

Quarterly report

Quarter 1
Financial year 2020

Complaints

32,801 total complaints referred to providers

 **Internet services** were the most complained about service type

15,925
fault and connection complaints



48.6%
of total complaints

Providers




13.6% of providers had a complaint in Q1


92.9% of total complaints came from the **top 10 providers**


Top 5 issues

No or delayed action by provider
 11.5k

Service and equipment fees
 10.5k

Delay establishing a service
 4.6k

No phone or internet service
 4.2k

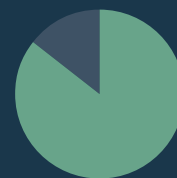
Resolution agreed but not met
 3.6k

0  12k

Enquiries

13,030 enquiries

Who complained



86% residential consumers

14% small business consumers

Dispute resolution



5,420 complaints came back unresolved from providers

4,225 unresolved complaints were escalated for dispute resolution

Contacts

Online

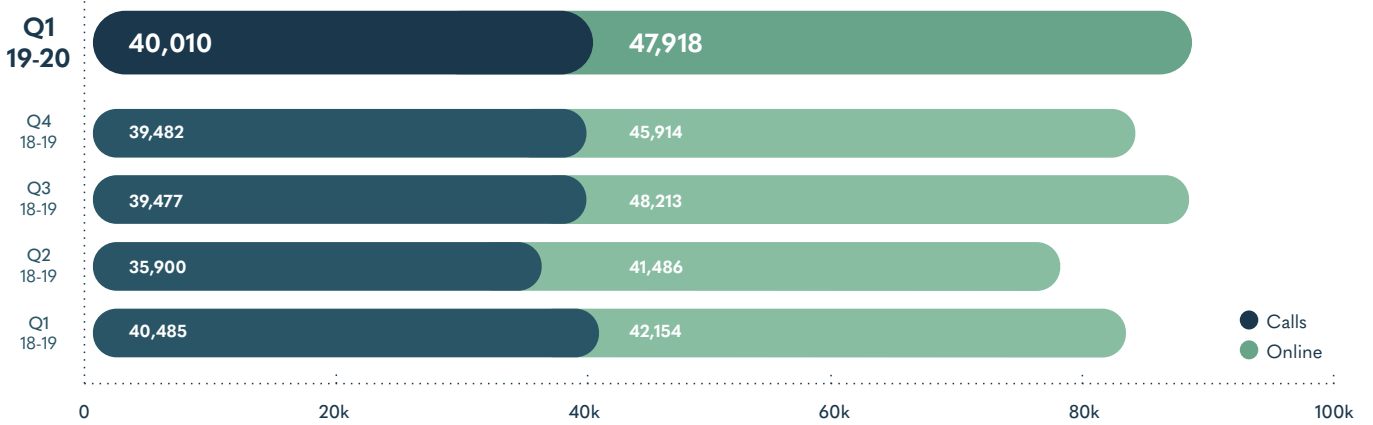


Calls

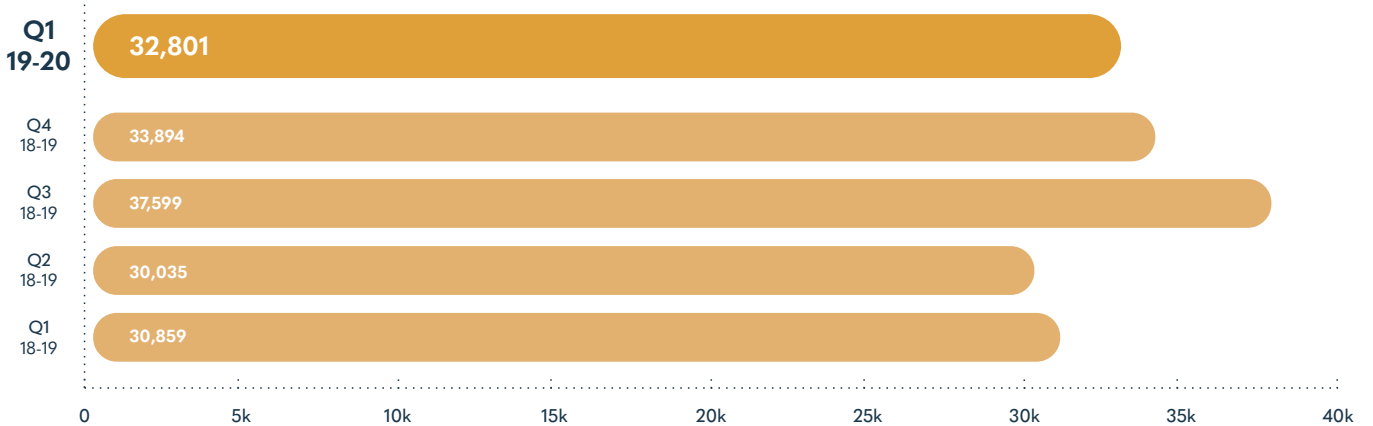


Contacts and complaints

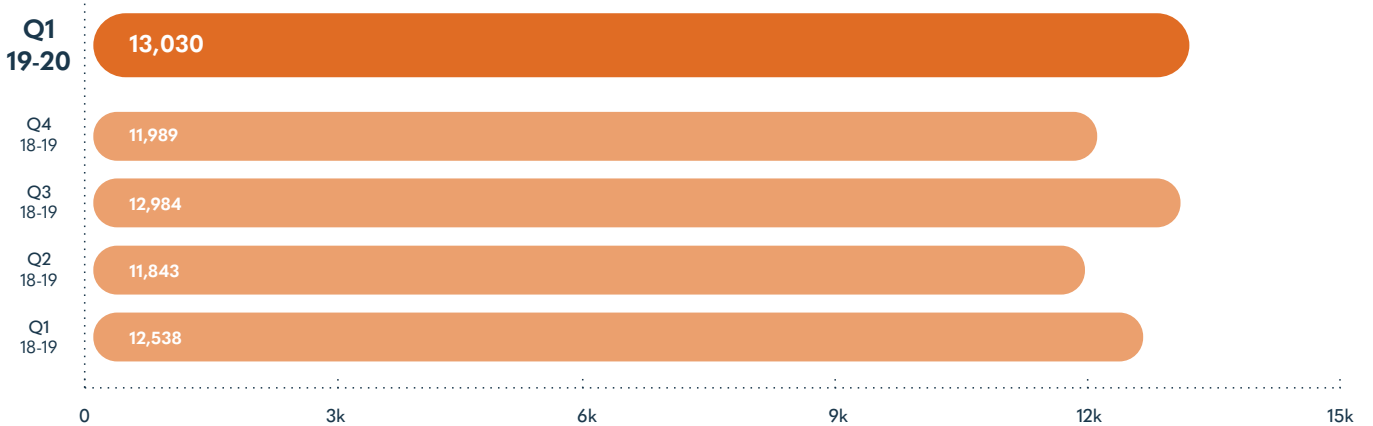
Contacts



Complaints

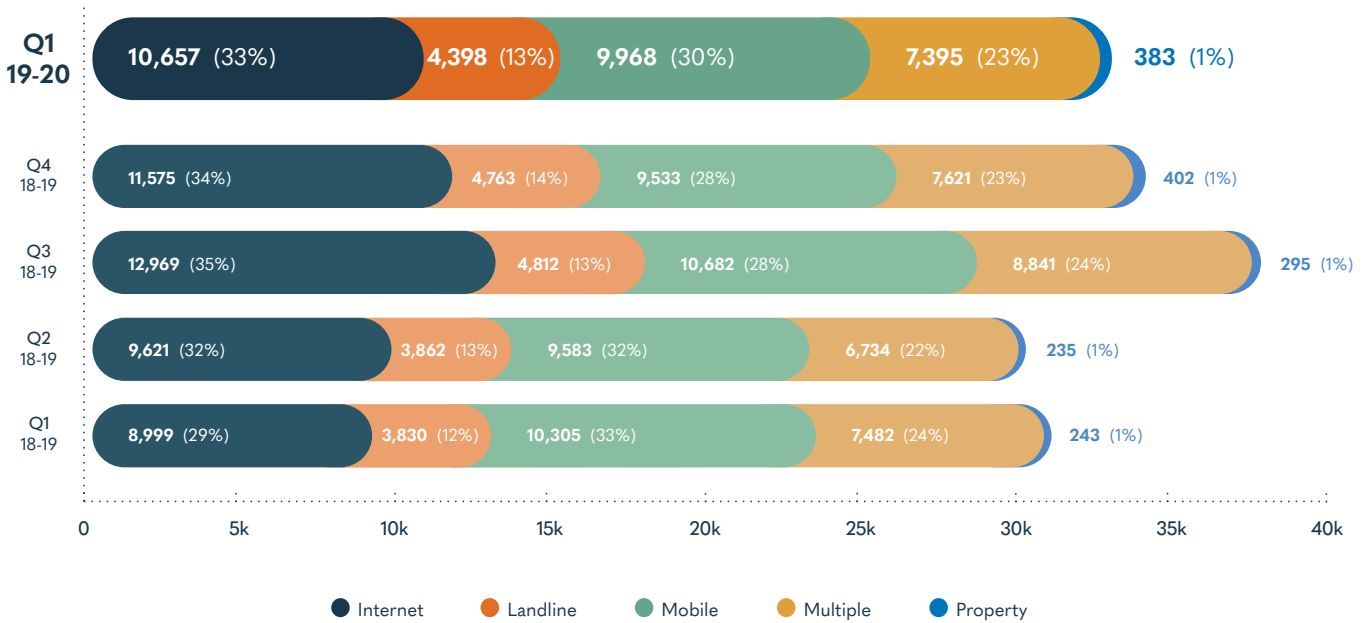


Enquiries

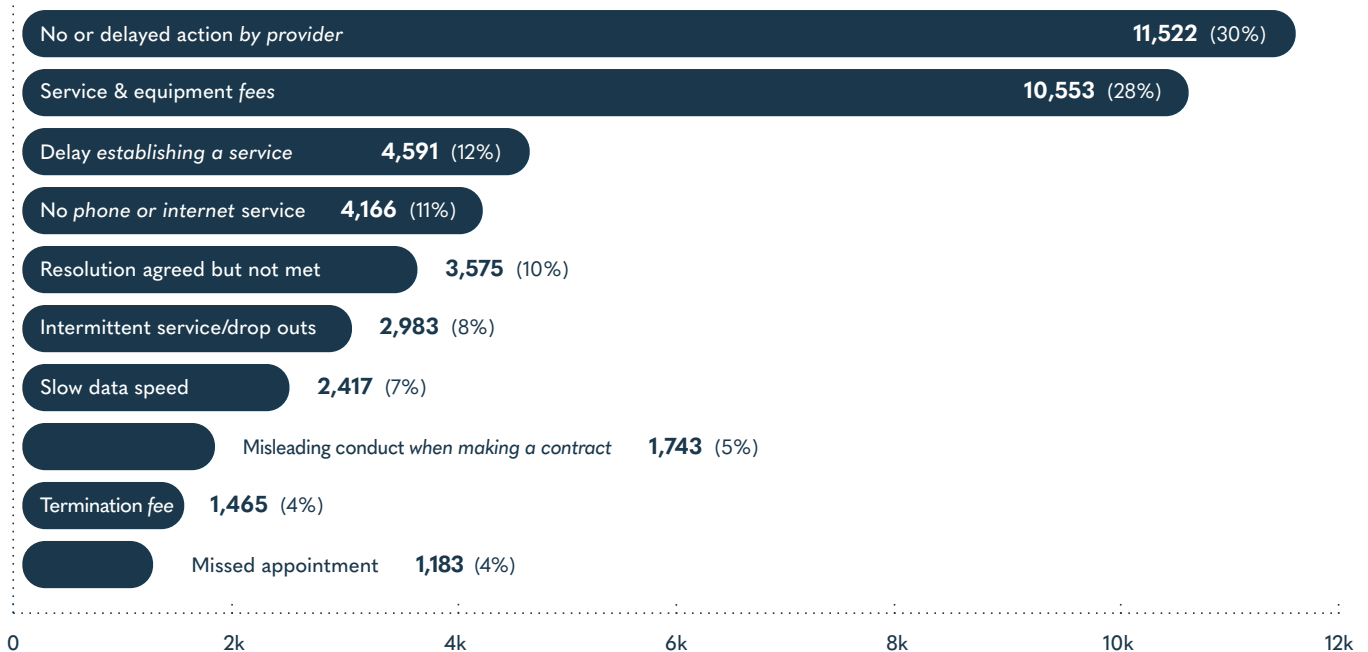


Complaints by service type

Complaints by service type

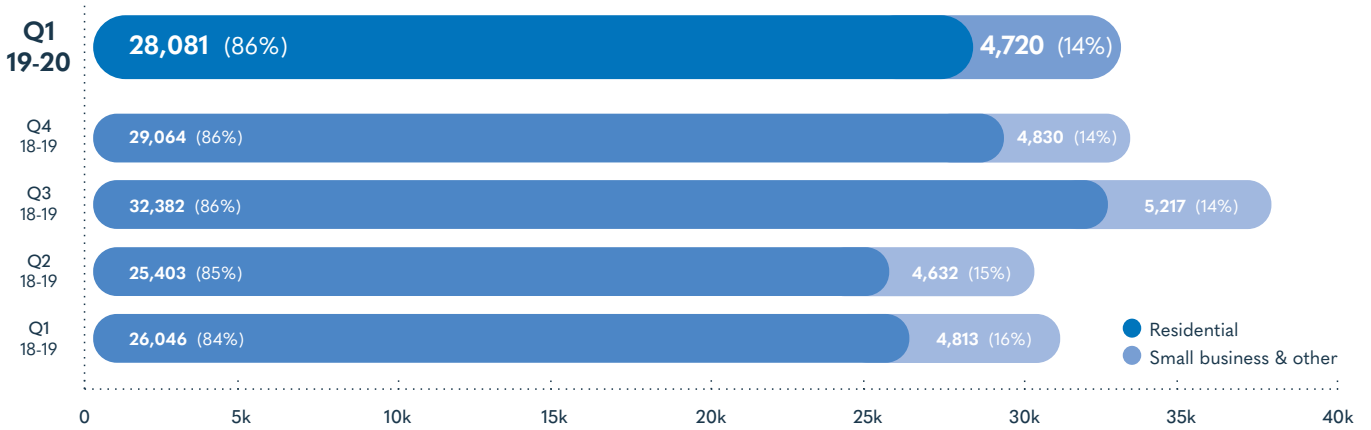


Top 10 issues in complaints

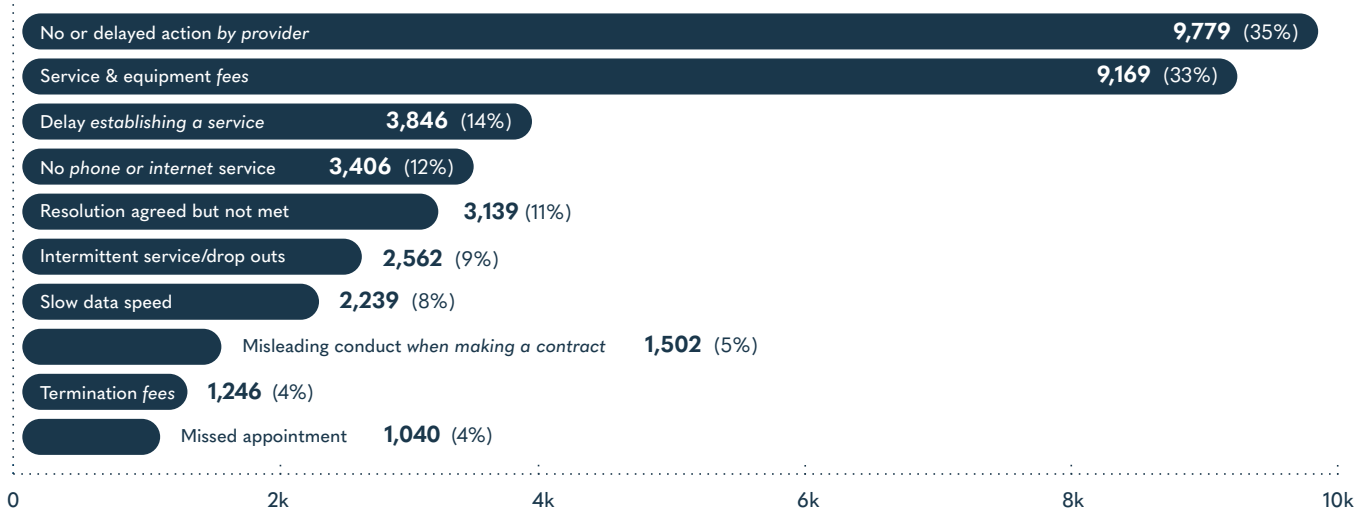


Who complained

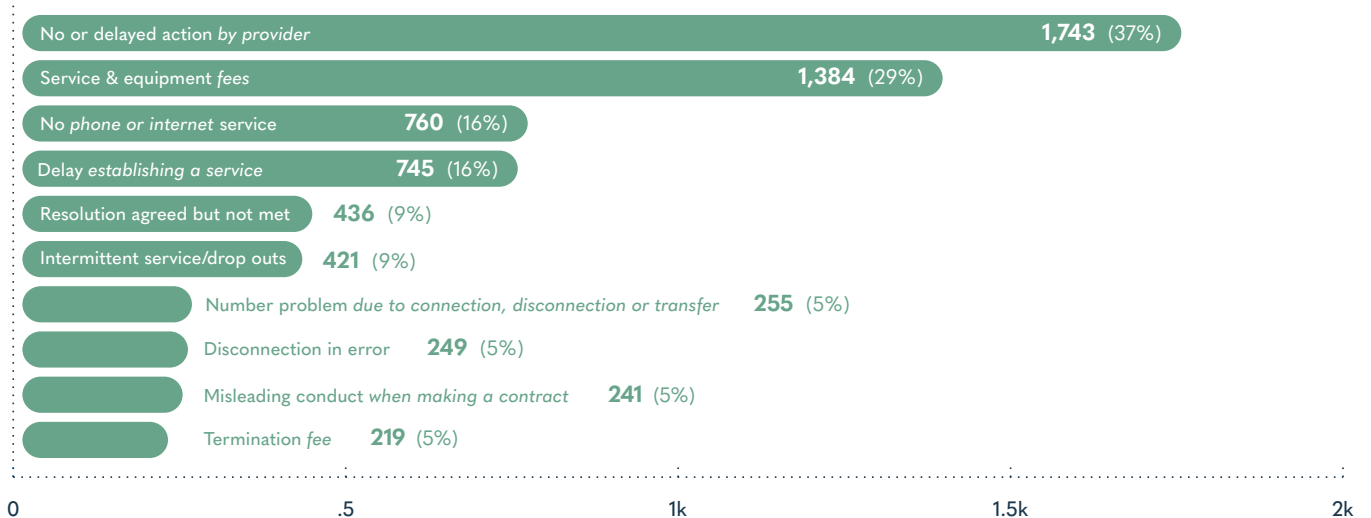
Complaints by consumer type



Top 10 issues for residential consumers



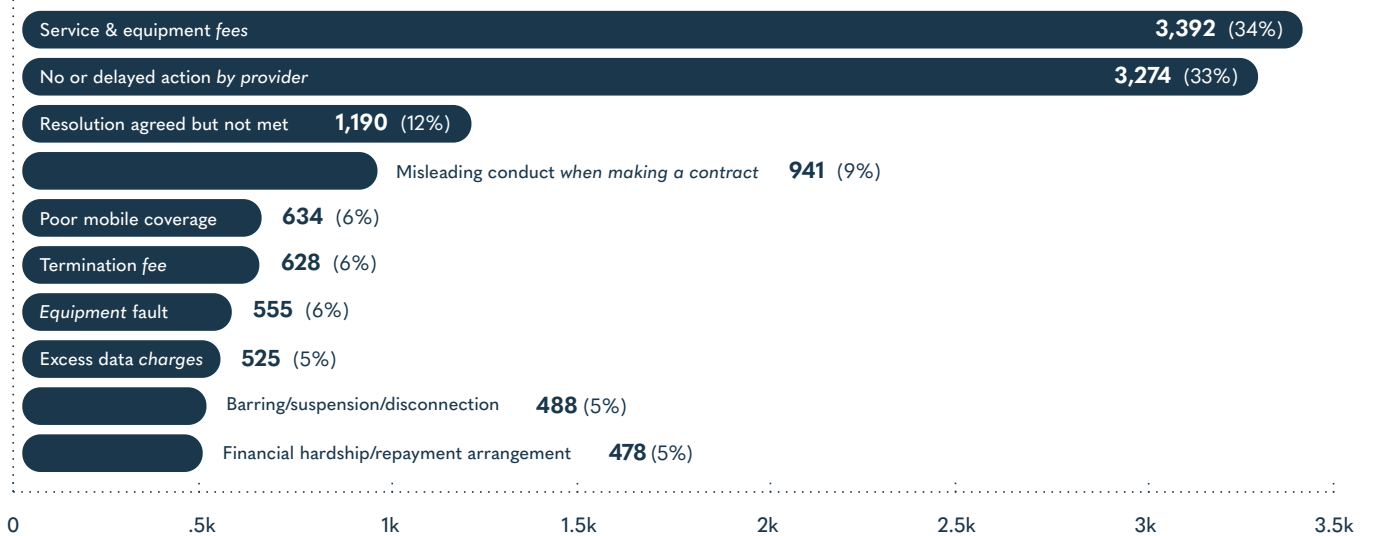
Top 10 issues for small businesses



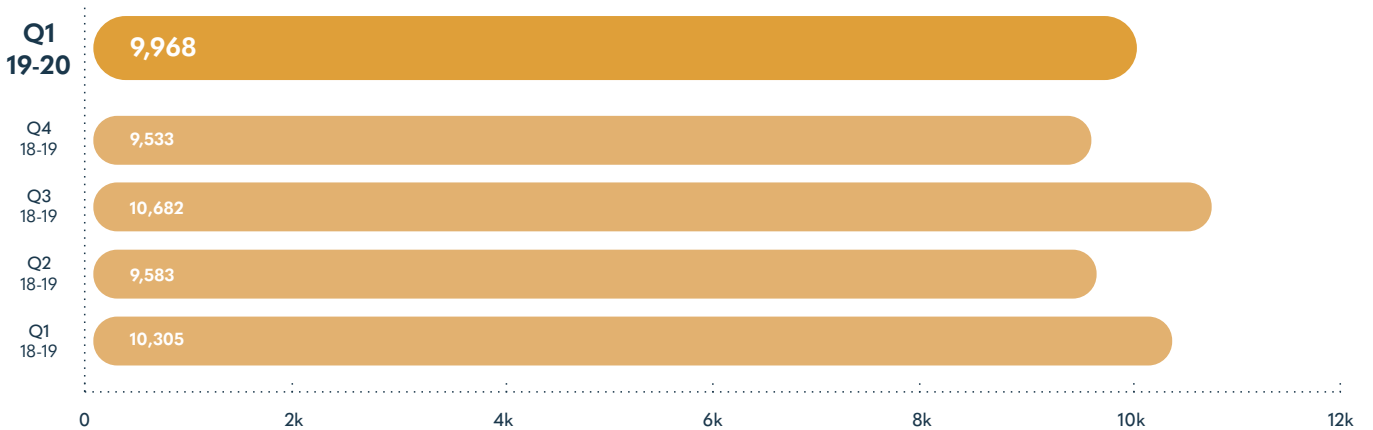


Complaints about mobile services

Top 10 issues for mobile services



Mobile complaints



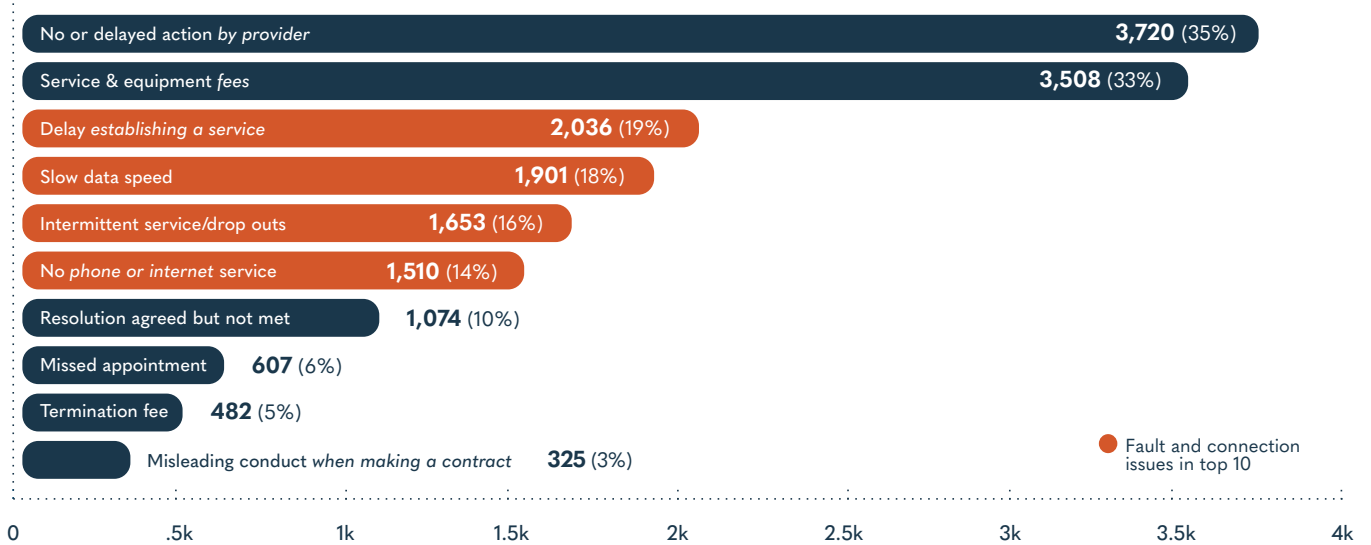
Mobile service type by consumer



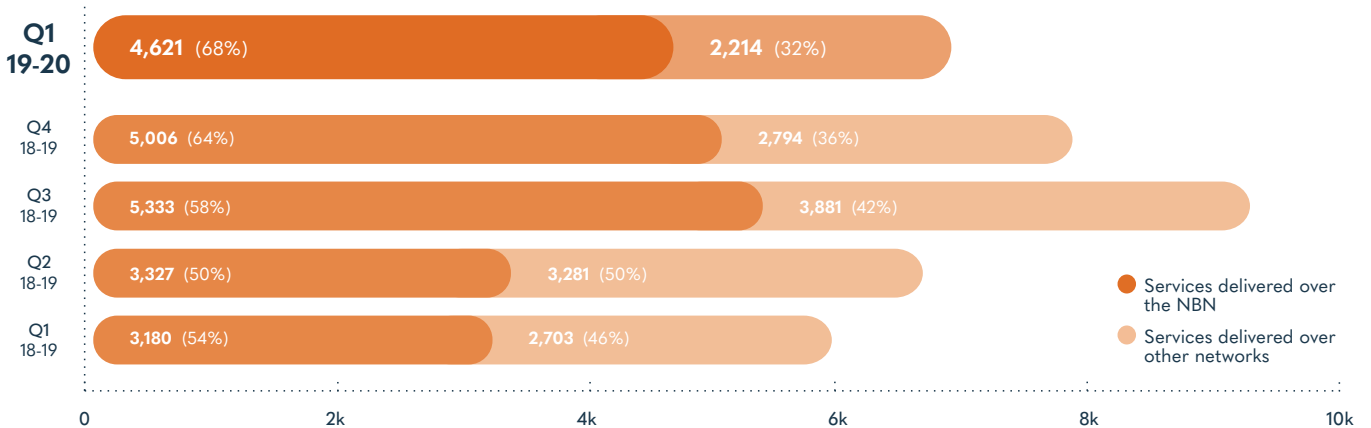


Complaints about internet services

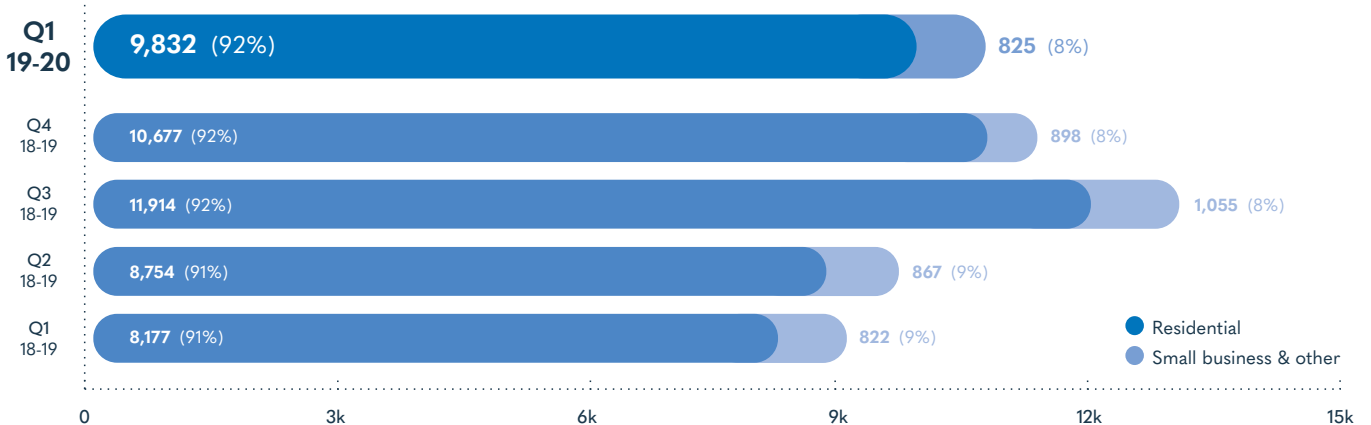
Top 10 issues for internet services



Fault and connection complaints

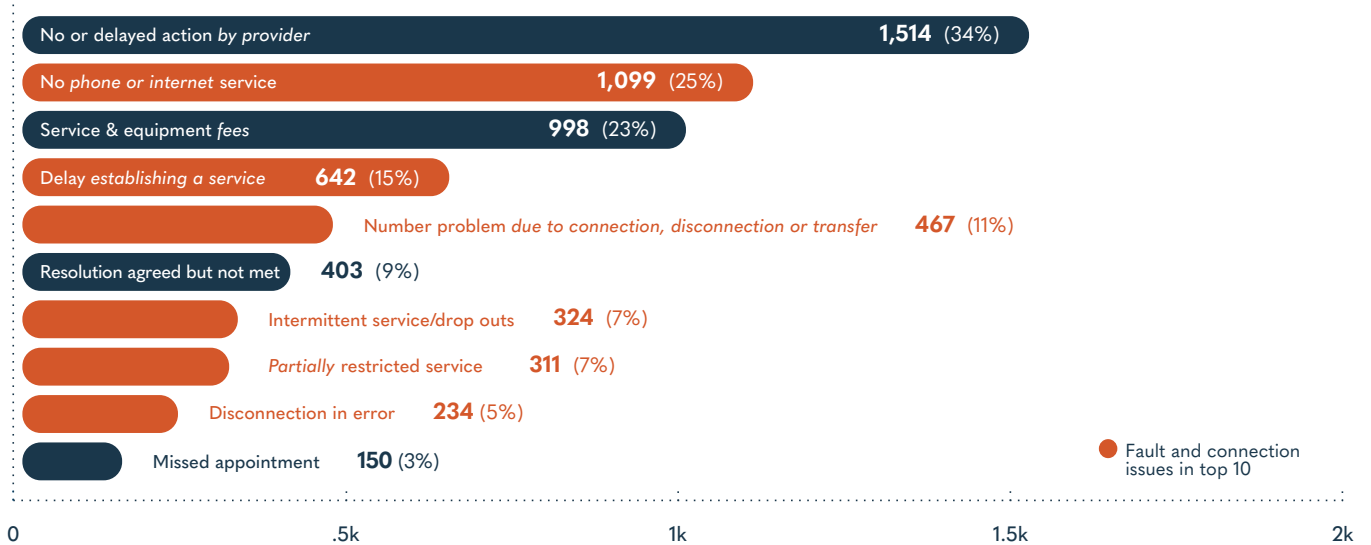


Internet service type by consumer

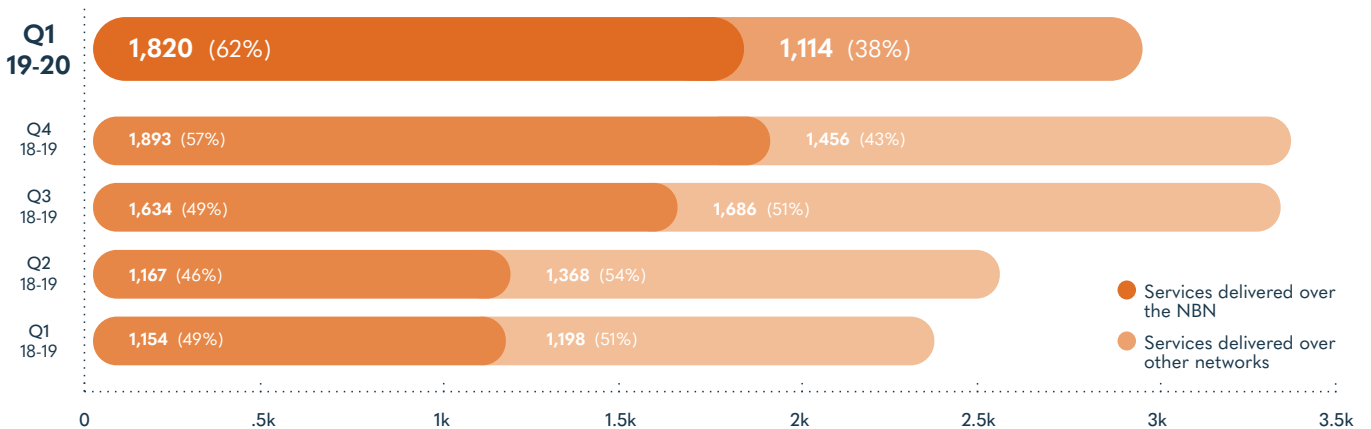


Complaints about landline services

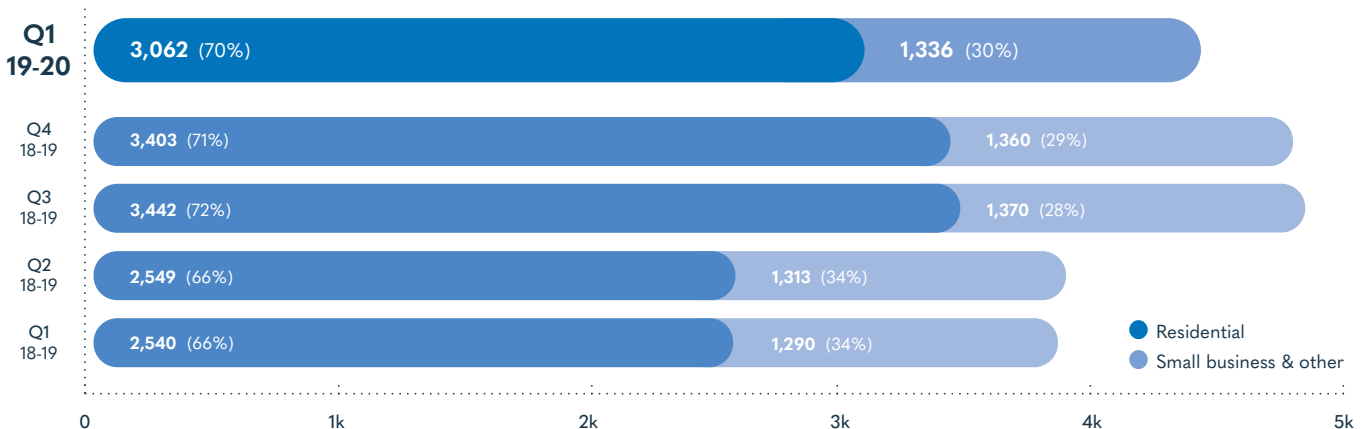
Top 10 issues for landline services



Fault and connection complaints



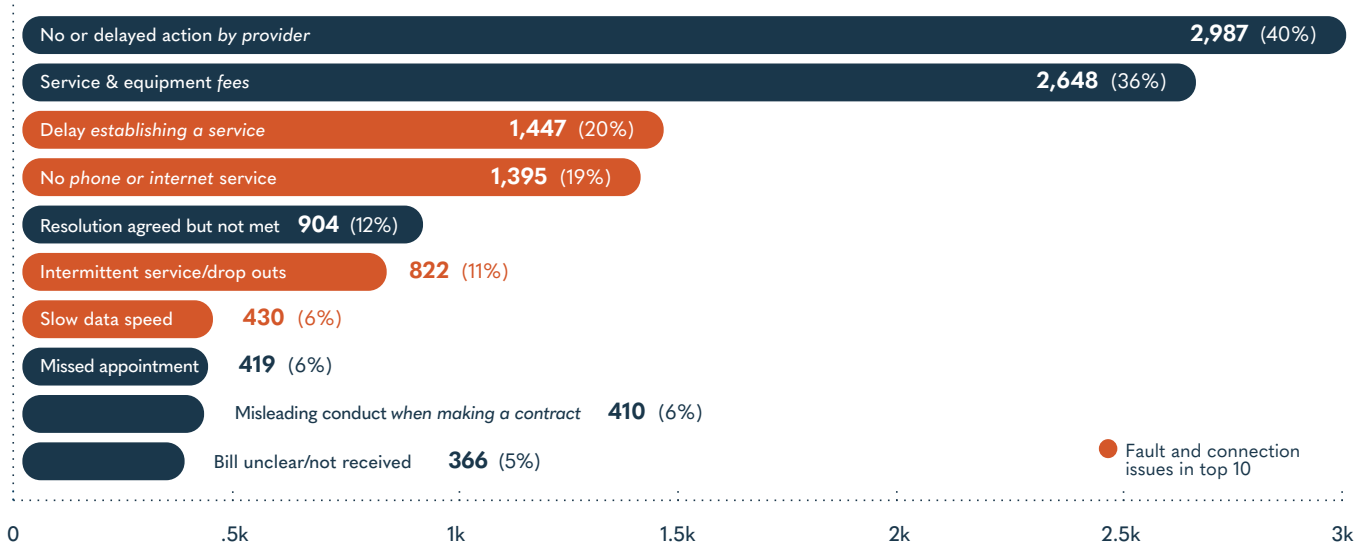
Landline service type by consumer



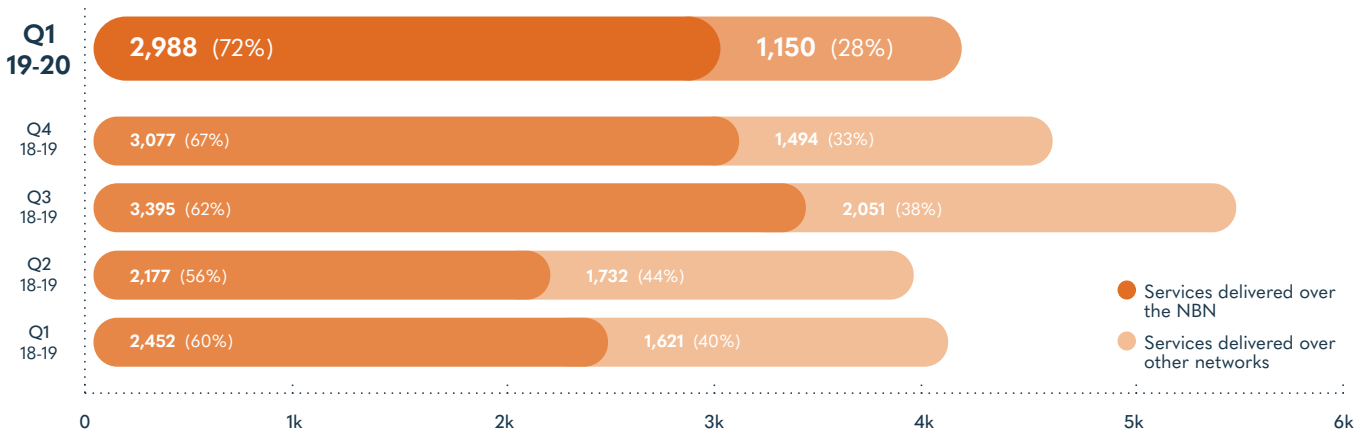


Complaints about multiple services

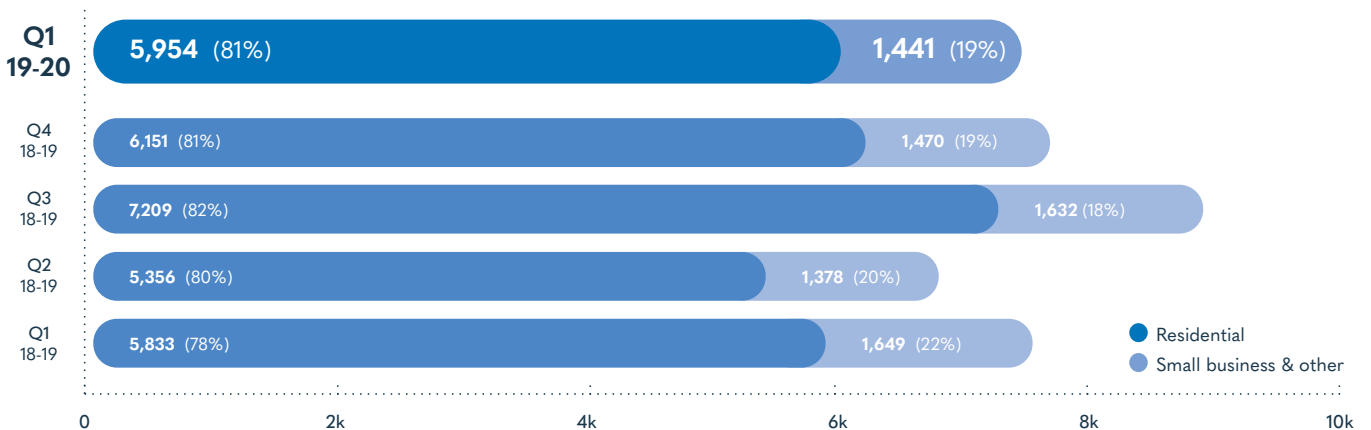
Top 10 issues for multiple services



Fault and connection complaints

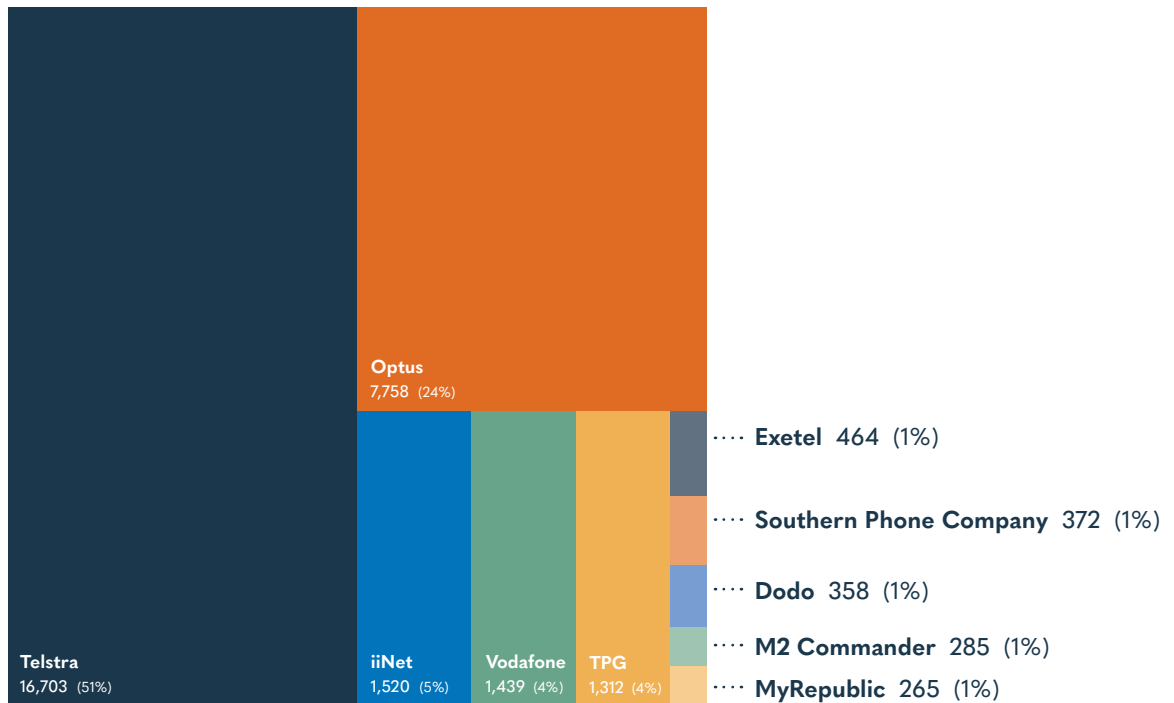


Multiple service type by consumer



Top 10 providers by complaints

Top 10 providers by complaint numbers



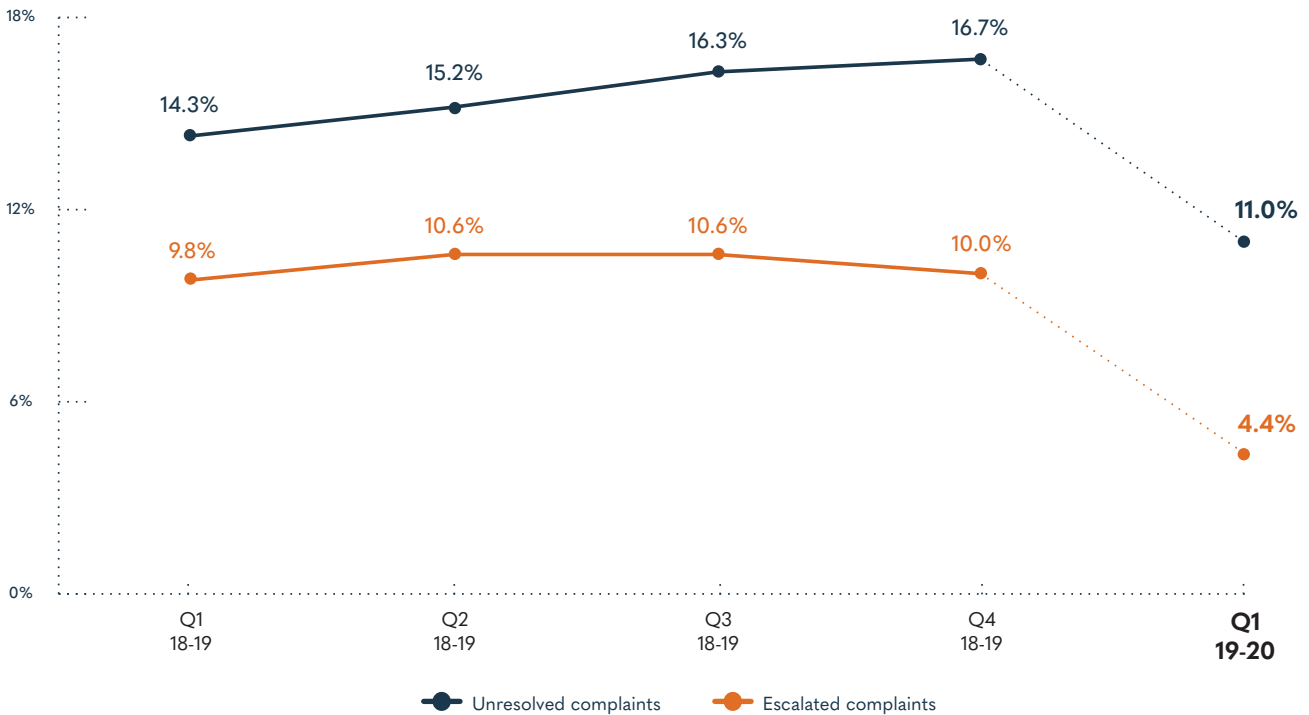
Top 10 providers by service type

Organisation/Group	Internet	Landline	Mobile	Multiple	Property
Telstra Corporation	4,646	2,548	5,208	4,198	103
Optus Group	2,173	893	2,852	1,801	39
iiNet Ltd	957	168	43	346	6
Vodafone Australia Limited	134	3	1,241	60	1
TPG Internet Pty Ltd	873	122	81	225	11
Exetel Pty Ltd	337	51	18	57	1
Southern Phone Company Ltd	135	101	65	71	-
Dodo Services Pty Ltd	205	23	43	86	1
M2 Commander Pty Ltd	28	131	8	117	1
MyRepublic Pty Ltd	232	10	-	23	-



Unresolved and escalated complaints

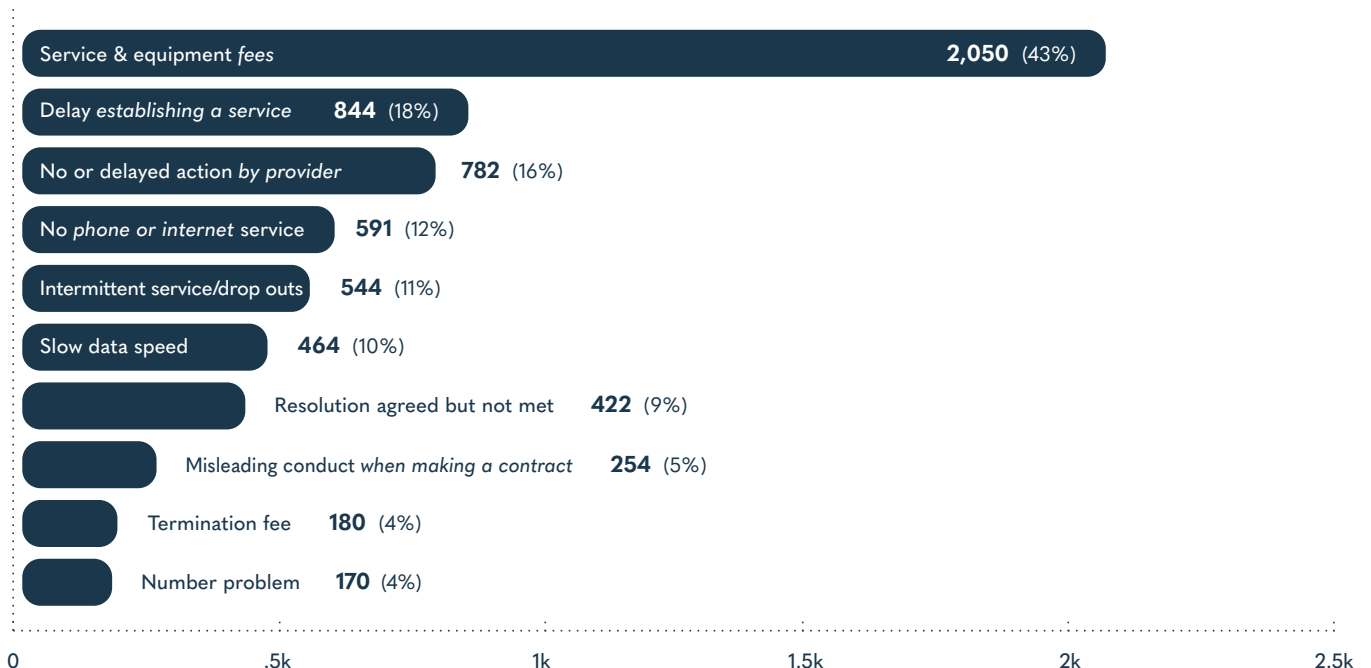
Unresolved and escalated complaint proportion



The above table shows the proportion of complaints (including enquiry referrals) from each quarter that were unresolved or escalated at the end of the final reported quarter.

Complaints may become unresolved or escalated outside the quarter of the original complaint (or enquiry referral), and as a result these percentages can increase over time. We expect the most recent quarter to change most dramatically in the subsequent periods as complaints age over time. This will be reflected in subsequent reports.

Top 10 issues in unresolved complaints



How we do data

This section explains the finer points of our data.

Complaints

When we talk about complaints, these:

- are expressions of dissatisfaction about a provider where the consumer has contacted the provider and is not satisfied with the outcome. We send complaints to specialist teams at providers for another attempt at resolution. Most complaints are resolved in this process
- may include more than one issue
- do not include enquiries, enquiry referrals or withdrawn complaints.

Dispute resolution is the part of our scheme that works with providers and consumers to resolve escalated complaints.

Early resolution is the part of our scheme that takes initial contacts from our consumers and either logs them as enquiries or refers complaints to our providers.

Enquiries

When we talk about enquiries, these:

- include enquiries and enquiry referrals
- do not include withdrawn enquiries.

Enquiry referrals are complaints that have not been raised with the provider prior to a consumer contacting us. We refer these complaints to providers, but allow providers a longer time to try and resolve these. We don't include these in the overall complaint numbers as providers have not had the opportunity to resolve them prior to our contact.

Escalated complaints are those unresolved complaints we are working or have worked on with the parties. The proportion of unresolved complaints in the last two quarters is likely to increase as it can take time for a complaint to come back to us as unresolved and then progress to escalation. Some unresolved complaints never become escalated complaints as they are resolved or discontinued prior to escalation.

Fault and **connection** complaints are complaints with a fault or connection issue. These are only counted once, regardless of the number of issues raised in the complaint. These complaints may have other issues that do not relate to faults or connections. Faults and connections includes issues from the connection, no service and poor service quality issue sub categories.

Contacts

Where we talk about contacts, this:

- includes calls, emails and online forms that come through our public portals
- excludes calls and emails to individual staff members
- includes all contact up until a complaint is classified as unresolved.

Internet complaints relate to services delivered over the internet. These do not include internet services delivered via mobile devices.

Issues

A single complaint can have more than one issue. Where we talk about complaint numbers, we only count complaints once. Where we talk about issues, we count all the issues.

Issues in complaints

We record complaints based on six broad categories that follow the lifecycle of a consumer's relationship with their phone or internet provider. For a complete list of issues in complaints see pages 13, 14 and 15.

Landline complaints includes complaints about voice services delivered over the National Broadband Network.

Mobile complaints are complaints relating to a mobile telephone device or service, including complaints about internet accessed through a mobile telephone service.

Multiple complaints relate to complaints about more than one service type with the one provider.

Online includes all web forms and emails.

Property complaints includes complaints about damage to a provider or land owner's property, or a dispute about use of property by a provider or carrier.

Small business includes small businesses, not-for-profits and charities.

Top 10 providers

Where we talk about the Top 10 providers, we mean those we received the most complaints about in the quarter. The data does not reflect the number of customers or services in operation. Us receiving a complaint does not necessarily mean a provider or network operator is at fault.

Timing of reports

If a complaint or enquiry is withdrawn or cancelled before the end of the financial year, we remove it from reports.

Where we reclassify a complaint, we remove it from reports. For this reason we adjust volumes of quarterly data before the end of the financial year.

Unresolved complaints

Where we talk about unresolved complaints, we mean those we sent to providers and then came back to us as unresolved. The proportion of unresolved complaints in the last two quarters is likely to increase as it can take time for a complaint to come back unresolved. Some unresolved complaints never become escalated complaints as they are resolved or discontinued prior to escalation.

Unresolved and escalated proportions show the proportion of complaints and enquiry referrals in the quarter that are now Unresolved or Escalated.

Issues in complaints

Establishing a service

Making a contract	Product unsuitable
	Inadequate documentation
	Inadequate credit assessment
	Inadequate explanation of product
	Refused a service
	Cooling off
	Unable to contract
	Misleading conduct
	Unconscionable conduct
In contract	Variation by provider
	Request to change account holder
	Not liable for contract
	Unfair contract terms
	Equipment finance agreement
	Mishandling of business information
Connection	Failure to cancel
	Delay
	Number problem
	Changing provider
	Unauthorised transfer

Service delivery

No service	No service
	Disconnection in error
	Network outage
Poor service quality	Intermittent/drop outs
	Poor mobile coverage
	Noise/interference
	Slow data speed
	Restricted service
	Unsuitable
Equipment	Fault
	Priority assistance
Special services	Disability equipment
	Enhanced/add-on feature
	Directory listing - business

Payment for a service

Charges and fees	Bill unclear/not received
	Excess data
	Excess call/sms/mms
	Roaming
	3rd party
	Fee for a bill
	Connection/reconnection
	Late payment/dishonour
	Termination
	Service and equipment
	Technician
Payments	Direct debit
	Missing payment
	Unsuitable payment options
	Payment extension
Debt management	Financial hardship/repayment arrangement
	Barring/suspension/disconnection
	Credit default report
	Sold debt
	Debtor harassment
	Statute barred debt/bankrupt
	Not liable for debt

Customer service

Personal information	Object to collection
	Unauthorised disclosure
	Information inaccurate
	Access denied
	Silent number/directory listing
Compensation sought	Business loss
	Customer Service Guarantee
	Other financial loss
	Non-financial loss
Provider response	Uncontactable
	Refusal to deal with representative
	Missed appointment
	No or delayed action
	Resolution agreed but not met
	Rudeness
	Unwelcome/life threatening communications
	Inadequate fault testing

Property

Infrastructure	Hazardous, non-compliant or temporary infrastructure
	Location of equipment
Damage	By consumer
	By provider
	By 3rd party



Telecommunications
Industry
Ombudsman