

2018-19 Annual Report

If our **2018-19 Annual Report** was a conversation, here is how it sounds...

132,387

Nationally, complaints are down compared to last financial year by around **▼21%**

Internet services are the most complained about, overtaking mobile services

47%

of **escalated complaints** closed within 60 days because...
... it's complex!

Customer service and **billing** continue to be the top complaint issues...

...followed by the **quality and reliability of internet services**, and **difficulty establishing a connection** with an internet service

The **percentage of small business complaints** continues to increase year on year.

14.5%

up more than 2% from last year

53 notified to providers
18 referred to regulators
33 positive provider actions

Identifying and reporting on **systemic issues** is driving better delivery of telecommunications services

For small businesses, having **no working service** was one of the top 3 complaint issues