

# Quarterly report

QUARTER 1

Financial year 2021-22

## Complaints July to September 2021

# 21,489

 total complaints referred to providers

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

**10,347**  
fault and connection complaints



**48.2%**  
of total complaints

### Top 5 issues

No or delayed action by provider  
9.5k

Service and equipment fees  
6.4k

No phone or internet service  
2.4k

Intermittent service or drop outs  
2.2k

Delay establishing a service  
2.2k

0 10k

### Enquiries

# 7,585

 enquiries

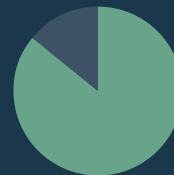
### Providers



**12.1%** of providers had a complaint in Q1

**91.3%** of total complaints came from the **top 10 providers**

### Who complained



**86%** residential consumers

**14%** small business consumers

### Dispute resolution



**3,835** complaints came back **unresolved from providers**

**3,516** unresolved complaints were **escalated for dispute resolution**

### Contacts

Online

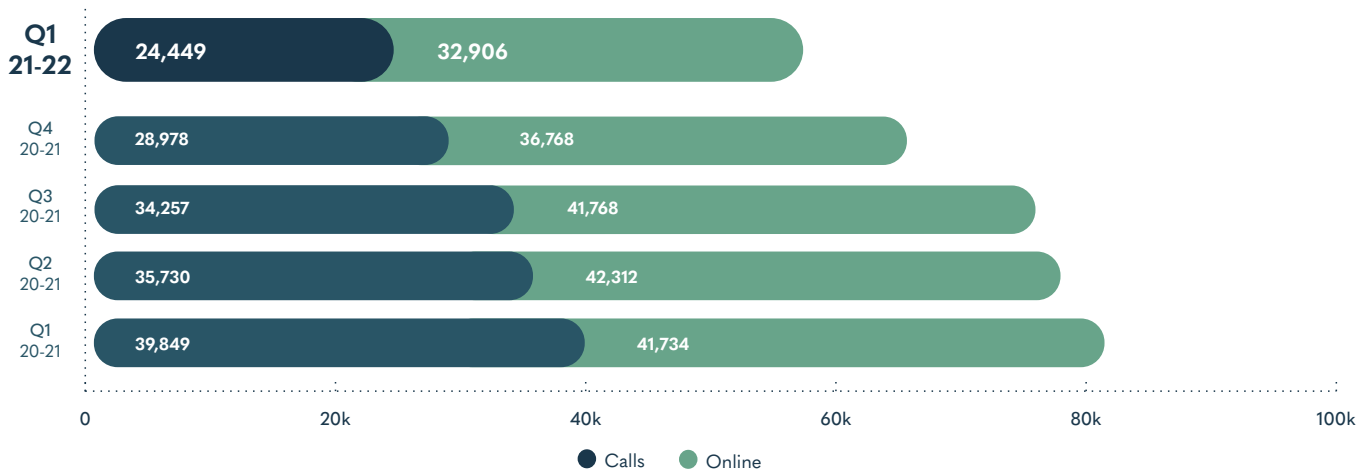


Calls

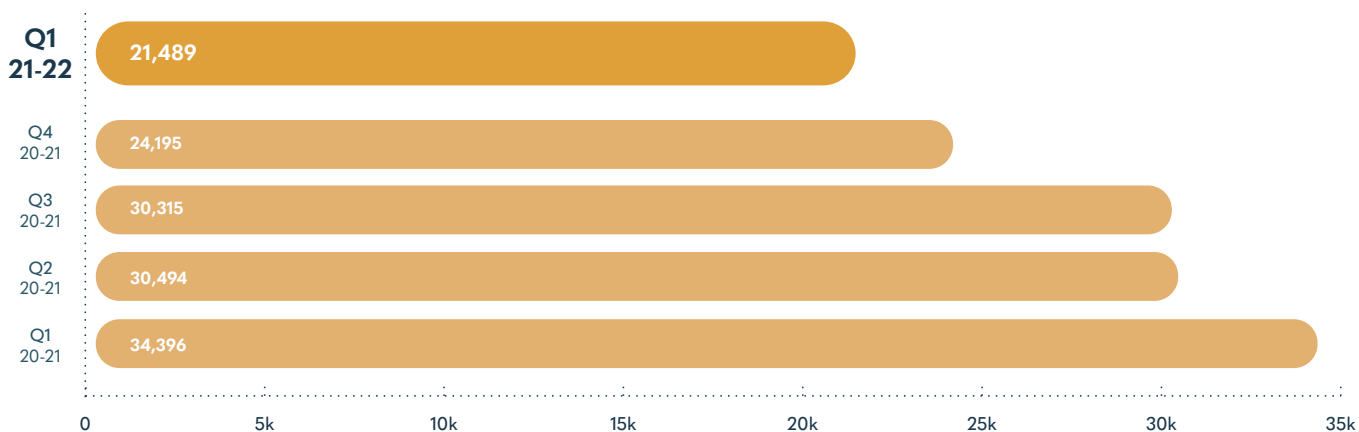


# Contacts and complaints

## Contacts



## Complaints

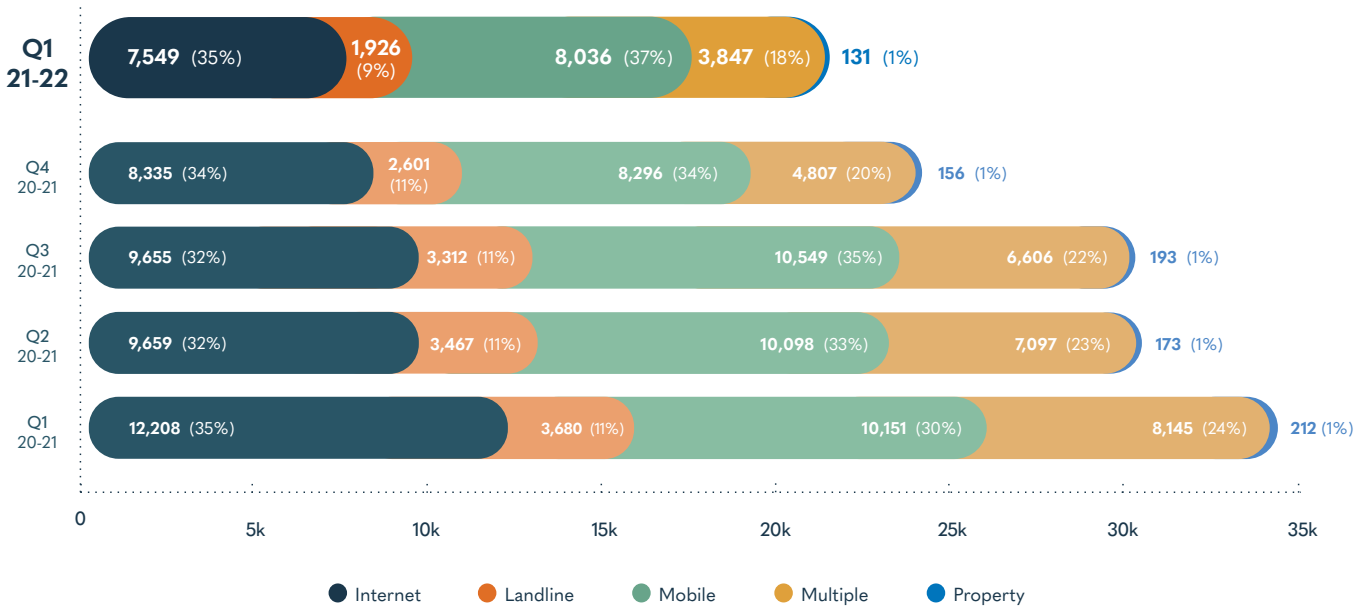


## Enquiries

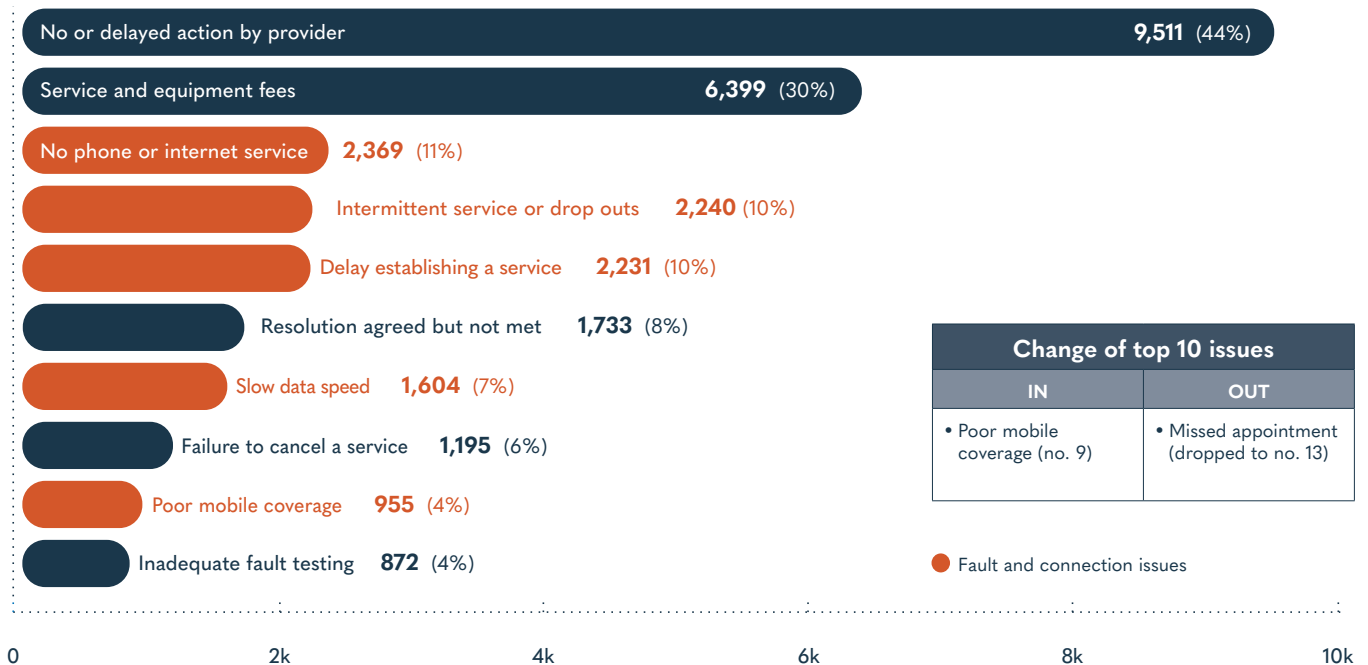


# Complaints by service type

## Complaints by service type

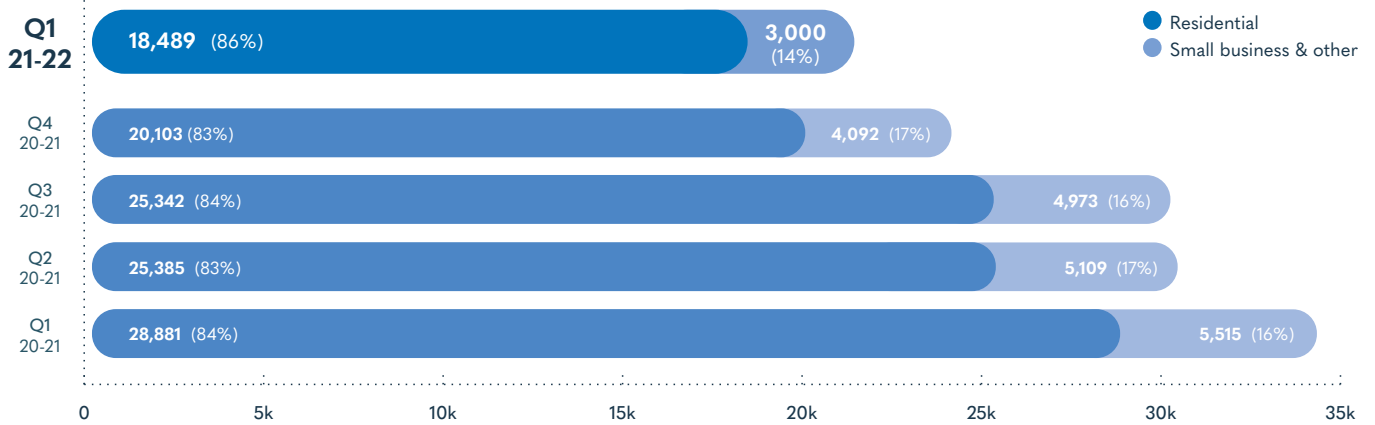


## Top 10 issues in complaints

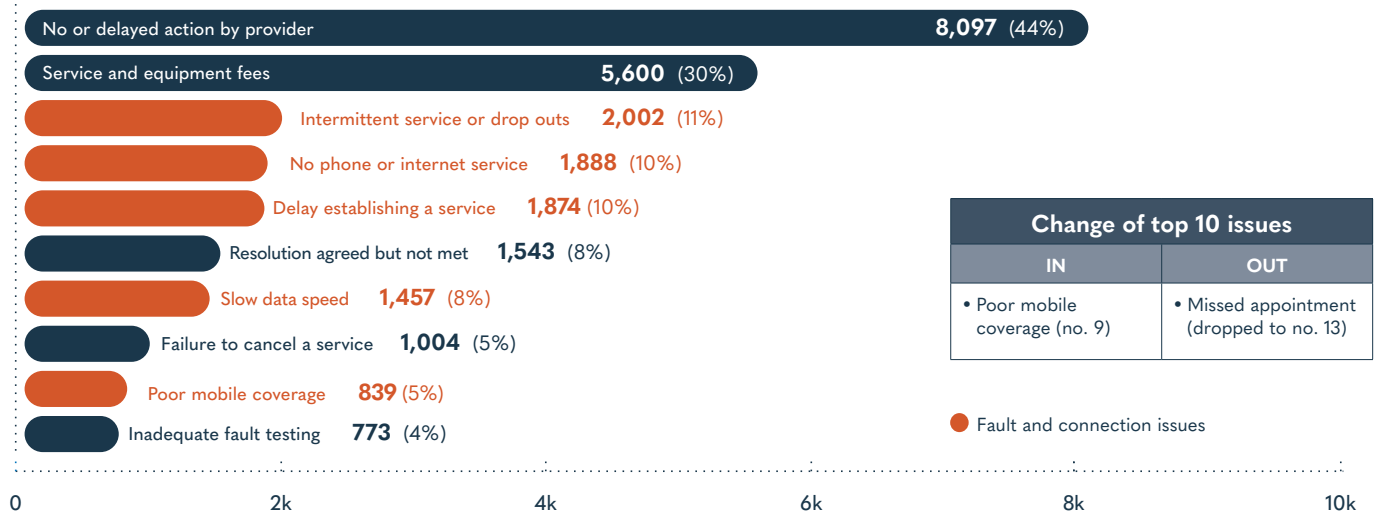


# Who complained

## Complaints by consumer type

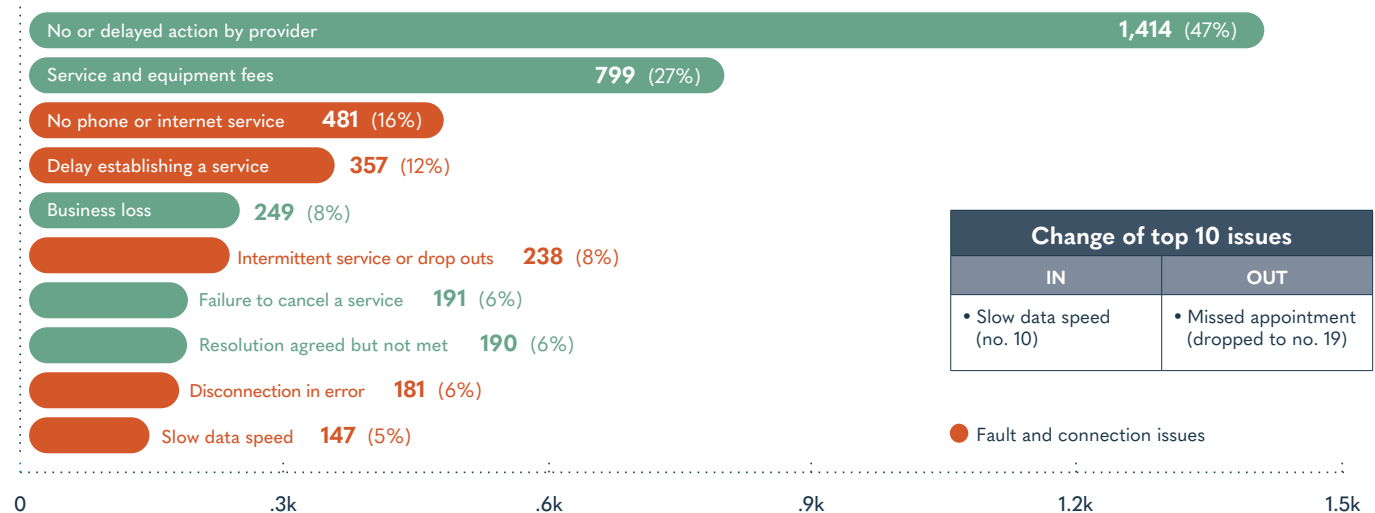


## Top 10 issues for residential consumers



Change of top 10 issues	
IN	OUT
• Poor mobile coverage (no. 9)	• Missed appointment (dropped to no. 13)

## Top 10 issues for small businesses

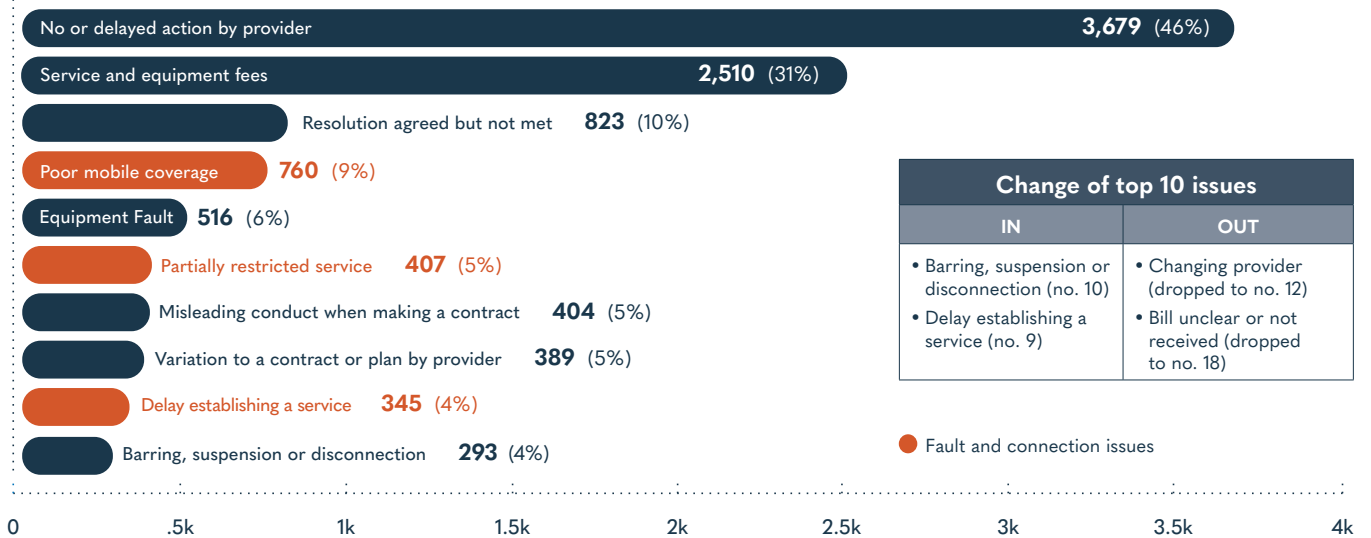


Change of top 10 issues	
IN	OUT
• Slow data speed (no. 10)	• Missed appointment (dropped to no. 19)



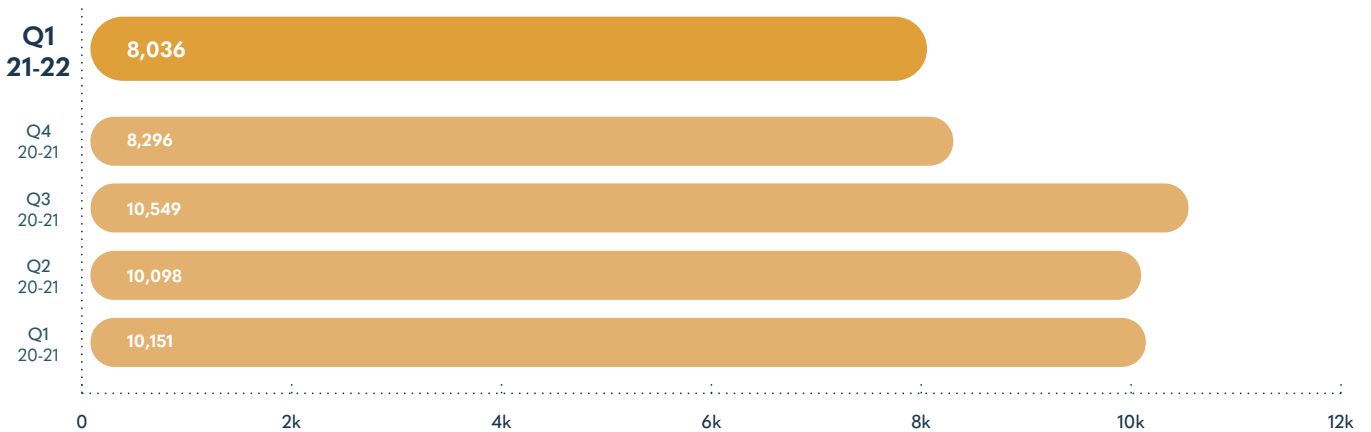
# Complaints about mobile services

## Top 10 issues for mobile services

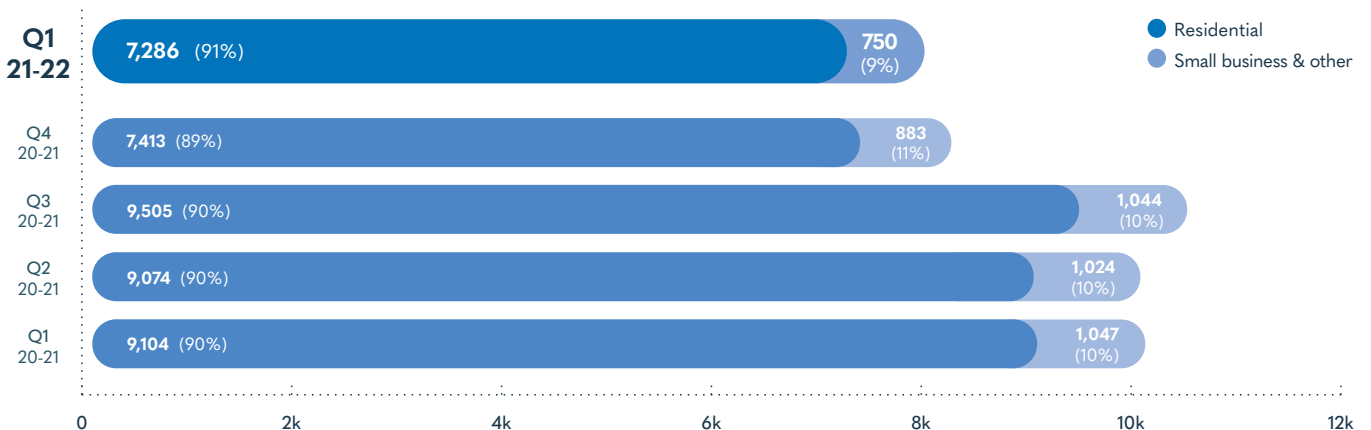


Change of top 10 issues	
IN	OUT
• Barring, suspension or disconnection (no. 10)	• Changing provider (dropped to no. 12)
• Delay establishing a service (no. 9)	• Bill unclear or not received (dropped to no. 18)

## Mobile complaints



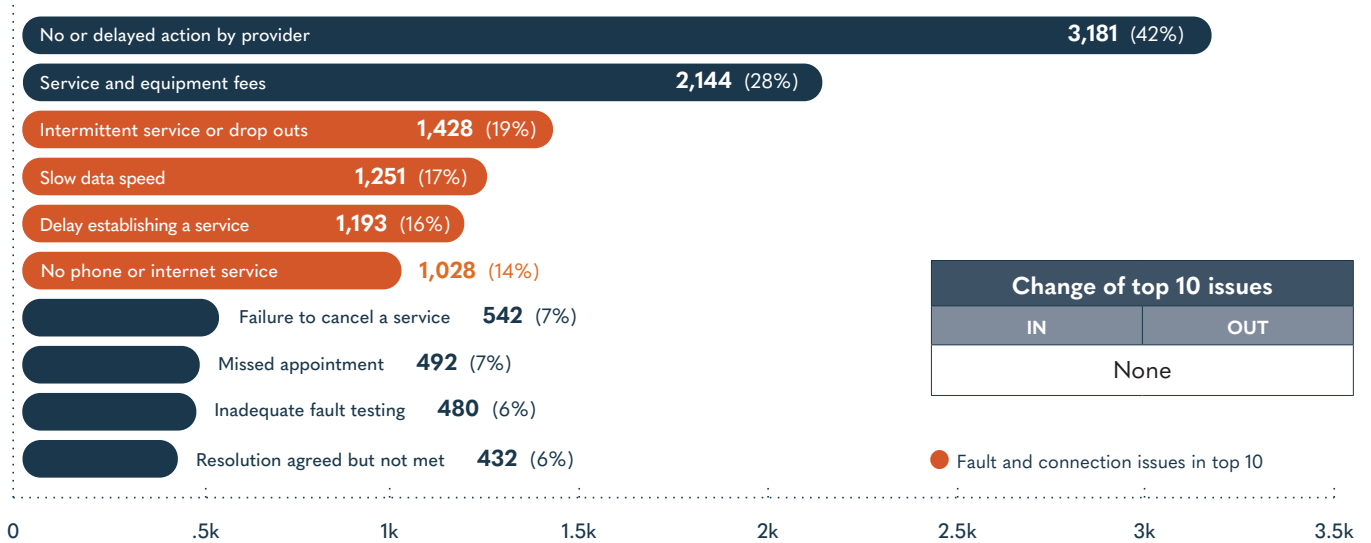
## Mobile complaints by consumer type



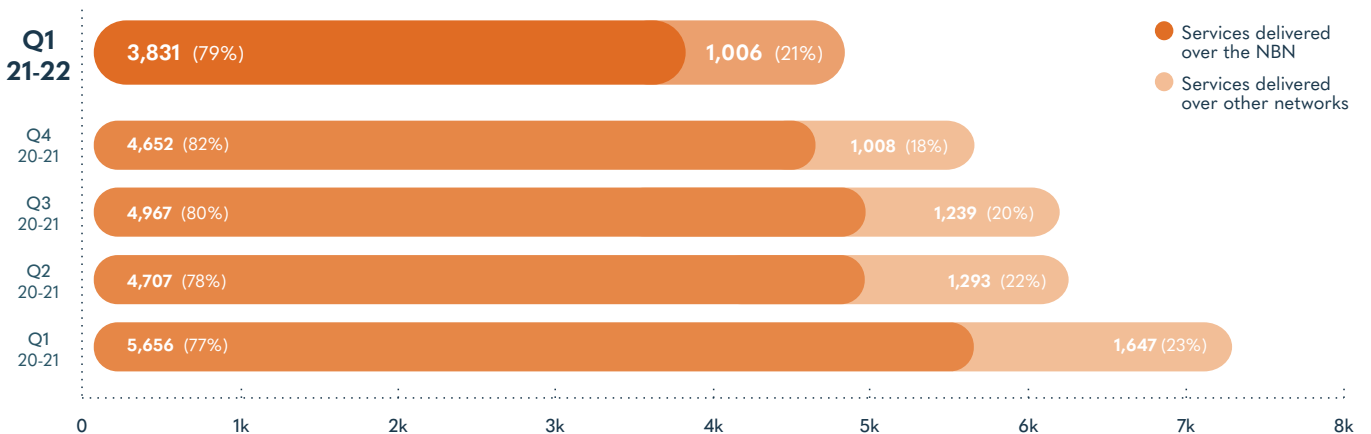


# Complaints about internet services

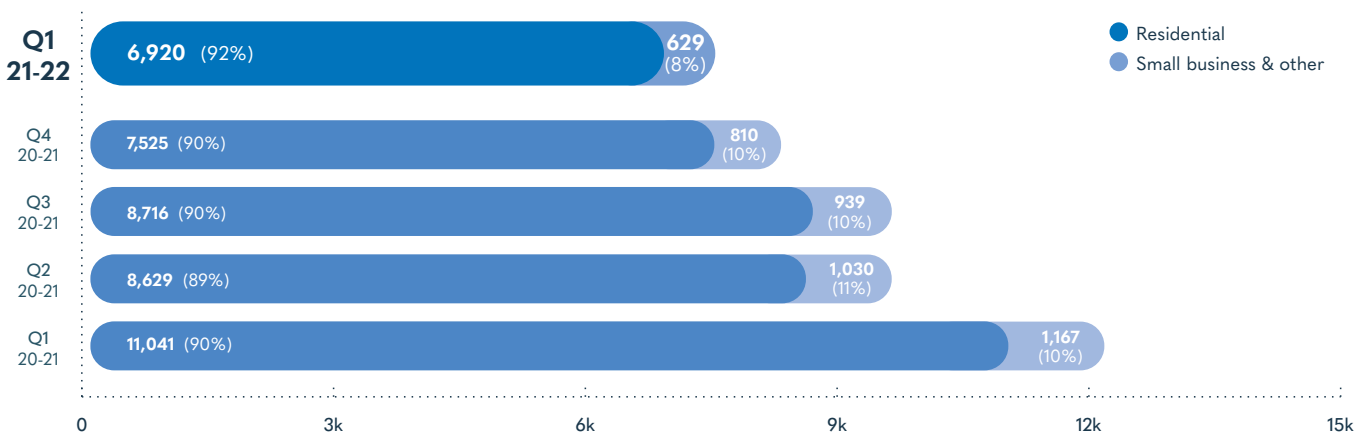
## Top 10 issues for internet services



## Fault and connection complaints

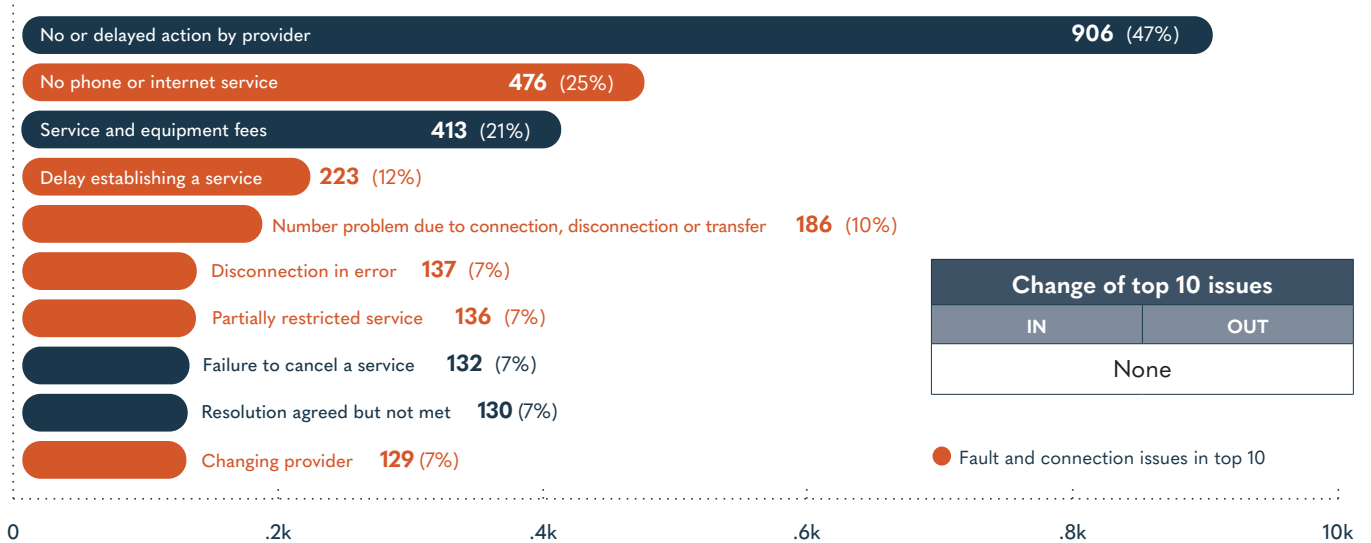


## Internet complaints by consumer type

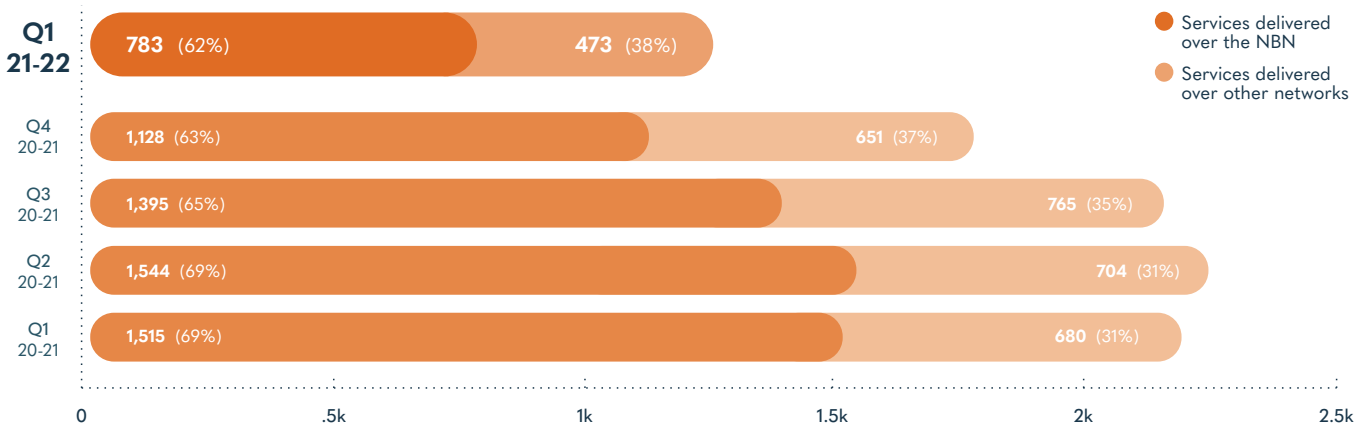


# Complaints about landline services

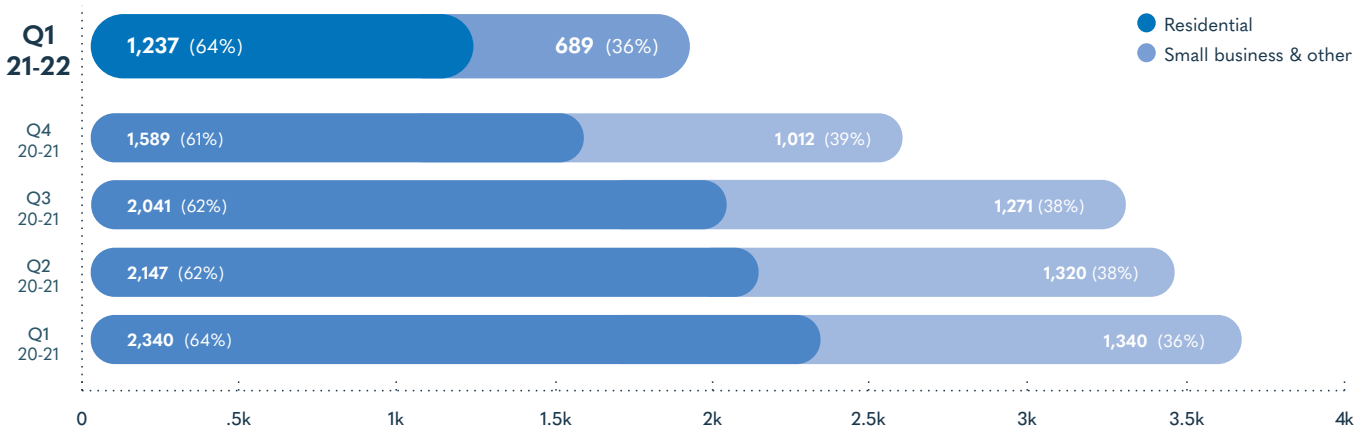
## Top 10 issues for landline services



## Fault and connection complaints



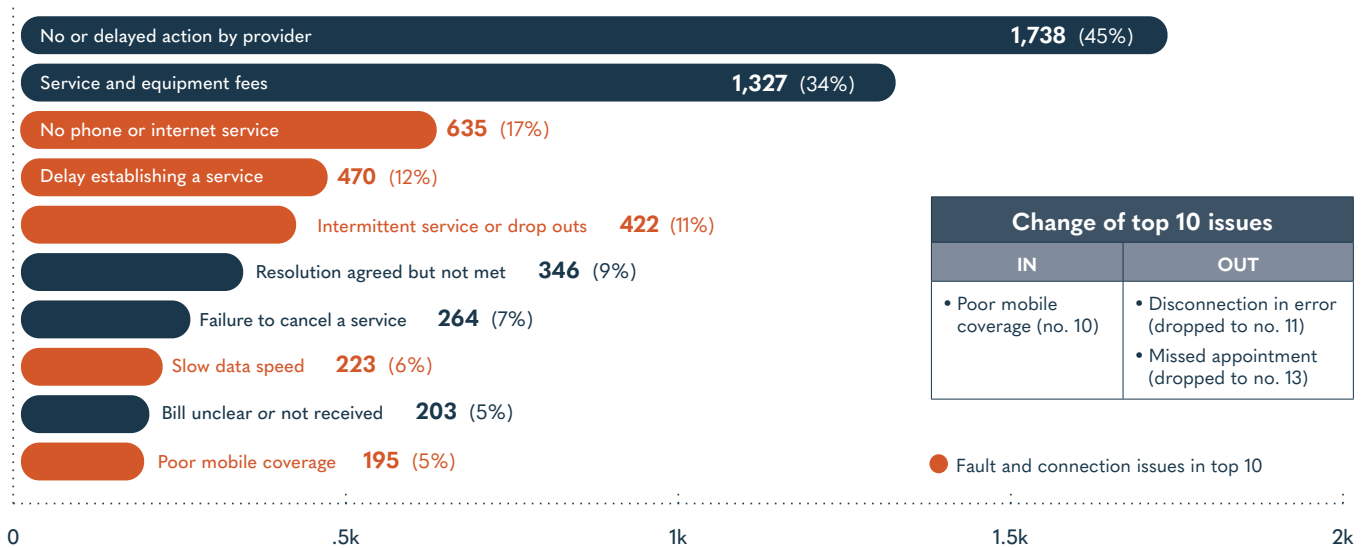
## Landline complaints by consumer type



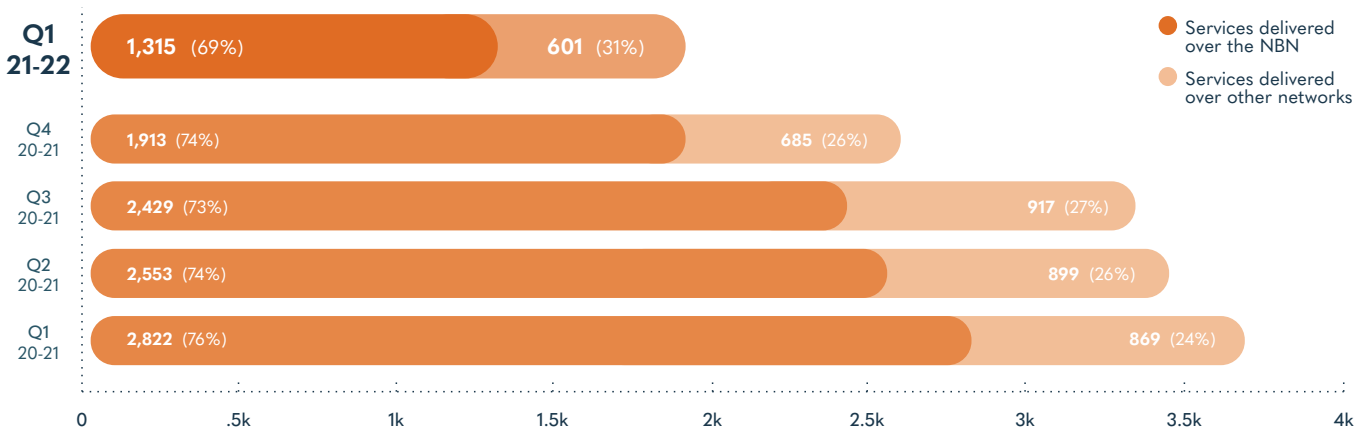


# Complaints about multiple services

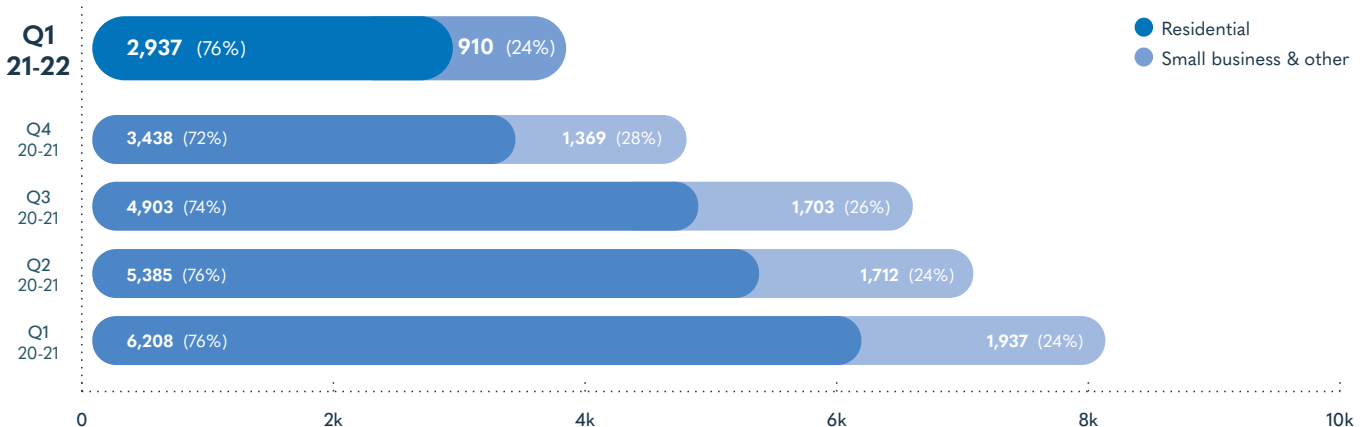
## Top 10 issues for multiple services



## Fault and connection complaints



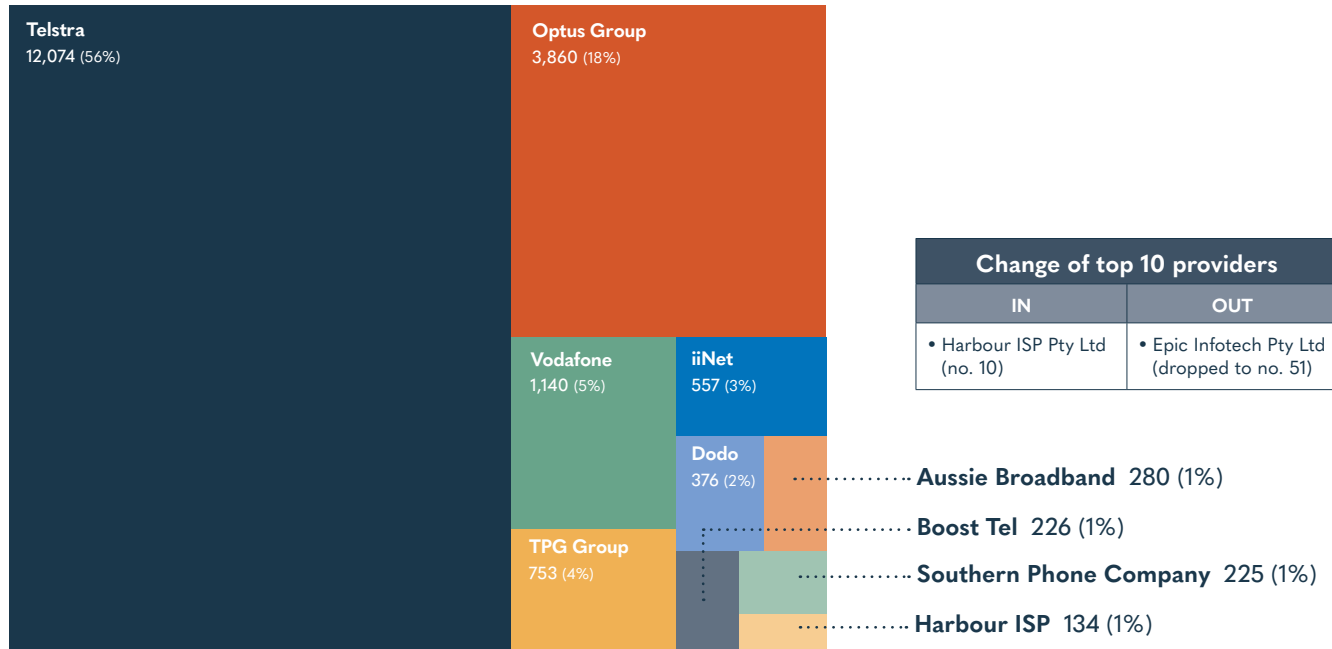
## Multiple services complaints by consumer type





# Top 10 providers by complaints

## Top 10 providers by complaint numbers



## Top 10 providers by service type

Organisation/Group	Internet	Landline	Mobile	Multiple	Property
Telstra Corporation	3,759	1,349	4,291	2,616	59
Optus Group	960	181	2,095	609	15
Vodafone Australia Limited	194	4	838	104	-
TPG Group	559	54	48	90	2
iiNet Ltd	392	56	35	72	2
Dodo Services Pty Ltd	265	12	52	47	-
Aussie Broadband Ltd	214	18	13	35	-
Boost Tel Pty Ltd	-	-	226	-	-
Southern Phone Company Ltd	101	36	49	39	-
Harbour ISP Pty Ltd	127	4	-	3	-



# 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.

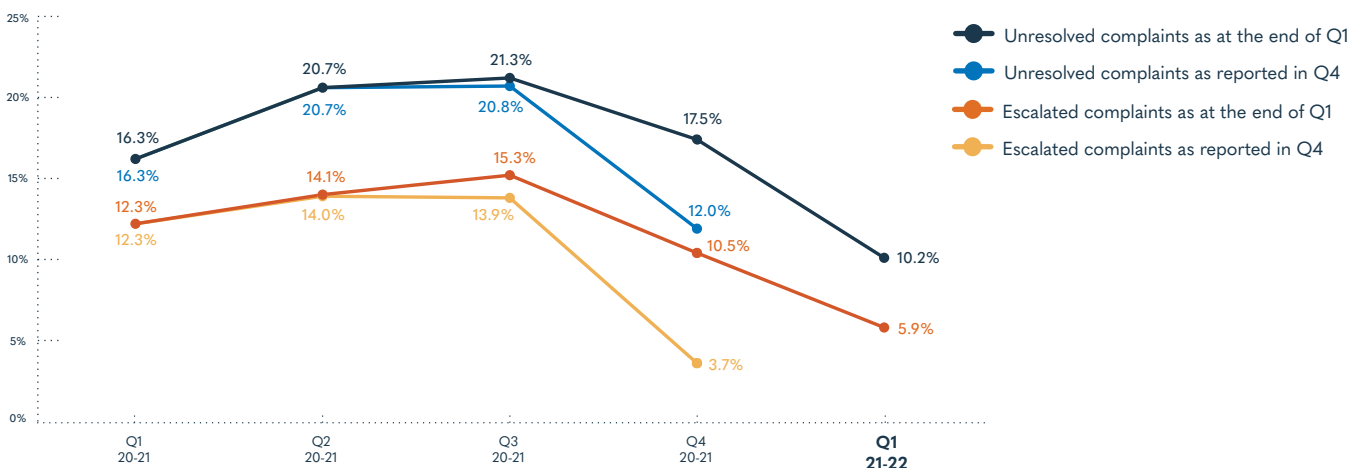
Most unresolved complaints proceed to dispute resolution and are called escalated complaints. Some unresolved complaints are not escalated – this can be because the issue is resolved before escalation, the issue that remains unresolved is not a matter we can assist with, or the consumer decides not to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

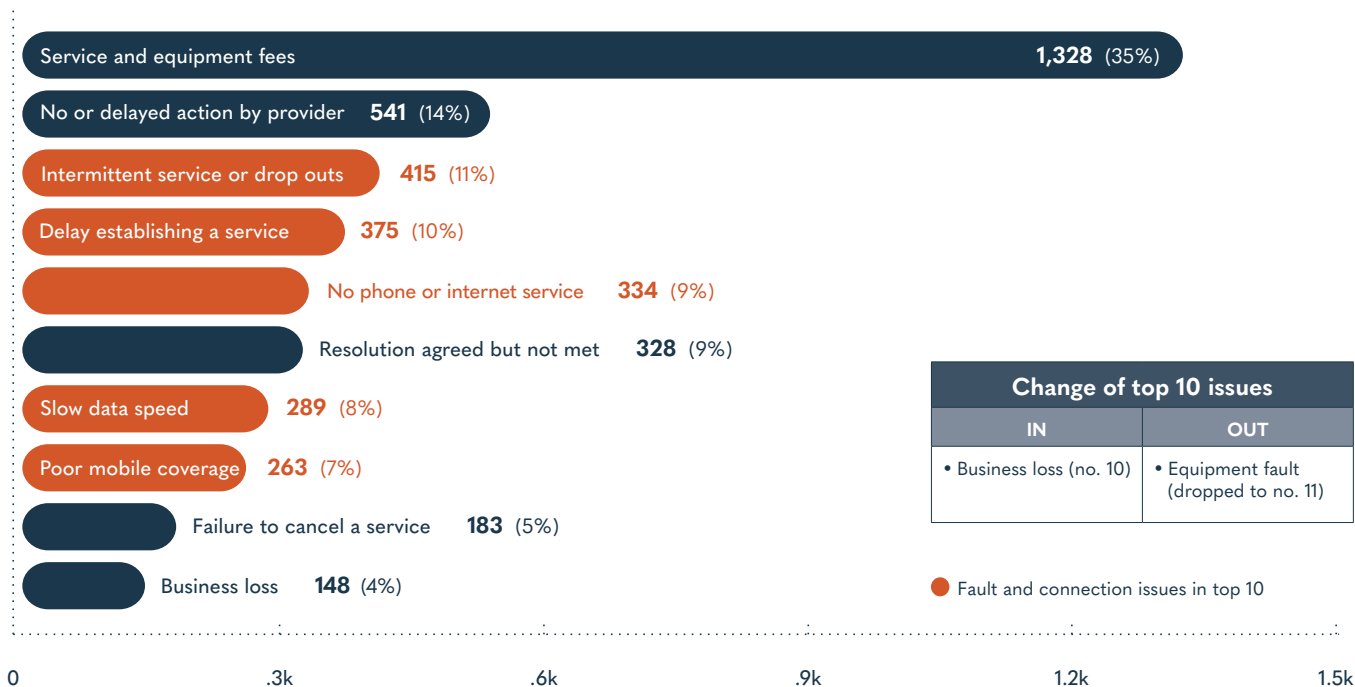
The proportions of unresolved and escalated complaints increase over time, and so the proportions reported in our previous report have increased. This is because consumers who made their complaint in an earlier quarter may not return to us with an unresolved complaint until the next quarter. We expect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

In response to higher than usual unresolved rates, during Q3 FY 20-21 we made a temporary change to the complaint handling process. This has driven a higher escalation rate than would normally be the case in Q3 FY 20-21.

## Snapshot of unresolved and escalated complaint proportions



## Top 10 issues in unresolved complaints



# 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 reporting quarter and before the end of the quarter's financial year, it will be removed from that quarter's report.

If a complaint is reclassified before the end of the reporting quarter and before the end of the quarter's financial year, we reflect this in the quarterly report.

If we find other data that requires adjustment, we will also make these adjustments within the financial year.

**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 log them as enquiries or send complaints to providers.

**Enquiries** includes enquiries and enquiry referrals.

**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.

**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.

Complaints that are reclassified before the end of the financial year will be removed from the total count of escalated complaints. Complaints can be reclassified if they are escalated in error (for instance, the issue was already resolved).

**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 complaints do not include internet services delivered by mobile devices or 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** are recorded based on six broad categories that follow the lifecycle of a consumer's relationship with their phone or internet provider. From September 2019 we introduced new keywords to better capture the emerging issues in complaints. For a complete list of issues in complaints see pages 13, 14, and 15.

**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).

**Member groupings** Optus group includes "Optus Internet Pty Ltd", "Opus Mobile Migrations Pty Ltd", "Optus Mobile Pty Ltd" and "Optus Networks Pty Ltd". TPG group includes "TPG internet Pty Ltd" and "TPG Network Pty Ltd".

**Member status** If members are currently undergoing cessation to terminate their membership, they are not included in the count of active members.

**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 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.

# Issues in complaints

Descriptions in the body of the document contain additional words to provide clearer descriptions of the keyword in isolation of the other categories (for example, Number Problem due to connection, disconnection or transfer).

## Establishing a service

Category	Keyword
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
	Failure to cancel*
Connection	Delay
	Number problem
	Changing provider*
	Unauthorised transfer

\*New keyword introduced from September 2019.

## Service delivery

Category	Keyword
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
Equipment	Unsuitable
	Fault
Special services	Priority assistance
	Disability equipment
	Enhanced/add-on feature
	Directory listing - business

## Payment for a service

Category	Keyword
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

\*New keyword introduced from September 2019.

## Customer service

Category	Keyword
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

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

\*New keyword introduced from September 2019.

# We help resolve complaints about phone or internet services.

We are a free and independent service.

That means you don't pay and we don't take sides.

## Contact us

You can complain through our website at [www.tio.com.au](http://www.tio.com.au) or by calling **1800 062 058**.

You can post a letter to PO Box 276, Collins Street West, VIC 8007 or fax it to 1800 630 614.

If you need to use a language other than English, call the Translating and Interpreting Service on **134 450** and they will help you speak with us. They are a free service.



**Telecommunications  
Industry  
Ombudsman**

