecommunications Industry Ombudsman.

The number of new Telecommunications Industry Ombudsman complaints as a proportion of telecommunications services in operation (SIO) are reported on.

New complaints data comprises complaints about telephone and internet services from residential and small business customers. It excludes enquiries made by residential and small business customers.

Reporting methodology

The data reported represents the number of Telecommunications Industry Ombudsman complaints per 10,000 SIO for participating providers.

The *Complaints in Context* data is either aggregated for all companies in a telecommunications group or is reported as a separate figure for each company or brand depending on how a business elects to participate in *Complaints in Context* reporting.

The SIO data is based on a snapshot of active tekephone or internet services taken at the end of the second month of the quarter for each participating telephone or internet service provider.

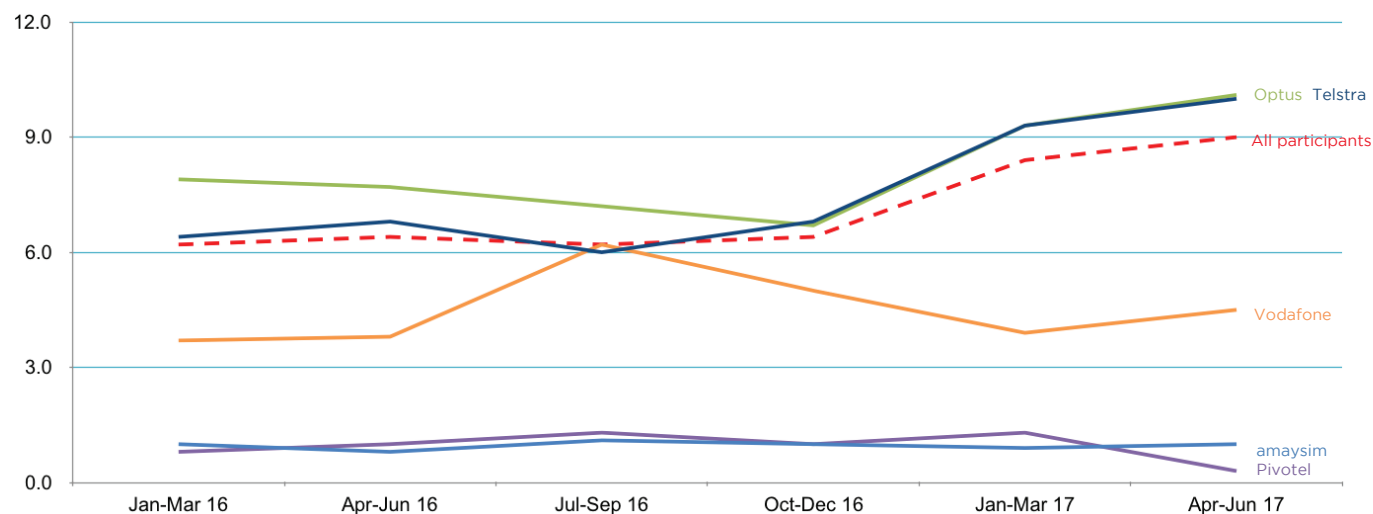
This includes all residential consumers and all small business consumers covered by the *Telecommunications Consumer Protection (TCP) Code* and excludes inactive, suspended and cancelled services.

To calculate the number of Telecommunications Industry Ombudsman new complaints per 10,000 SIO a service provider's total new complaints is divided by its total SIO and multiplied by 10,000.

The "All participants" result is the total Telecommunications Industry Ombudsman complaints for all participants divided by the total SIO for all participants, multiplied by 10,000. The aggregate figure may not be directly comparable between reporting periods when there is a change in participants.

Past editions of *Complaints in Context* can be accessed via the [Communications Alliance](#) and [Telecommunications Industry Ombudsman](#) websites.

New complaints per 10,000 SIO



Provider	New complaints per 10,000 services in operation					
	Jan-Mar 16	Apr-Jun 16	Jul-Sep 16	Oct-Dec 16	Jan-Mar 17	Apr-Jun 17
Telstra	6.4	6.8	6.0	6.8	9.3	10.0
Optus	7.9	7.7	7.2	6.7	9.3	10.1
Vodafone	3.7	3.8	6.2	5.0	3.9	4.5
amaysim	1.0	0.8	1.1	1.0	0.9	1.0
Pivotel	0.8	1.0	1.3	1.0	1.3	0.3
All participants*	6.2	6.4	6.2	6.4	8.4	9.0

* Calculated by dividing participants' total Telecommunications Industry Ombudsman new complaints by participants' total SIO
Services provided: Telstra - mobile, internet, landline; Optus - mobile, internet, landline; Vodafone - mobile; amaysim - mobile, internet; Pivotel - mobile.