

# Quarterly report

QUARTER 3

Financial year 2020

## Complaints Jan to Mar 2020

# 32,441

 total complaints referred to providers

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

## 16,310

fault and connection complaints



## 50.3%

of total complaints

### Providers



## 14.4%

of **providers** had a complaint in Q3

## 92.1%

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

### Top 5 issues

Service and equipment fees



No or delayed action by provider



No phone or internet service



Delay establishing a service



Resolution agreed but not met

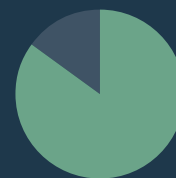


### Enquiries

# 9,358

 enquiries

### Who complained



**85%** residential consumers

**15%** small business consumers

### Dispute resolution



## 5,197

complaints came back **unresolved from providers**

## 4,162

unresolved complaints were **escalated for dispute resolution**

### Contacts

Online

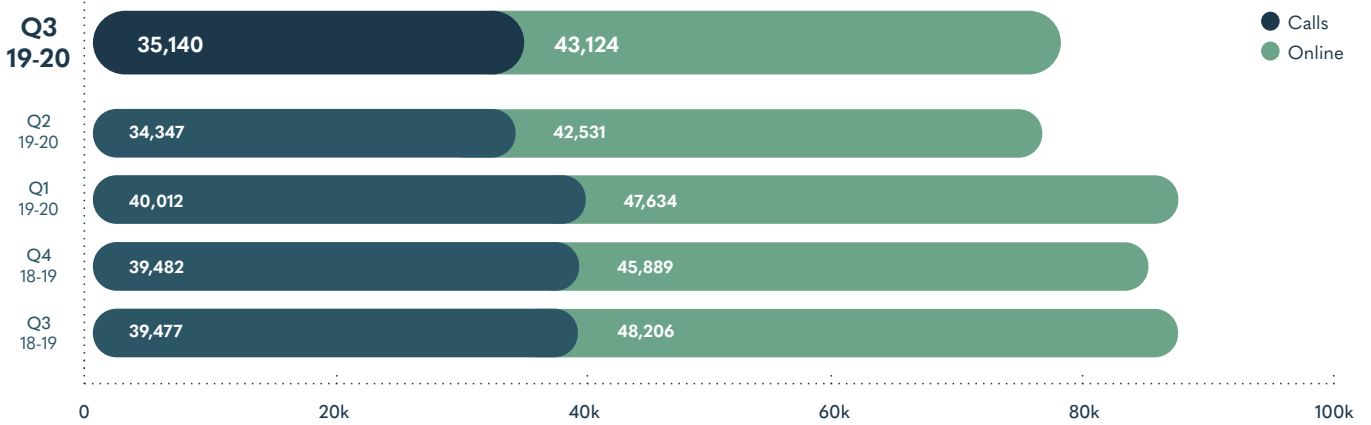


Calls

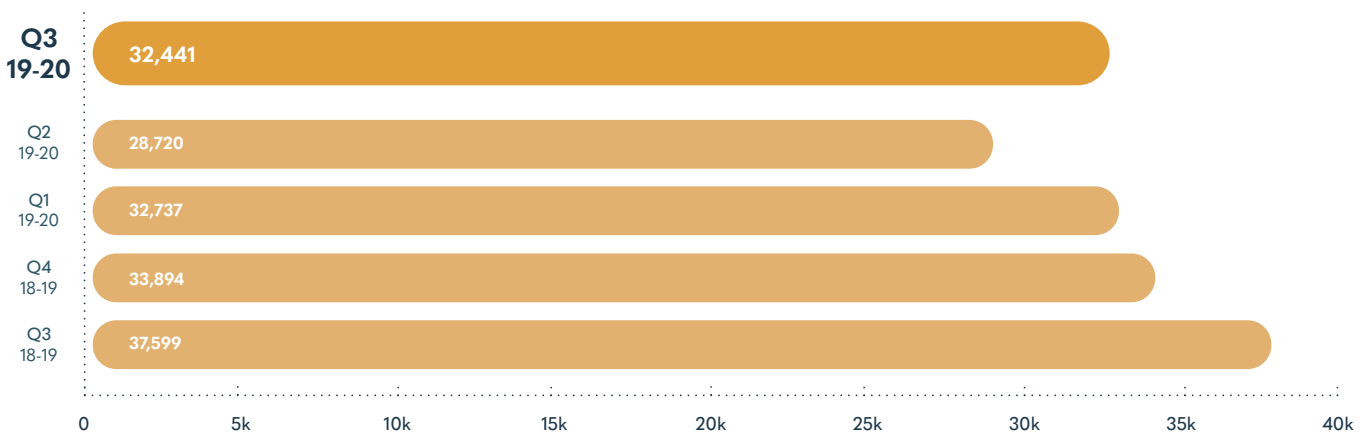


# Contacts and complaints

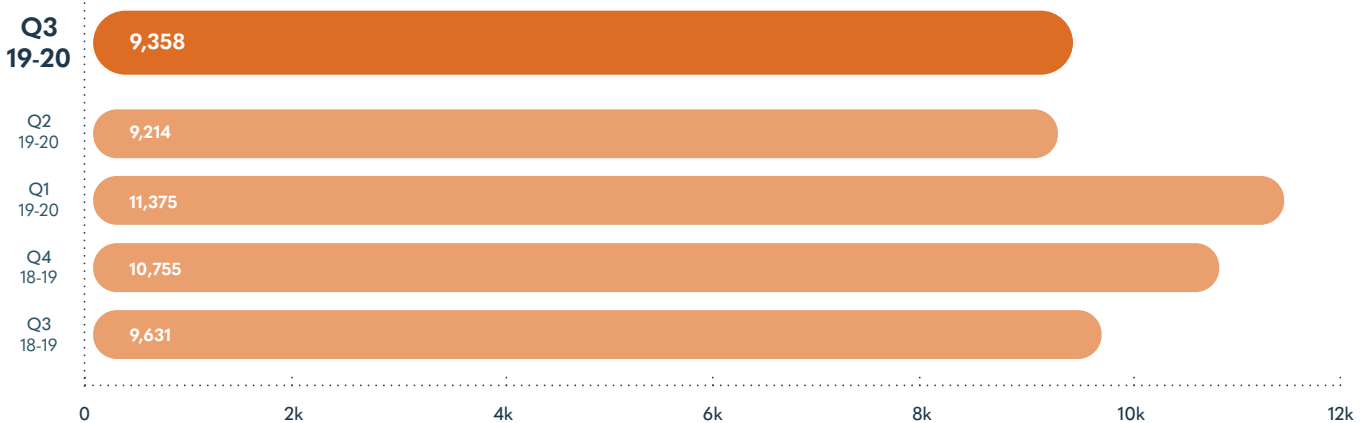
## Contacts



## Complaints

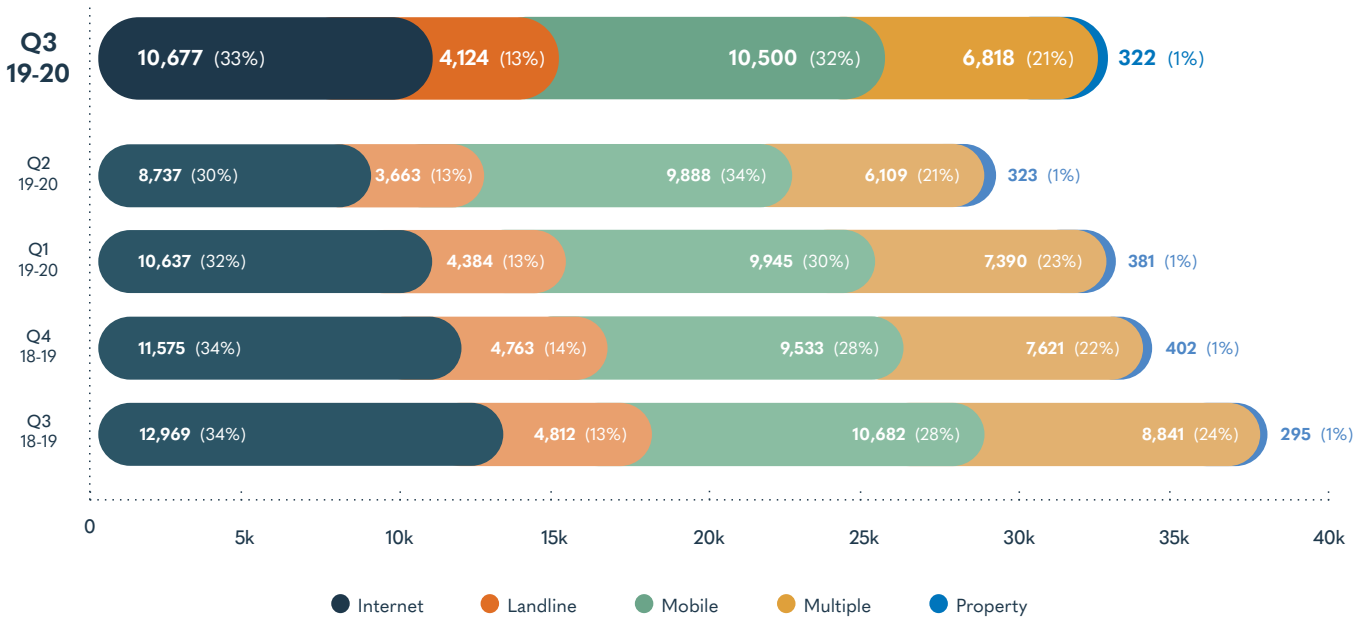


## Enquiries

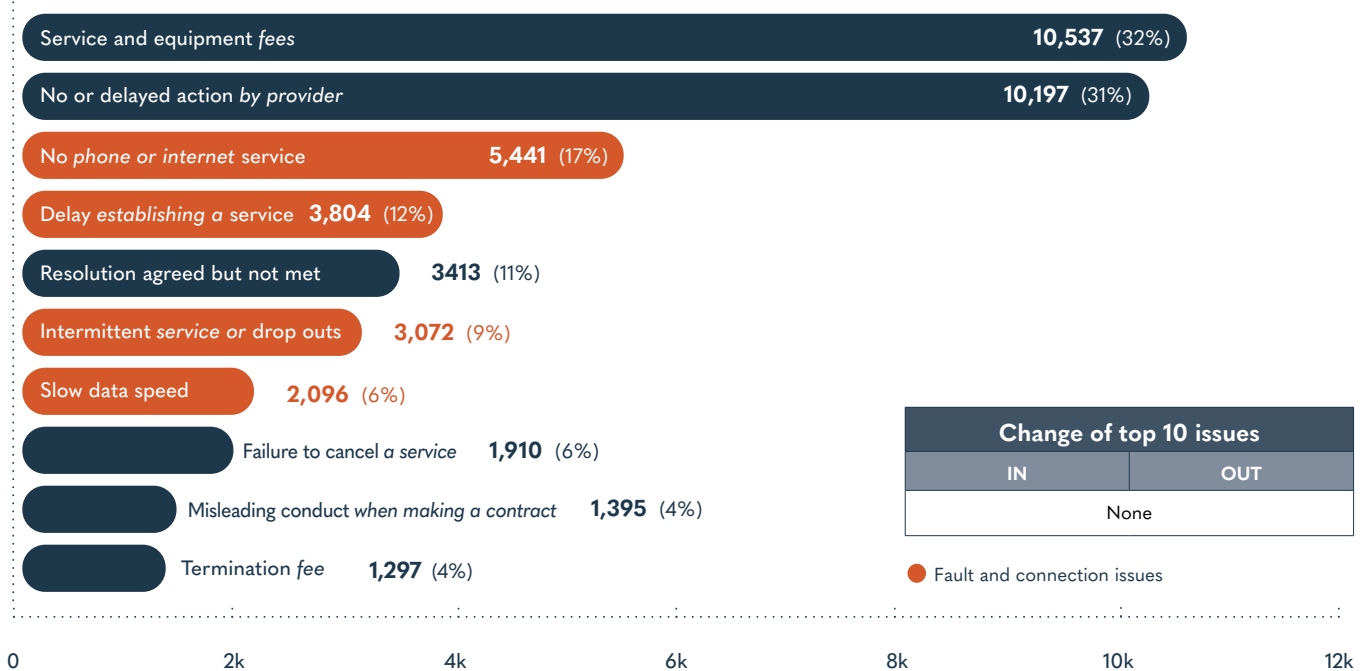


# Complaints by service type

## Complaints by service type

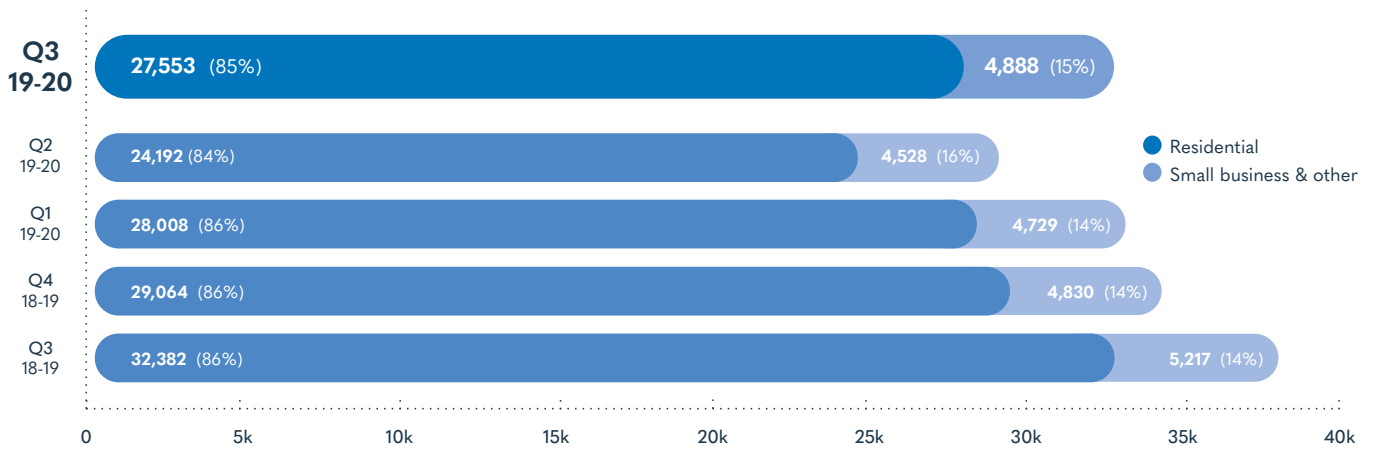


## Top 10 issues in complaints

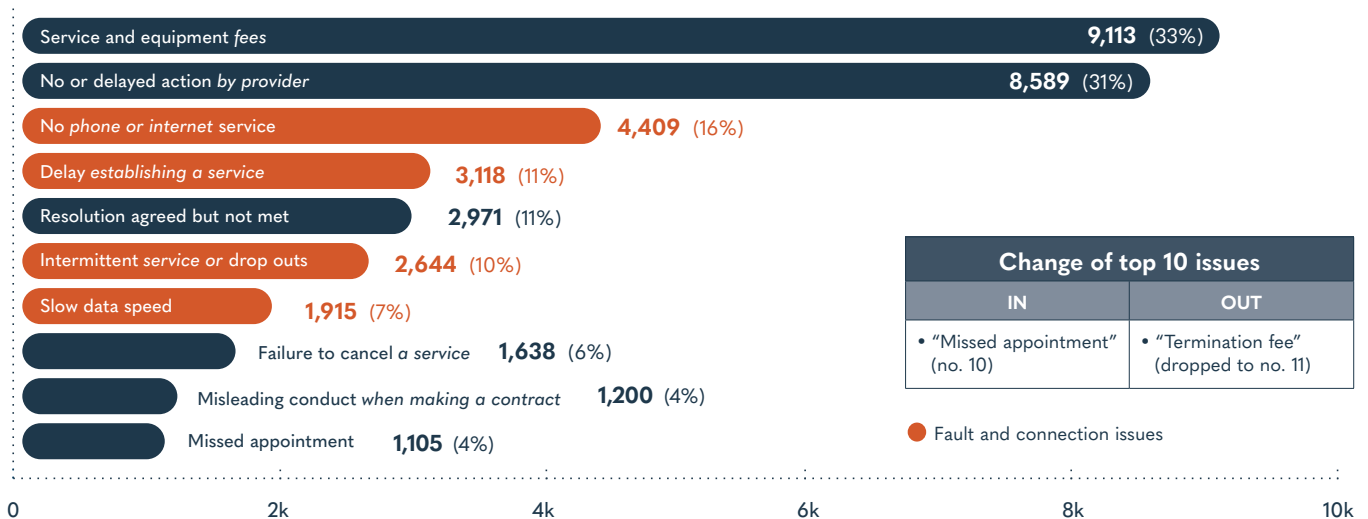


# Who complained

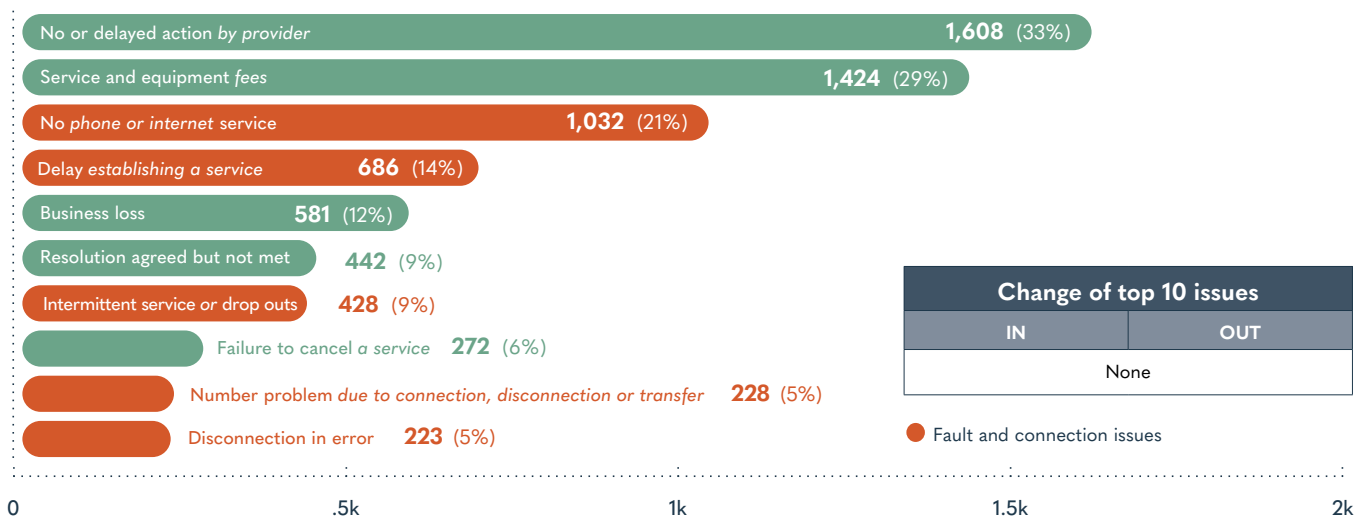
## Complaints by consumer type



## Top 10 issues for residential consumers



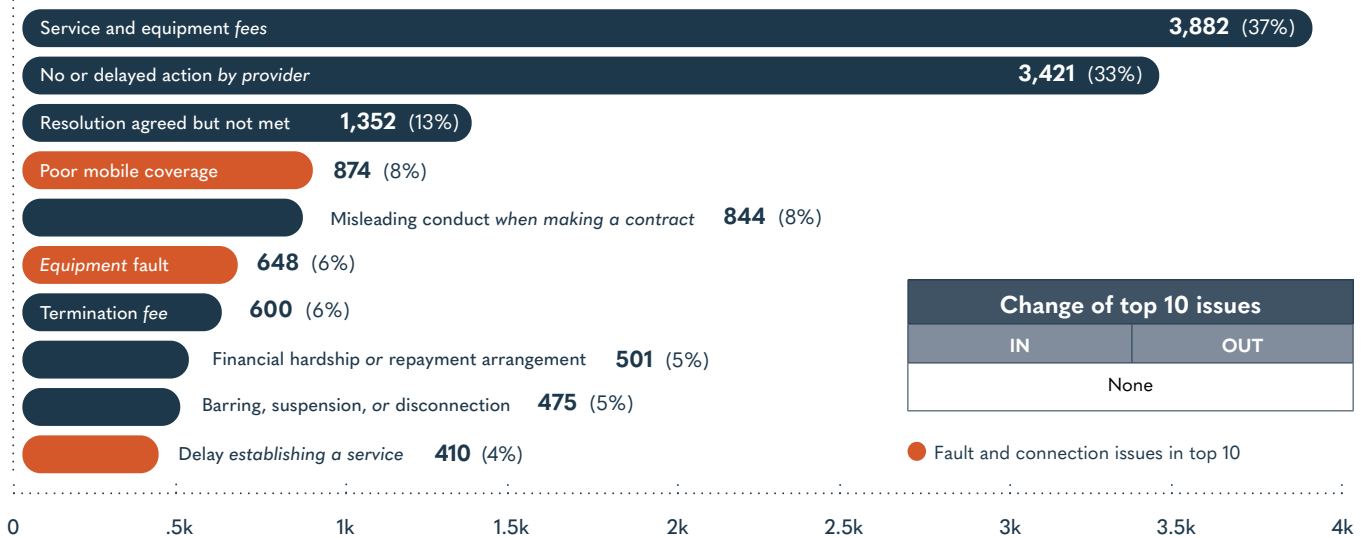
## Top 10 issues for small businesses



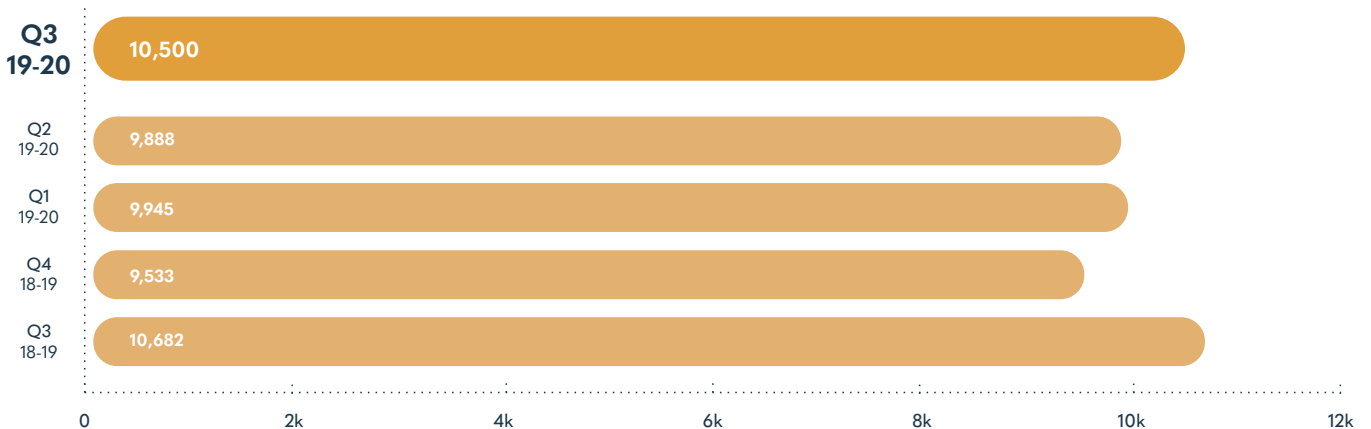


# Complaints about mobile services

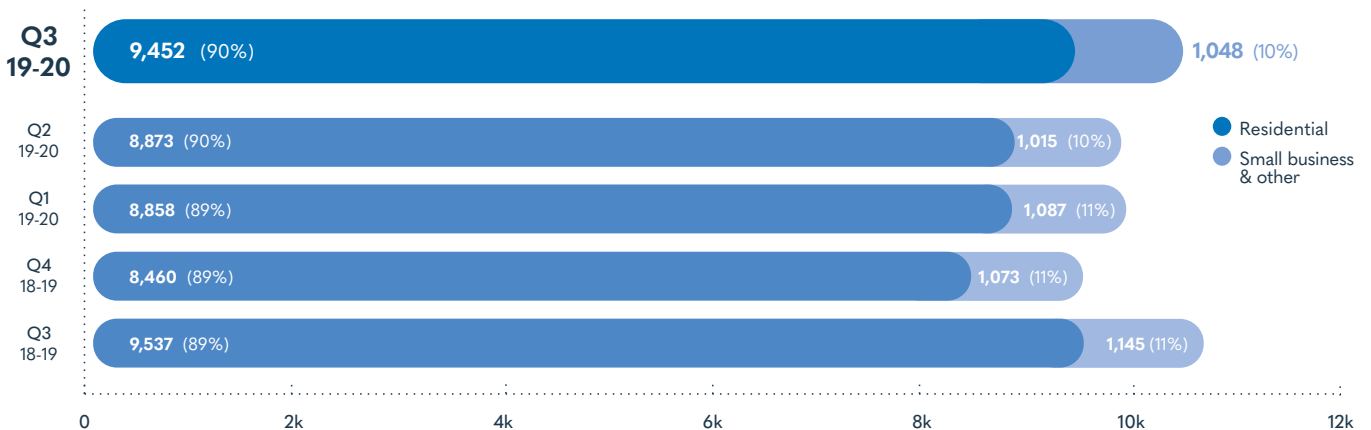
## Top 10 issues for mobile services



## Mobile complaints



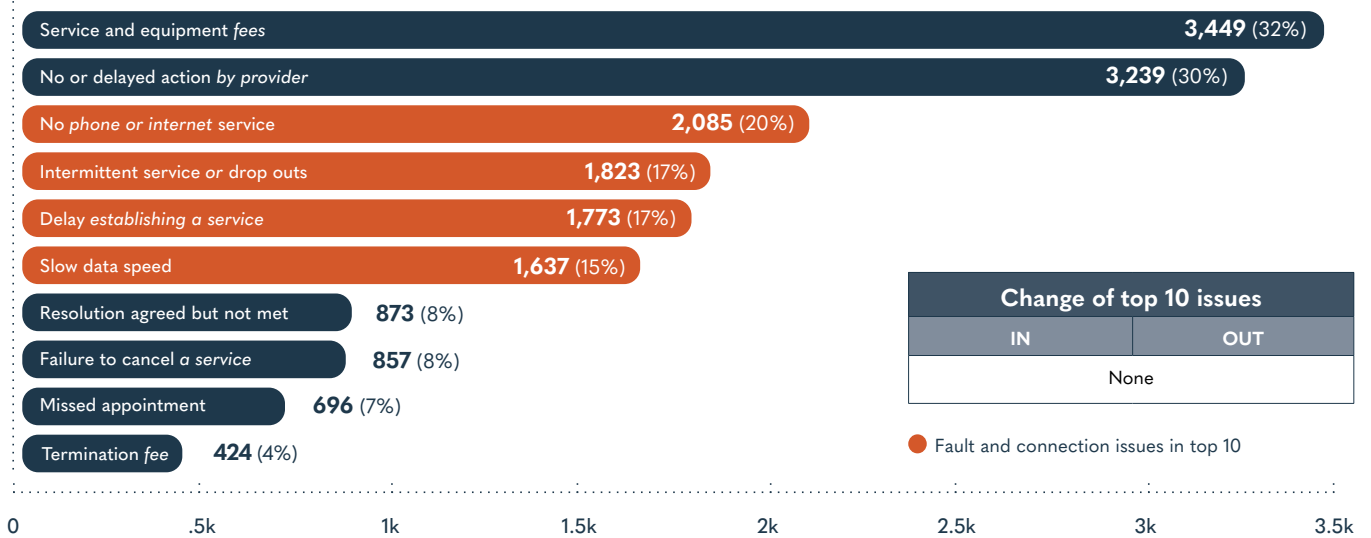
## Mobile complaints by consumer type



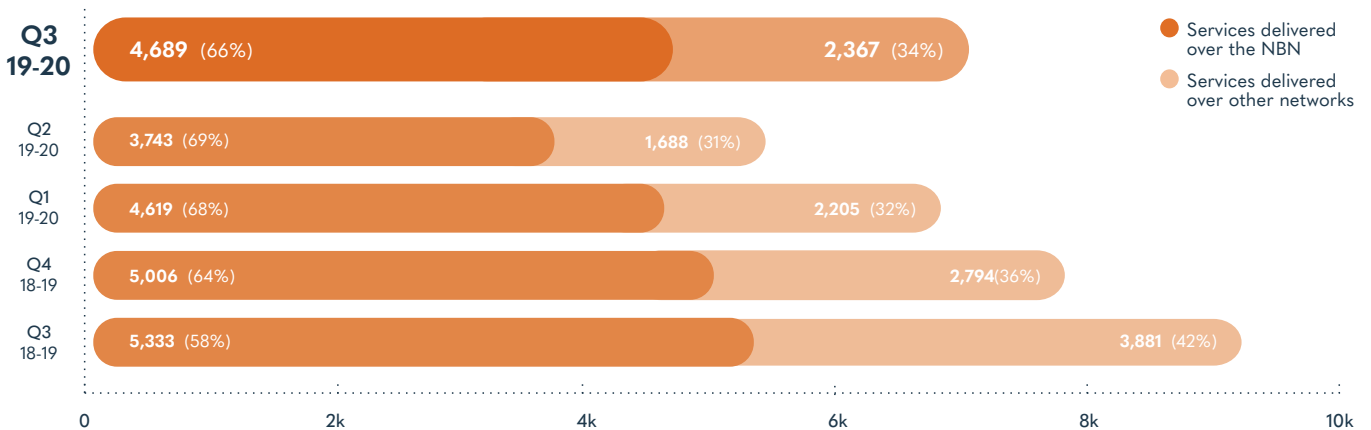


# Complaints about internet services

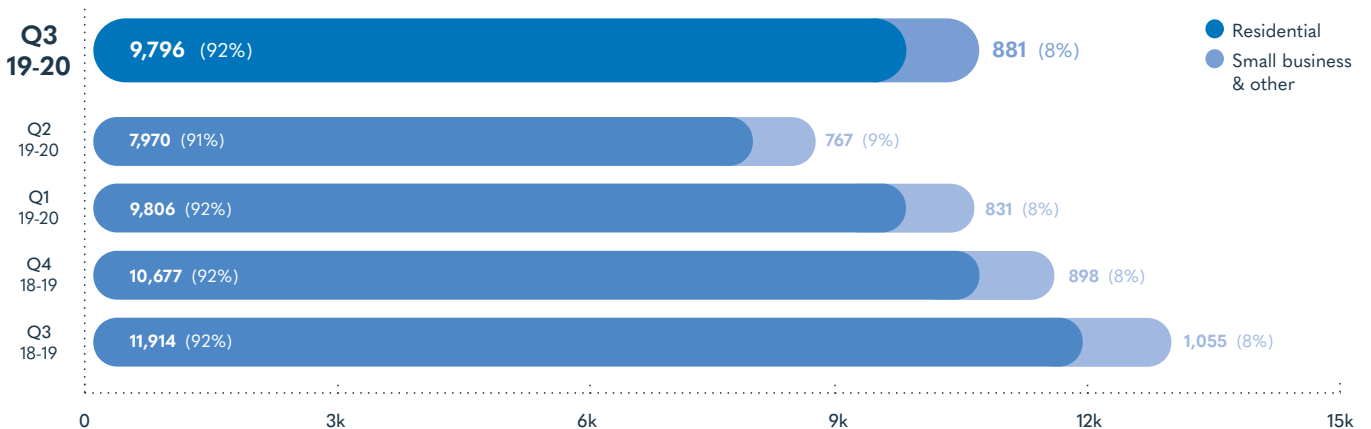
## Top 10 issues for internet services



## Fault and connection complaints

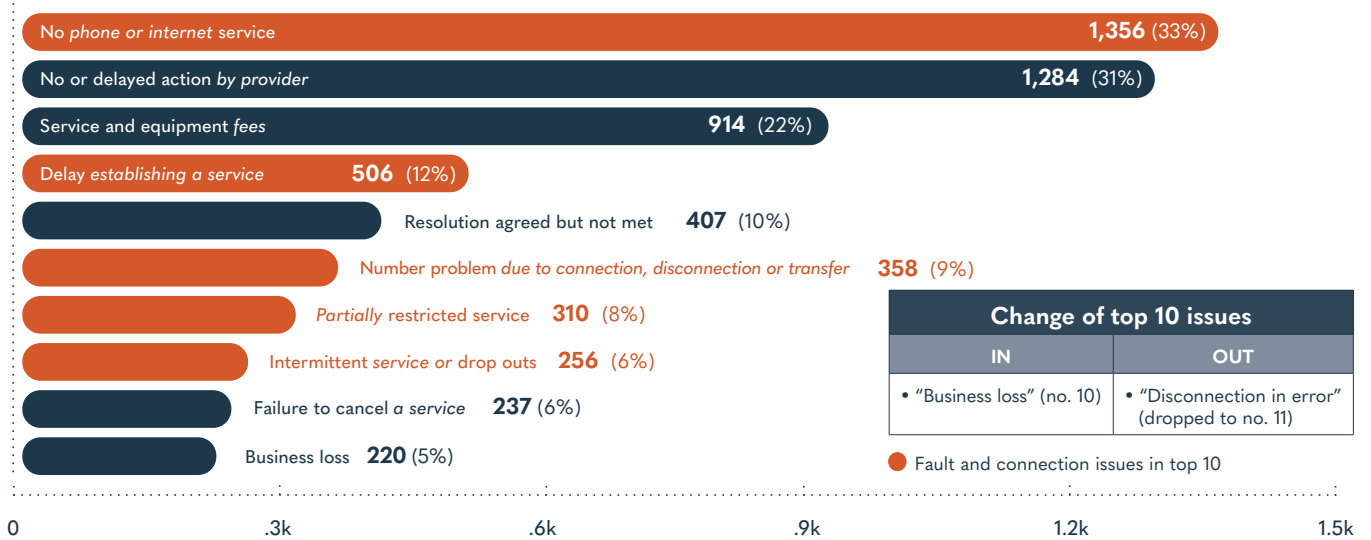


## Internet complaints by consumer type

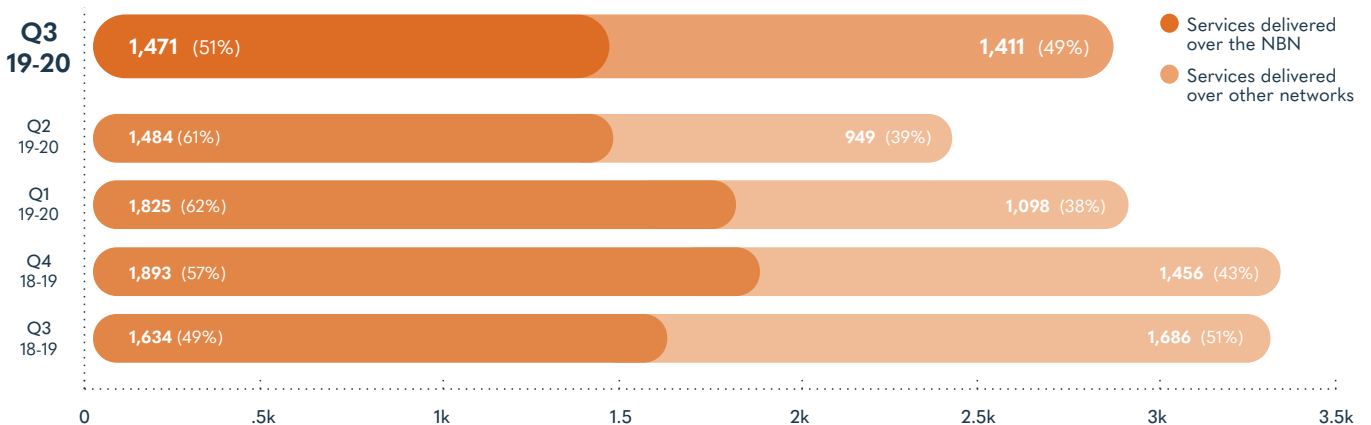


# Complaints about landline services

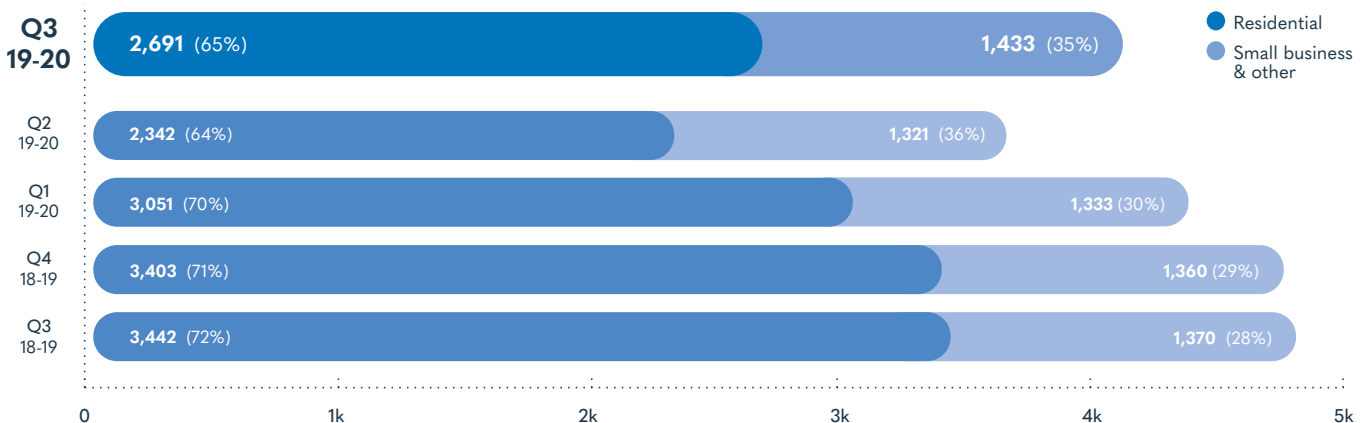
## Top 10 issues for landline services



## Fault and connection complaints



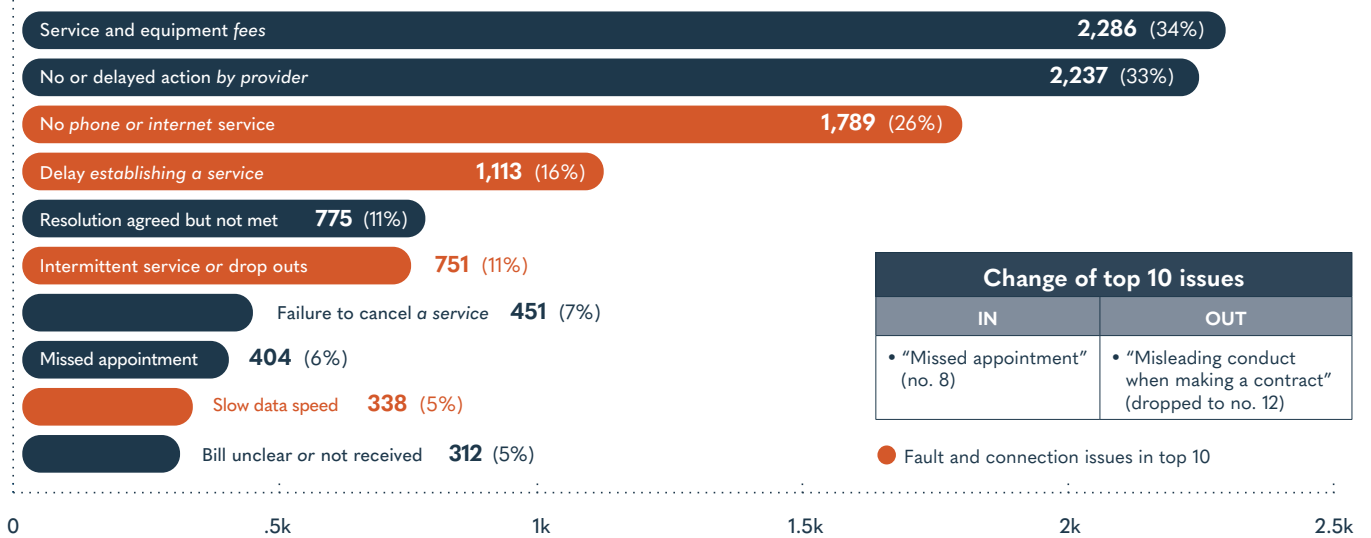
## Landline complaints by consumer type



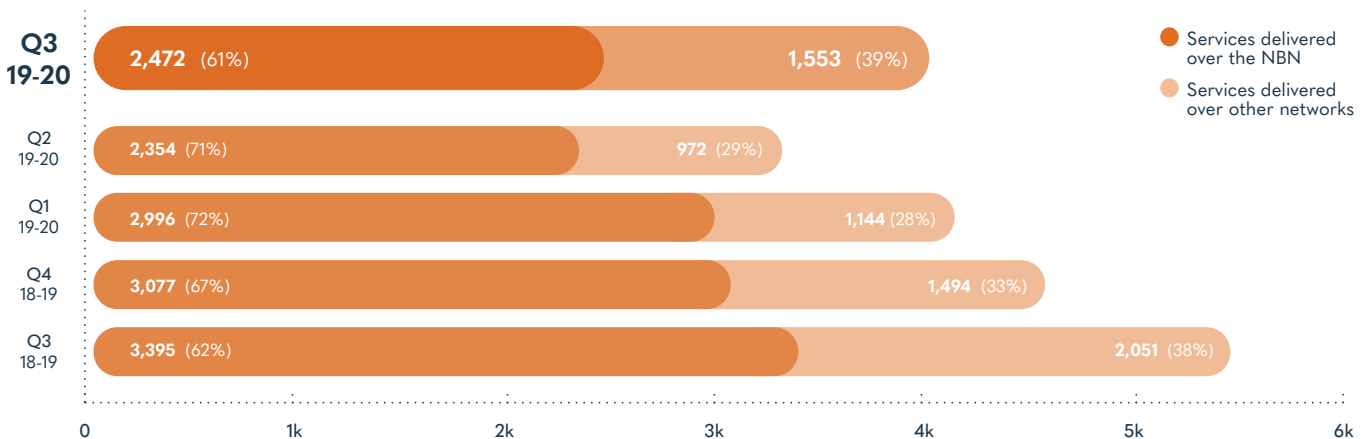


# Complaints about multiple services

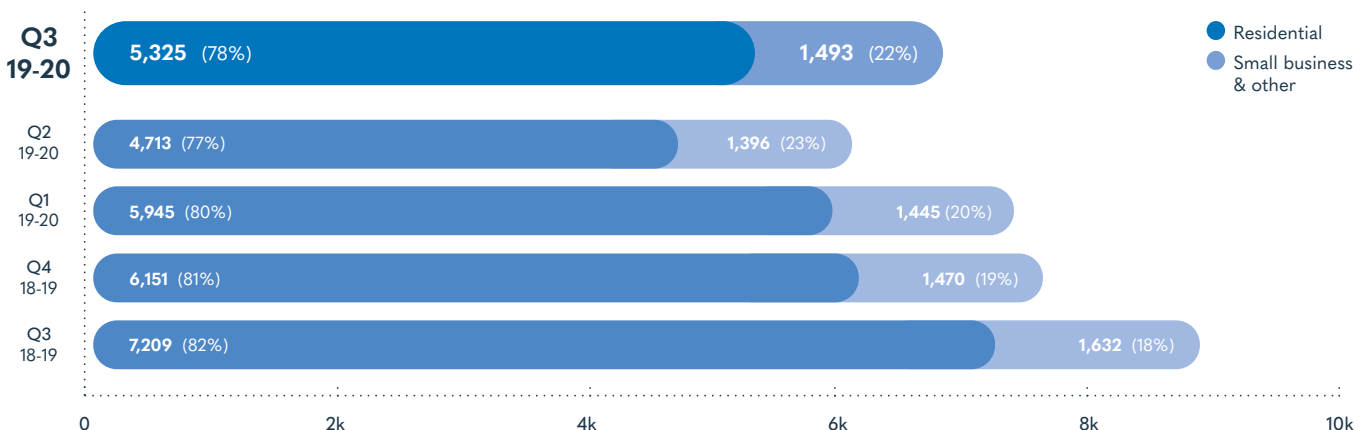
## Top 10 issues for multiple services



## Fault and connection complaints



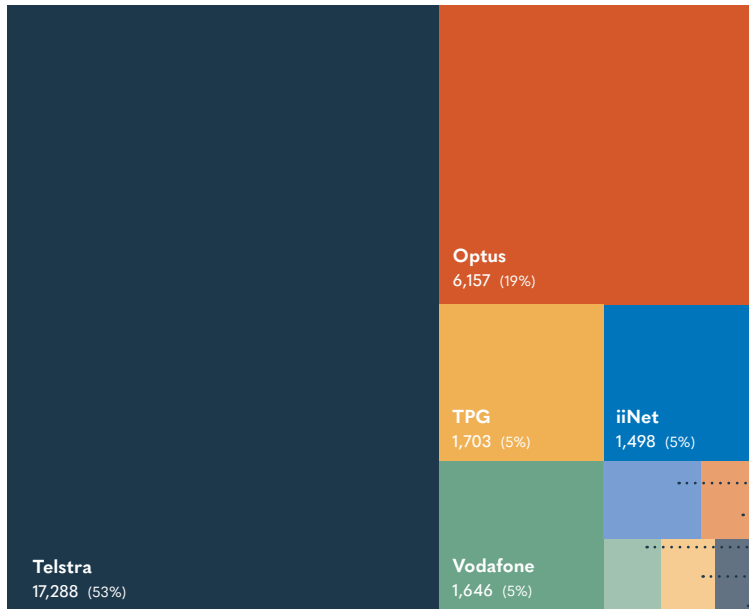
## Multiple services complaints by consumer type





# Top 10 providers by complaints

## Top 10 providers by complaint numbers



Change of top 10 providers	
IN	OUT
• Primus Telecommunications Pty Ltd (no. 9)	• Boost Tel Pty Ltd (dropped to no. 11)

- Dodo 522 (2%)
- Southern Phone Company 311 (1%)
- M2 Commander 275 (1%)
- Primus 262 (1%)
- Exetel 217 (1%)

## Top 10 providers by service type

Organisation/Group	Internet	Landline	Mobile	Multiple	Property
Telstra Corporation	5,042	2,671	5,196	4,277	102
Optus Group	1,518	484	3,052	1,074	29
TPG Internet Pty Ltd	1,145	120	75	346	17
Vodafone Australia Limited	198	2	1,364	81	1
iiNet Ltd	1,032	159	34	268	5
Dodo Services Pty Ltd	294	48	66	112	2
Southern Phone Company Ltd	77	96	60	78	-
M2 Commander Pty Ltd	39	135	7	94	-
Primus Telecommunications Pty Ltd	124	41	11	86	-
Exetel Pty Ltd	149	16	17	35	-



# Unresolved and escalated complaints

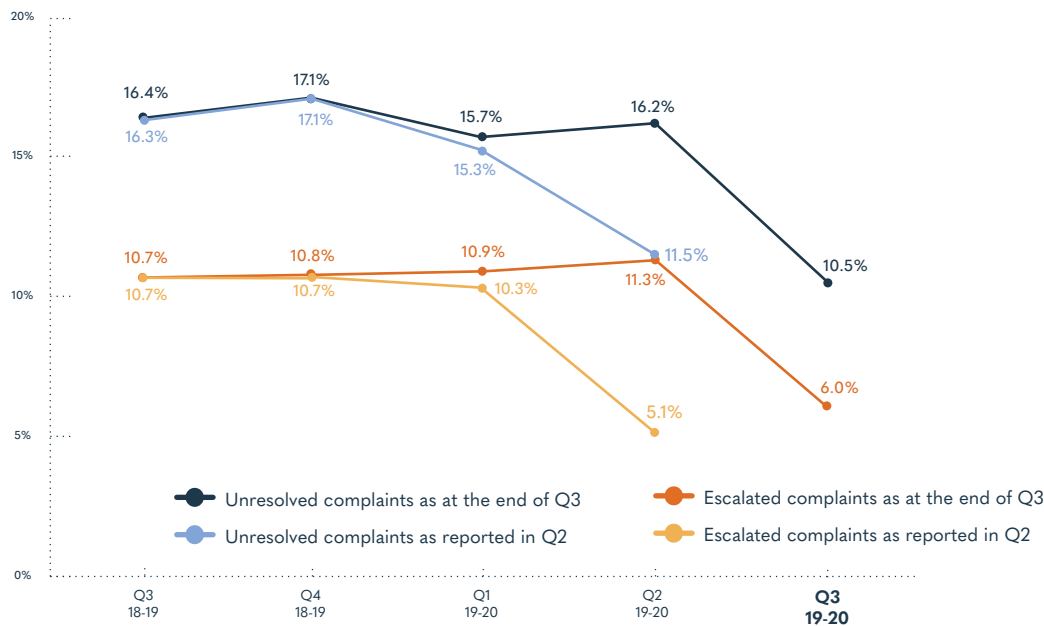
An unresolved complaint is a complaint or enquiry referral that the consumer tells us was not resolved after we referred it to the provider.

Most unresolved complaints proceed to dispute resolution and are called escalated complaints. Some unresolved complaints are not escalated – this can be because the issue is resolved before escalation, the issue that remains unresolved is not a matter we can assist with, or the consumer decides not to proceed with the complaint.

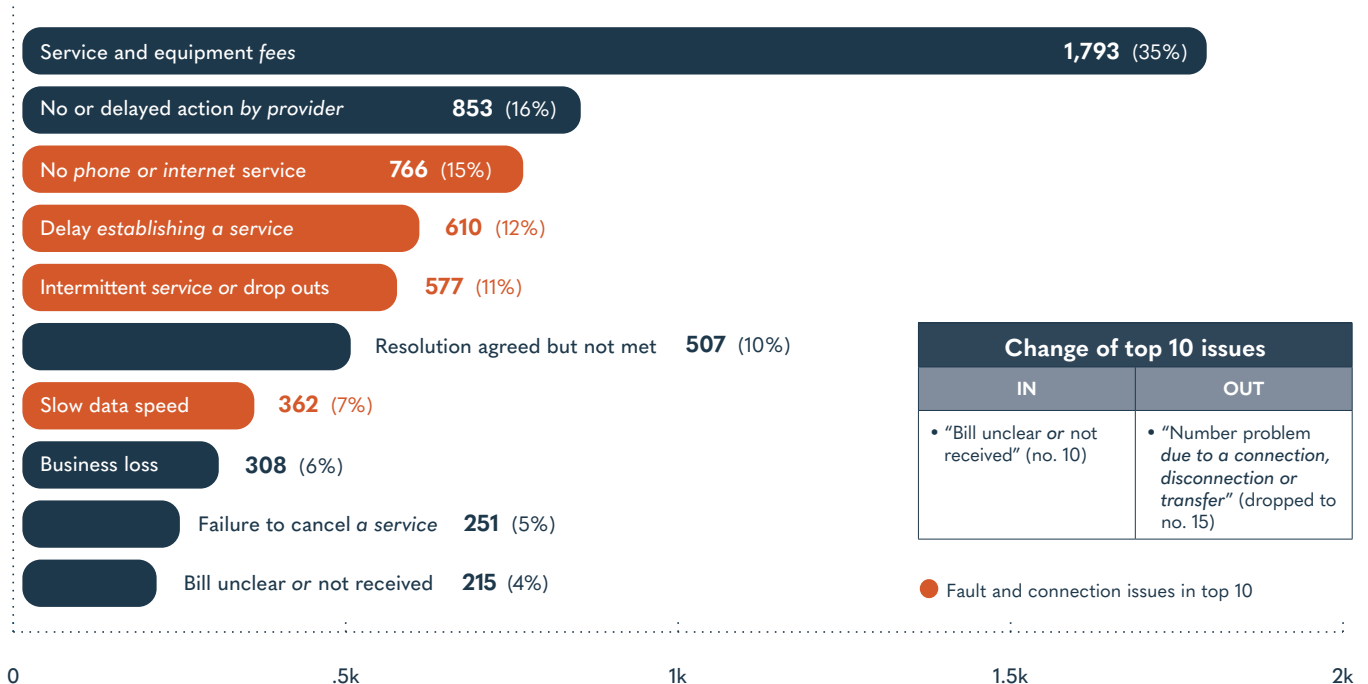
The graph below shows the proportion of complaints and enquiry referrals that were referred to providers and returned to us as unresolved complaints, and the proportion that were escalated.

The proportions of unresolved and escalated complaints increase over time, and so the proportions reported in our Q2 report have increased. This is because consumers who made their complaint in an earlier quarter may not return to us with an unresolved complaint until the next quarter. We expect the proportion of unresolved complaints from Q3 will similarly increase.

## Snapshot of unresolved and escalated complaint proportions



## Top 10 issues in unresolved complaints



Change of top 10 issues	
IN	OUT
<ul style="list-style-type: none"> <li>• "Bill unclear or not received" (no. 10)</li> </ul>	<ul style="list-style-type: none"> <li>• "Number problem due to a connection, disconnection or transfer" (dropped to no. 15)</li> </ul>

● Fault and connection issues in top 10

# How we do data

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This section explains the finer points of our data.

## Complaints

Where we talk about complaints, these:

- are expressions of dissatisfaction about a provider when 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.

## Contacts

Where we talk about contacts, these:

- include calls, emails and online forms that come through our public portals
- exclude calls and emails to individual staff members and abandoned calls
- exclude identified data anomalies within the financial year
- include all contact up until a complaint is classified as unresolved

## Data updates

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. If we find other data that requires adjustment, we will also make these adjustments within the financial year. This may also be reflected in the quarterly report.

**Dispute resolution** is where we work with providers and consumers to resolve escalated complaints.

**Early resolution** is where we take initial contacts from consumers and either log them as enquiries or send complaints to providers.

**Enquiries** include enquiries and **enquiry referrals**. Enquiries withdrawn during the reporting period are not included in the quarterly report numbers.

**Enquiry referrals** are complaints that have not been raised with the provider before a consumer contacts us. We send these complaints to providers but give providers a longer time to try to resolve these. We don't include enquiry referrals in the overall complaint numbers as providers have not had the chance to resolve the issue before we send them the complaint.

**Escalated complaints** are a subset of **unresolved complaints** that proceed to dispute resolution. Some unresolved complaints are not escalated – this can be because the issue is resolved before escalation, the issue that remains unresolved is not a matter we can assist with, or the consumer decides not to proceed with the complaint.

**Fault and connection complaints** are complaints that include 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 include issues from the connection, no service, and poor service quality issue sub-categories.

**Internet complaints** relate to services delivered over fixed-line or fixed wireless internet connections. These do not include internet services delivered by mobile devices nor do they include Voice over Internet Protocol (VoIP) services delivered over the internet.

### **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 14, 15 and 16.

From September 2019 we introduced new keywords to better capture the emerging issues in complaints. New keywords are marked with an asterisk in the table "Issues in complaints".

**Landline complaints** includes complaints about voice services delivered over the Public Switched Telephone Network (PSTN) and voice services delivered over the National Broadband Network (VoIP services delivered over fixed-line internet connections are also included).

**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 same provider.

**Online** includes all web forms and emails.

**Percentages** within the report have been rounded, so totals may not add to 100%.

**Property complaints** includes complaints about damage to a provider's or landowner's property, or a dispute about use of property by a 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. A consumer making a complaint does not necessarily mean a provider or network operator is at fault.

### **Unresolved complaints**

An unresolved complaint is a complaint or enquiry referral that the consumer tell us was not resolved after we referred it to the provider. Most unresolved complaints proceed to dispute resolution, and are called escalated complaints. Some unresolved complaints are not escalated – this can be because the issue is resolved before escalation, the issue that remains unresolved is not a matter we can assist with, or the consumer decides not to proceed with the complaint.

# 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
Payments	Technician
	Direct debit
	Missing payment
	Unsuitable payment options
Debt management	Payment extension
	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