

Telecommunications complaints in context

TIO new complaints as a proportion of services in operation (SIO) by provider in October-December 2014

TIO comment

TIO complaints per 10,000 services in operation (SIO) decreased for the fourth consecutive quarter in October-December 2014. The result for all participating providers (6.6 complaints per 10,000 SIO) has decreased 4.5 per cent when compared to July-September 2014 (6.9) and 13 per cent when compared to October-December 2013 (7.6).

These results reflect the decrease in TIO complaints, which were at an eight year low in October-December 2014. It is significant that this reduction comes at a time when the participating telcos have reported an increase in customers.

Vodafone's complaints per 10,000 services in operation, at 10.5, have almost halved over the past four quarters, reflecting substantially fewer TIO complaints. iiNet and Telstra complaints have also decreased as a proportion of their services in operation over this period.

Communications Alliance comment

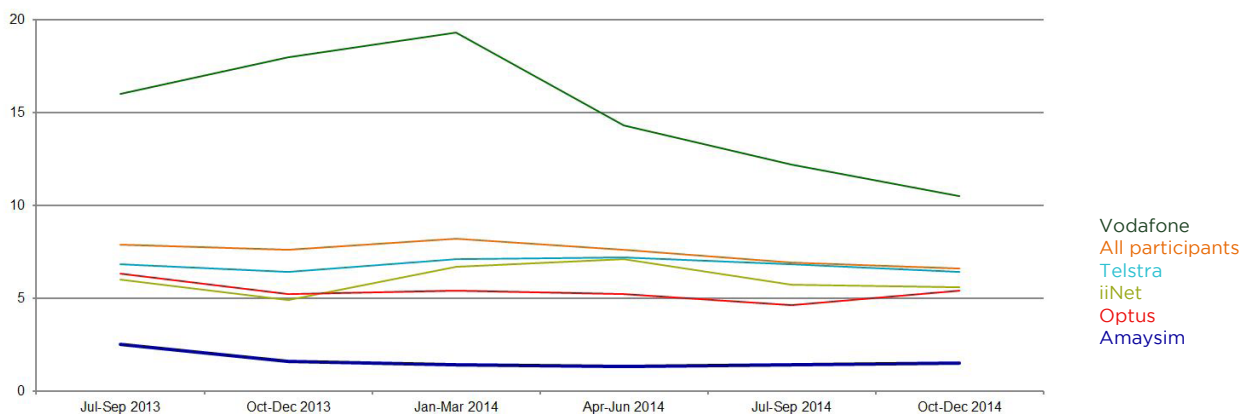
The industry-wide ratio of complaints in context has fallen by 19.5 per cent during calendar year 2014 – a significant achievement that underlines the sustained drive by Australian service providers to deliver better outcomes to their customers.

The reduction – from 8.2 complaints per 10,000 services in operation (SIOs) during January-March 2014, to 6.6 complaints per 10,000 SIOs in October-December 2014, mirrors the overall continued reduction in complaints to the TIO, which are at their lowest level since 2007.

The service providers that have volunteered to be part of this joint industry/TIO initiative are creating new transparency for consumers.

We hope that we can attract more service providers to join this program.

New complaints per 10,000 SIOs



Provider	New complaints per 10,000 services in operation					
	Jul-Sep 13	Oct-Dec 13	Jan-Mar 14	Apr-Jun 14	Jul-Sep 14	Oct-Dec 14
amaysim	2.5	1.6	1.4	1.3	1.4	1.5
iiNet	6	4.9	6.7	7.1	5.7	5.6
Optus	6.3	5.2	5.4	5.2	4.6	5.4
Telstra	6.8	6.4	7.1	7.2	6.8	6.4
Vodafone	16	18	19.3	14.3	12.2	10.5
All participants*	7.9	7.6	8.2	7.6	6.9	6.6

* Calculated by dividing participants' total TIO new complaints by participants' total SIOs

Explanatory notes

The services in operation (SIO) data:

- was taken at the end of the second month of the quarter
- excludes inactive, suspended and cancelled services (noting that each service provider may have different definitions of these)
- includes small business customers covered by the TCP Code but excludes all other business customers (i.e. large business customers)
- is reported at either Group or CSP Level (noting that each service provider may have a different preference)

- excludes wholesale services, and
- is calculated at service level rather than at account level.

TIO new complaints data:

- comprises complaints from residential and small business customers
- consists of complaints about landline, mobile and internet service, and
- accounts for de-registered and reclassified complaints.