

# Telecommunications Complaints in Context

TIO new complaints as a proportion of services in operation (SIO) by provider in July-September 2015

## TIO comment

TIO complaints per 10,000 services in operation (SIO) for all participating providers decreased during July-September 2015 to 5.5. This result is the lowest of any quarter reported since publishing *Complaints in Context*.

The result of 5.5 complaints per 10,000 SIO is a 15.4 per cent decrease when compared to April-June 2015 (6.5) and 20.3 per cent when compared to July-September 2014 (6.9).

These results reflect a continued reduction in the number of new complaints to the TIO. The number of new complaints in July-September 2015 was 14.8 per cent lower than in the same period last year and is at its lowest level since July-September 2006.

Vodafone's complaints per 10,000 SIO, at 4.1, are almost one third of the result reported in the same period in 2014 (12.2).

Telstra recorded its lowest *Complaints in Context* result to date, with 5.5 complaints per 10,000 SIO.

Optus complaints per 10,000 SIO reduced by 21.2 per cent from 8.5 in April-June 2015 to 6.7 in July-September 2015.

amaysim and Pivotel both saw reduced complaints per 10,000 SIO during July-September 2015, with amaysim's result of 0.9 reflecting an improvement of 50 per cent from the previous quarter.

## Communications Alliance comment

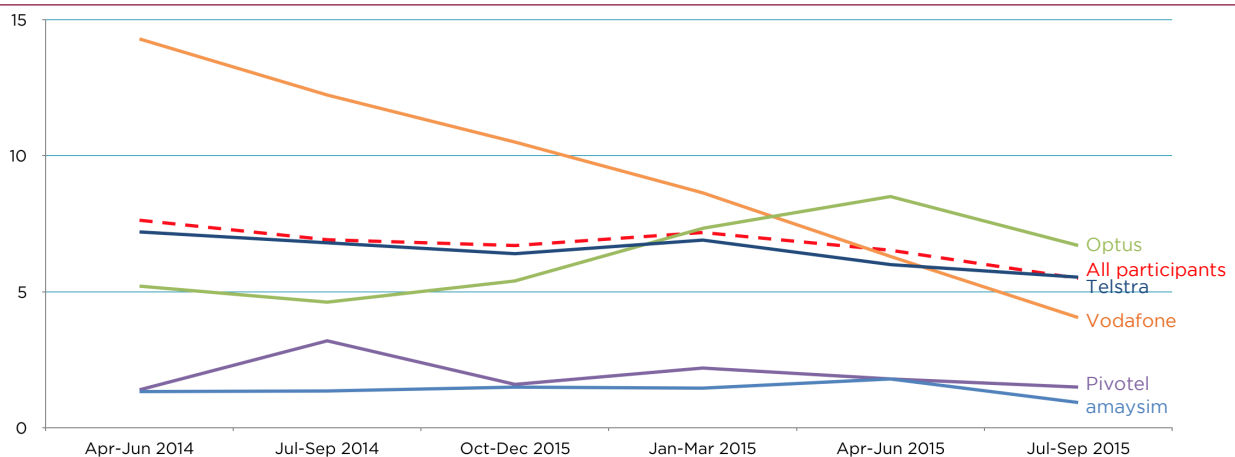
Complaints in context to the TIO have fallen to record lows in the September 2015 quarter. The latest results show an average of 5.5 complaints per 10,000 services across the five participating companies during the quarter — 33 per cent better than when the data was first collected for the March quarter of 2014.

Encouragingly, every one of the participating companies recorded an improved performance in the most recent exercise, compared to the previous quarter — which itself had generated a then-record low average figure.

Vodafone's figure of 4.1 complaints per 10,000 services represents a 78.9 per cent improvement since the January-March 2014 quarter.

It is also encouraging to see that the remedial measures put in place by Optus after some recent operational issues have generated a strongly improved performance in the most recent quarter.

## New complaints per 10,000 SIO



Provider	New complaints per 10,000 services in operation					
	Apr-Jun 14	Jul-Sep 14	Oct-Dec 14	Jan-Mar 15	Apr-Jun 15	Jul-Sep 15
Telstra	7.2	6.8	6.4	6.9	6	5.5
Optus	5.2	4.6	5.4	7.3	8.5	6.7
Vodafone	14.3	12.2	10.5	8.6	6.3	4.1
amaysim	1.3	1.4	1.5	1.5	1.8	0.9
Pivotel	1.4	3.2	1.6	2.2	1.8	1.5
All participants*	7.6	6.9	6.6	7.2	6.5	5.5

\* Calculated by dividing participants' total TIO new complaints by participants' total SIOs. Figures may change when there is a change in provider participants.

### 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 services, and
- accounts for de-registered and reclassified complaints.