

Quarterly report

QUARTER 3

Financial year 2022-23

Complaints January to March 2023

17,777

total complaints
referred to providers



Mobile services were the most
complained about service type

7,117

fault and connection
complaints



40%

of total complaints

Enquiries

6,755

 enquiries

Top 5 issues

No or delayed action by provider

9.7k

Service and equipment fees

5.9k

Intermittent service or drop outs

1.7k

Resolution agreed but not met

1.7k

No phone or internet service

1.7k

0 10k

Providers



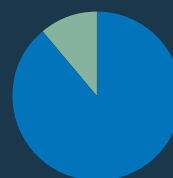
9.5%

of **providers** had a
complaint in Q3

89.7%

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

Who complained



89% residential
consumers

11% small business
consumers

Dispute resolution



3,319

complaints came back
unresolved from providers

1,939

unresolved complaints were
escalated for dispute resolution

Contacts

Online

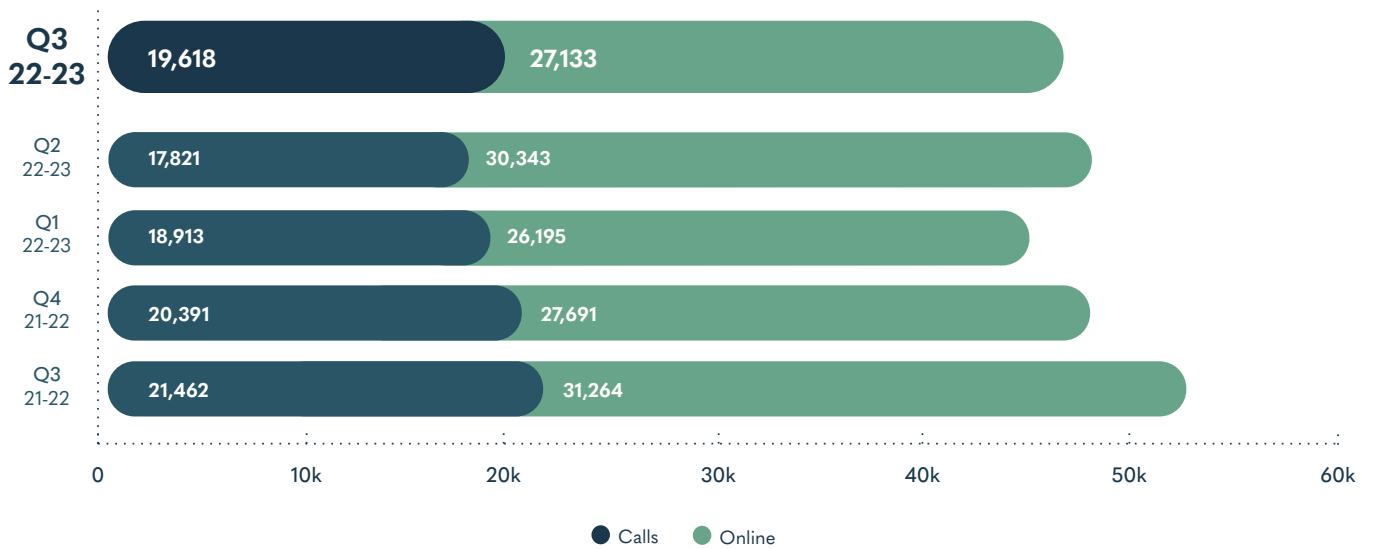


Calls

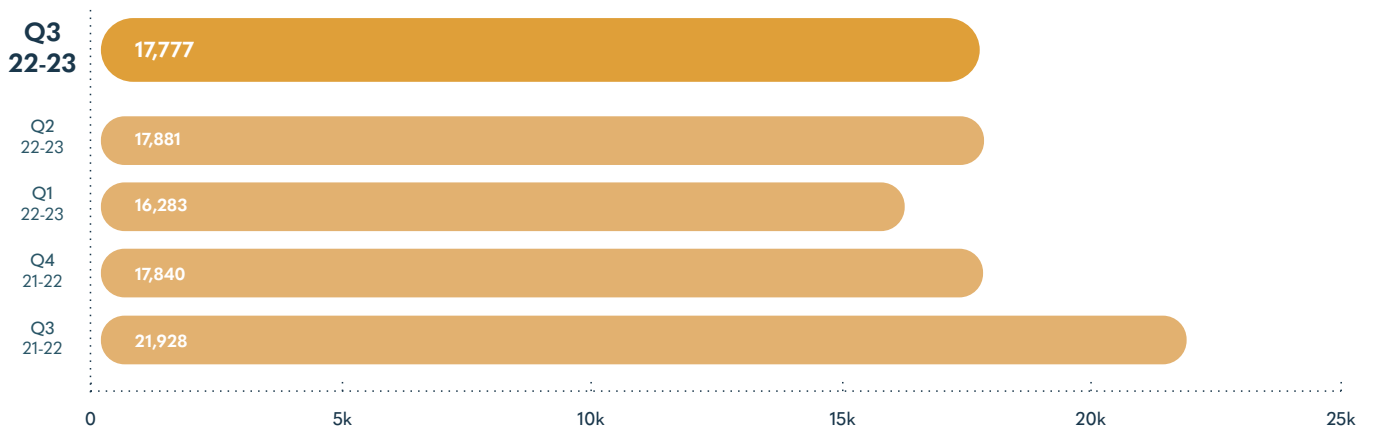


Contacts and complaints

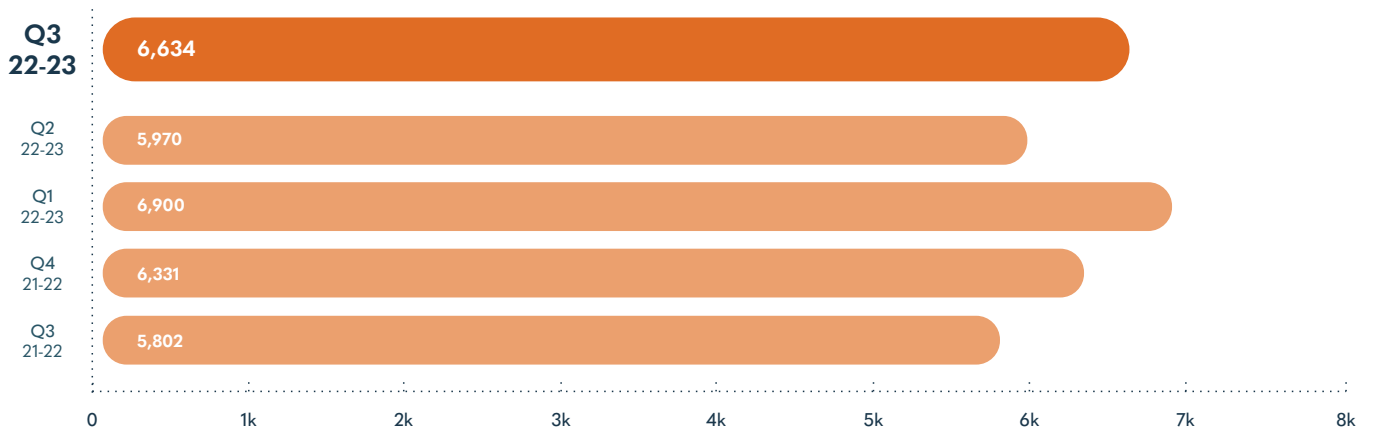
Contacts



Complaints

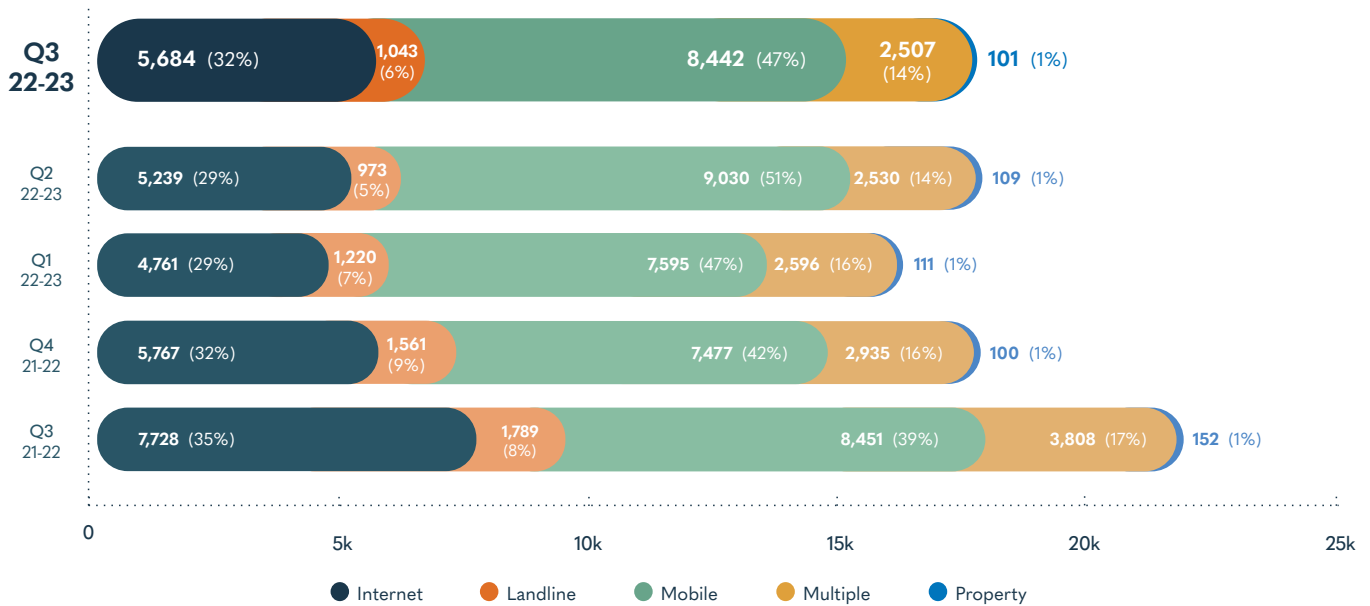


Enquiries

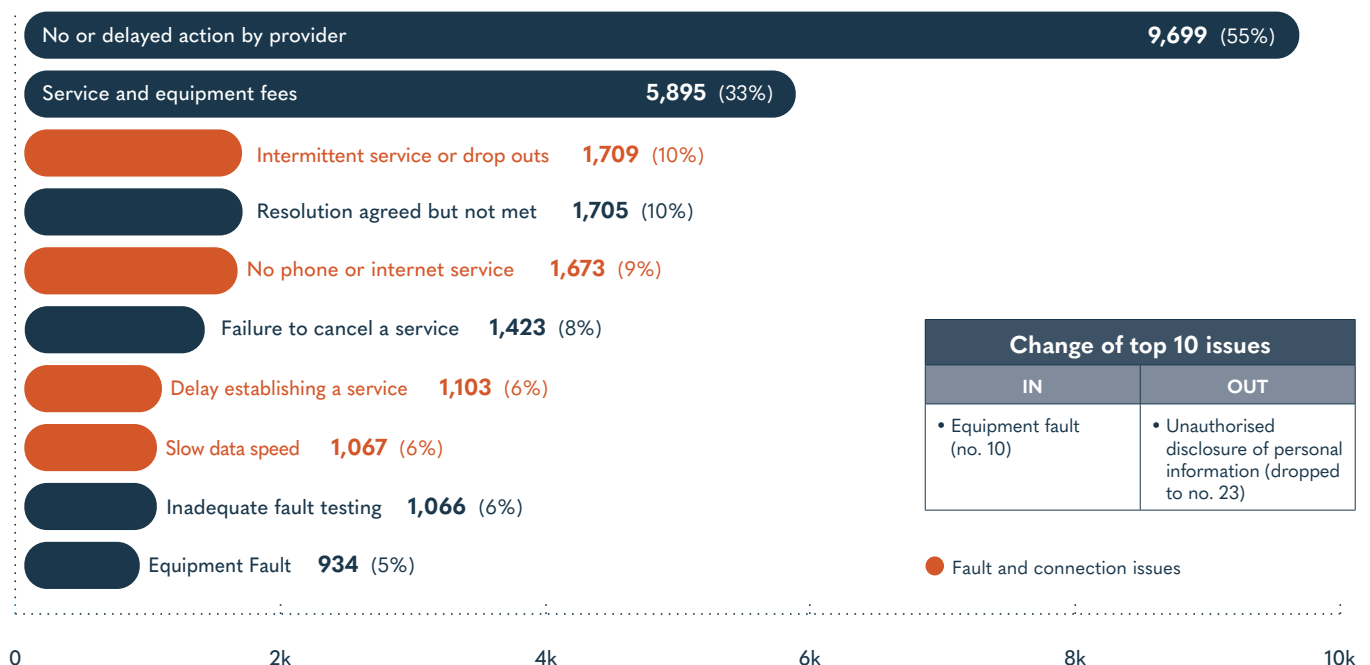


Complaints by service type

Complaints by service type



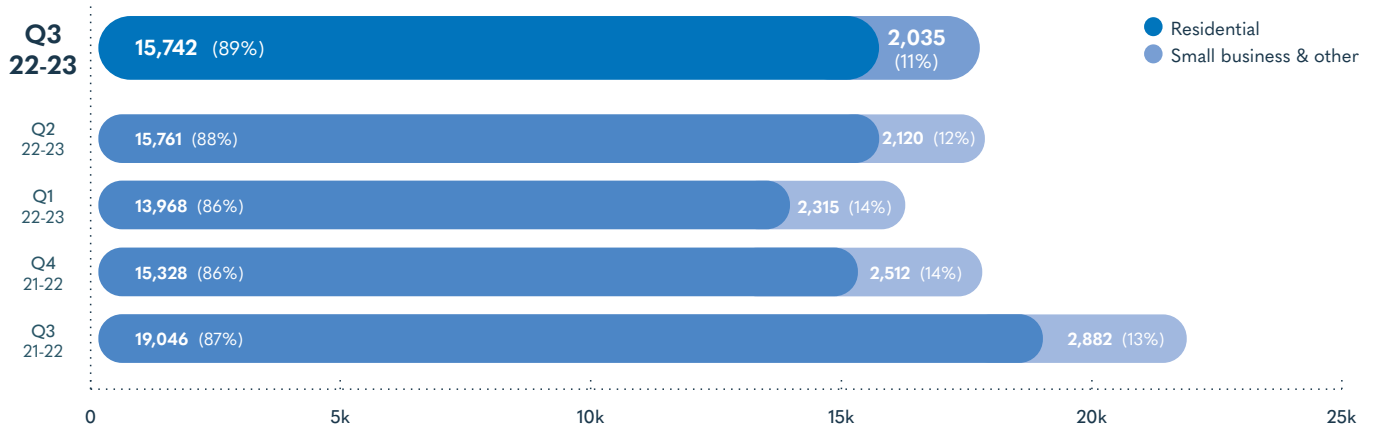
Top 10 issues in complaints



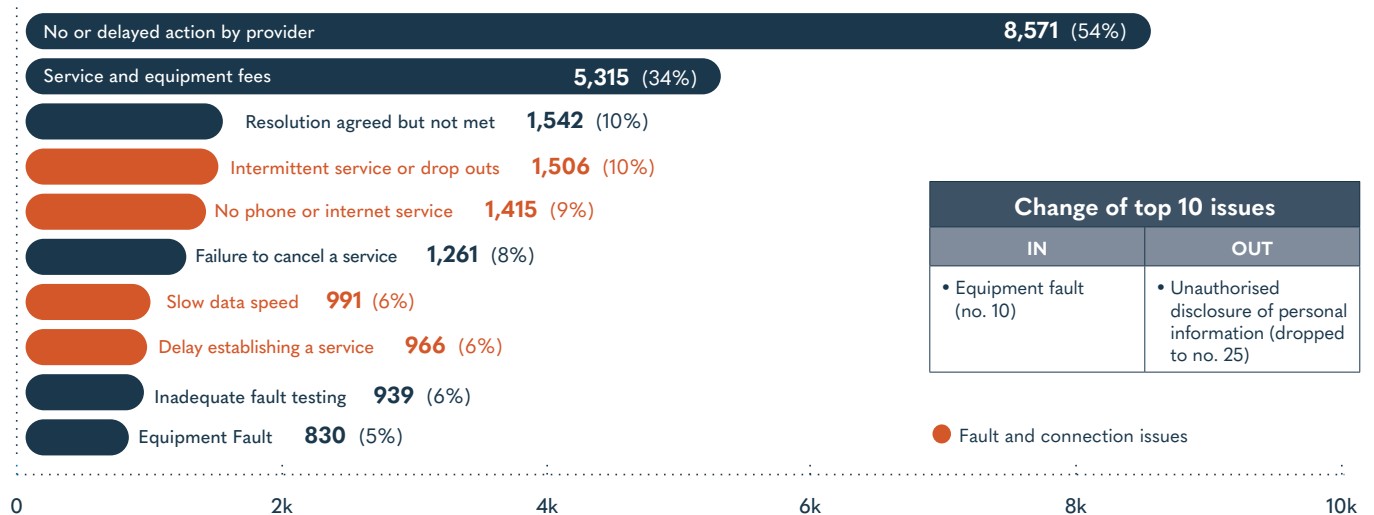
| Change of top 10 issues | |
|----------------------------|---|
| IN | OUT |
| • Equipment fault (no. 10) | • Unauthorised disclosure of personal information (dropped to no. 23) |

Who complained

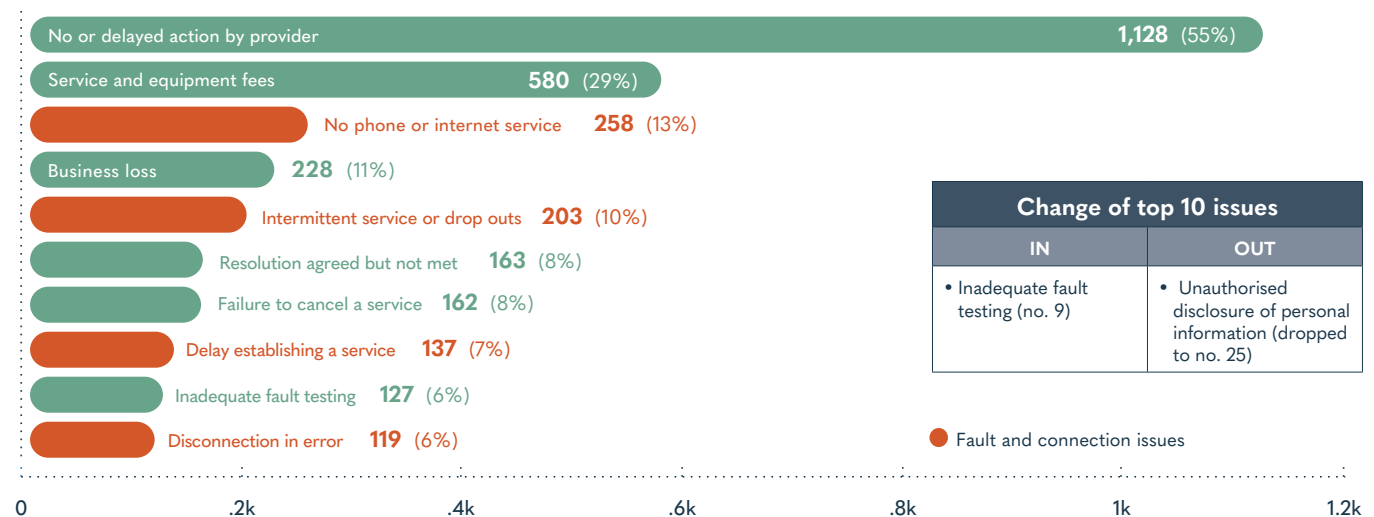
Complaints by consumer type



Top 10 issues for residential consumers



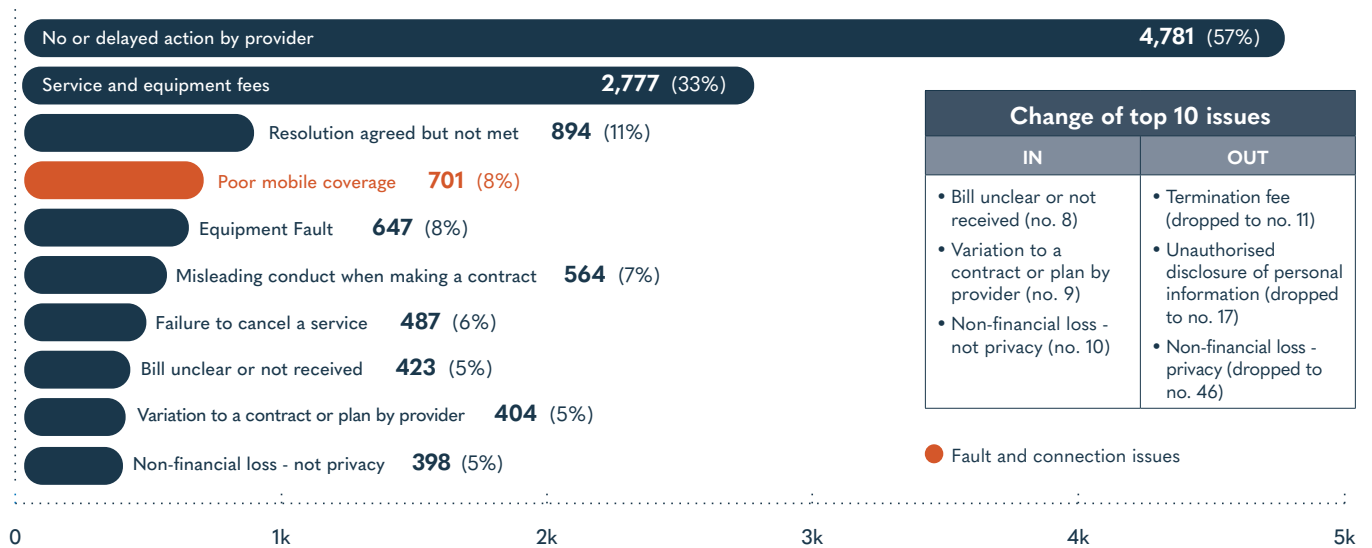
Top 10 issues for small businesses



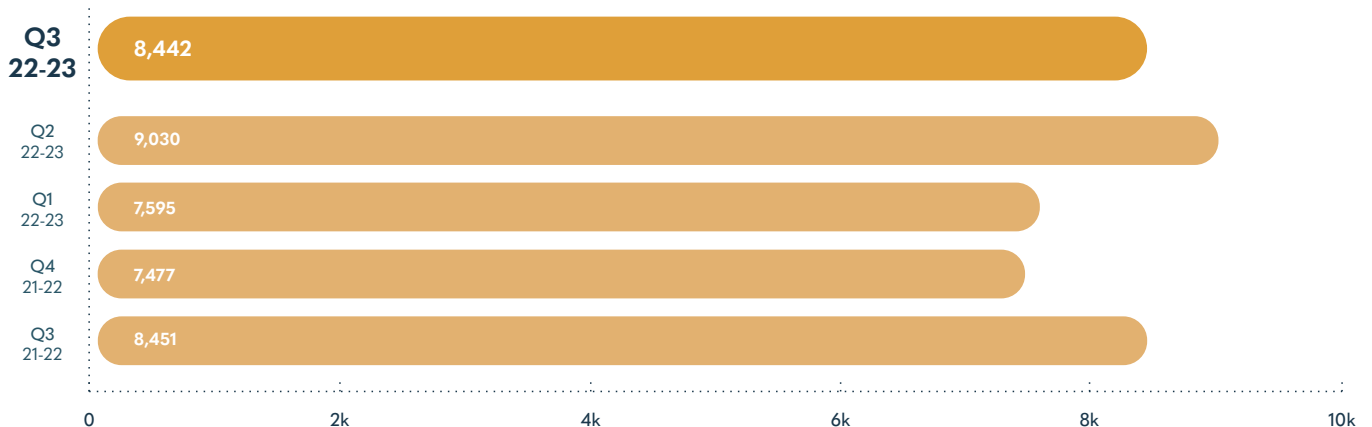


Complaints about mobile services

Top 10 issues for mobile services



Mobile complaints



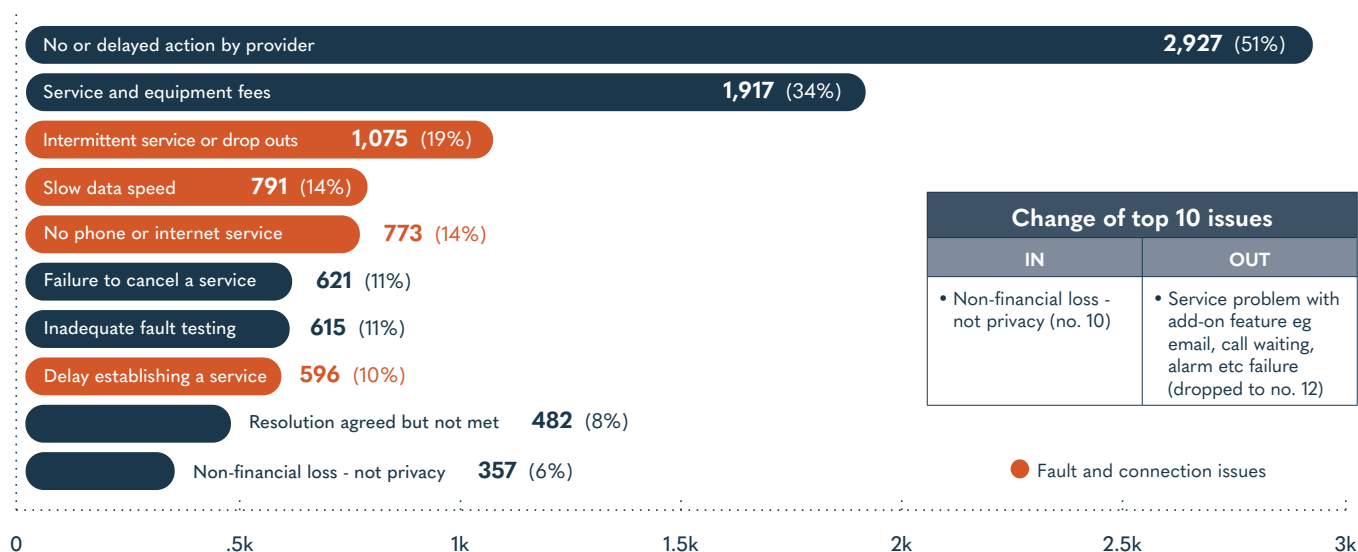
Mobile complaints by consumer type





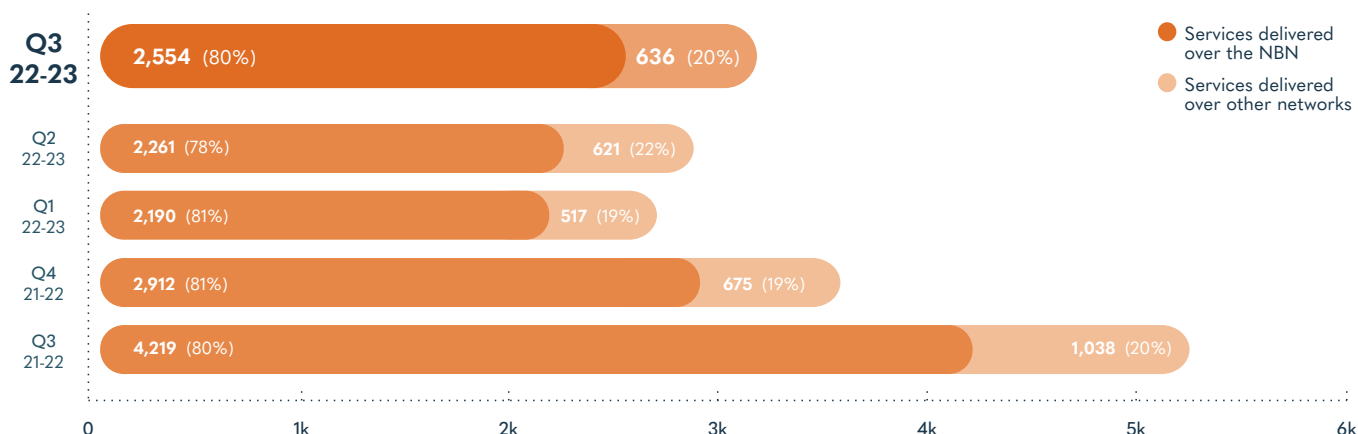
Complaints about internet services

Top 10 issues for internet services

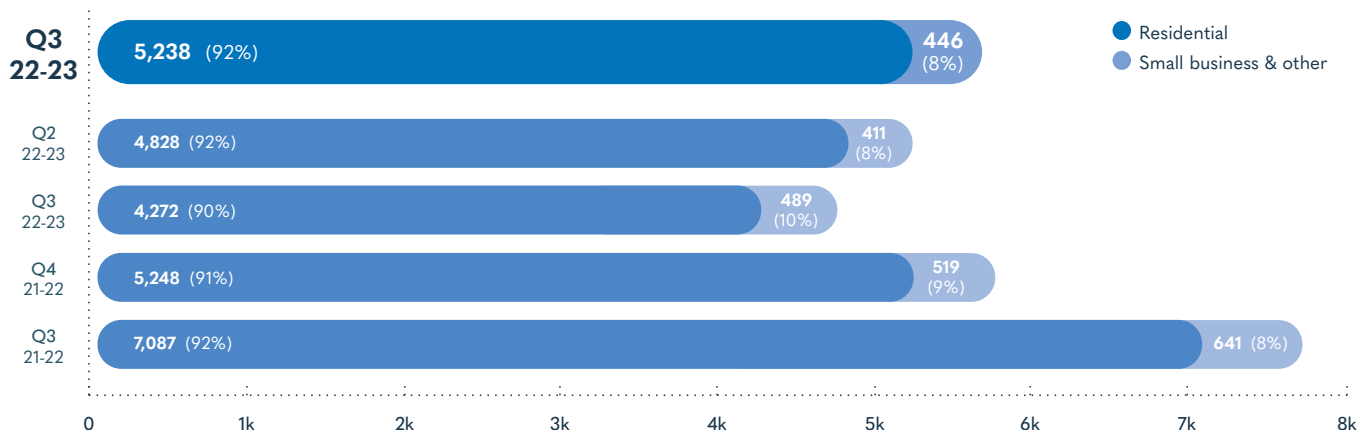


| Change of top 10 issues | |
|---|---|
| IN | OUT |
| • Non-financial loss - not privacy (no. 10) | • Service problem with add-on feature eg email, call waiting, alarm etc failure (dropped to no. 12) |

Fault and connection complaints

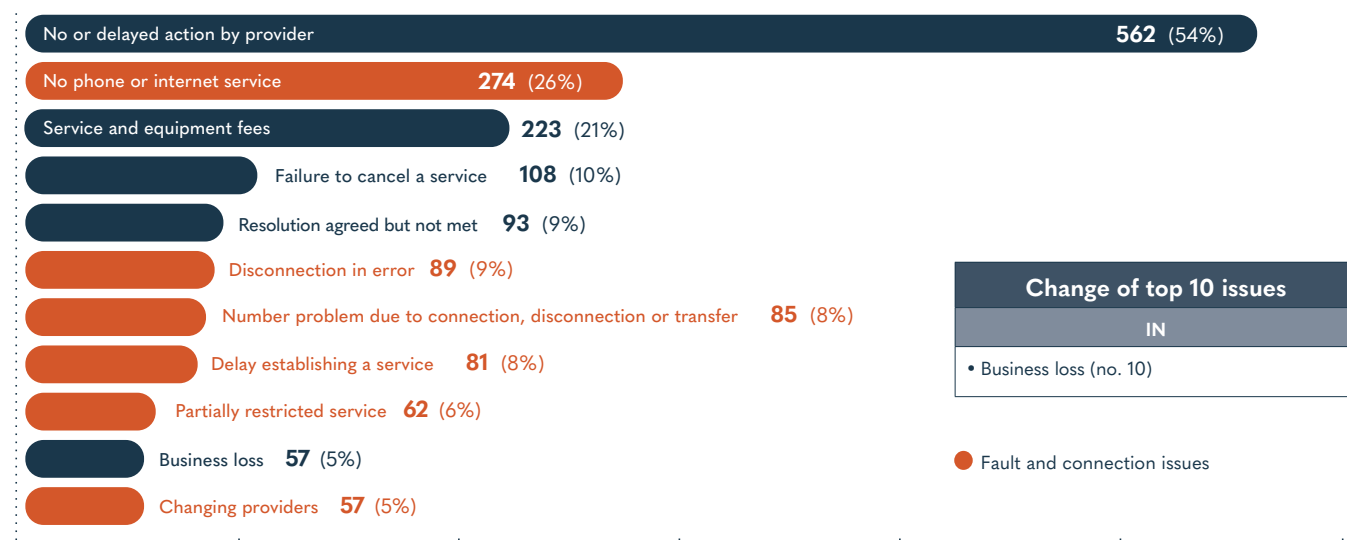


Internet complaints by consumer type

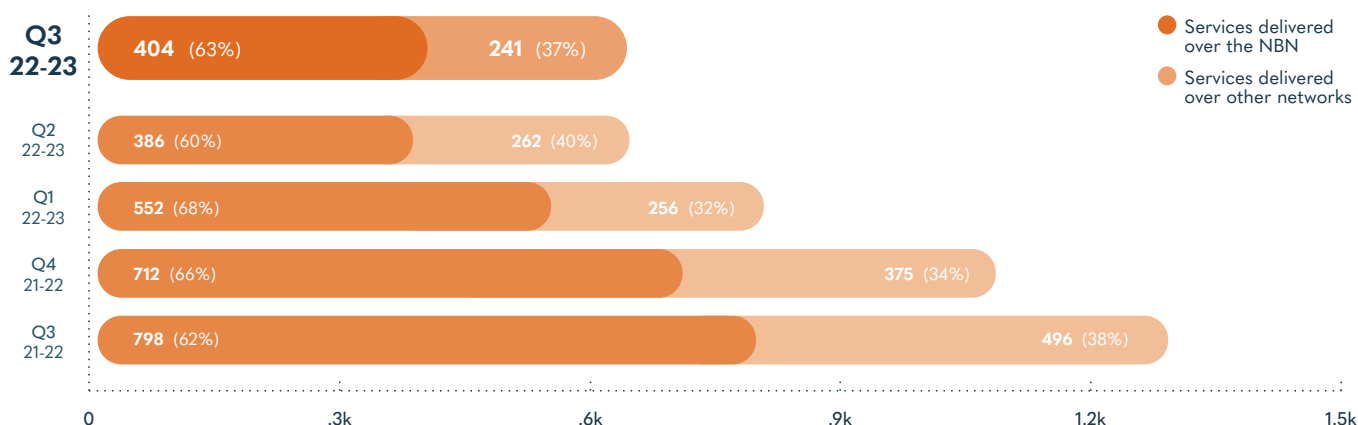


Complaints about landline services

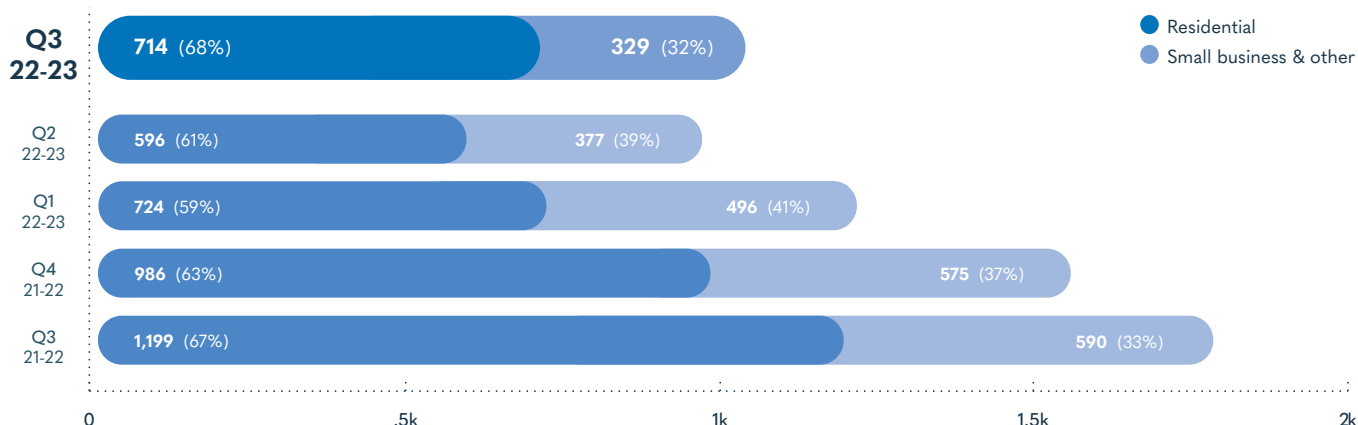
Top 10 issues for landline services*



Fault and connection complaints



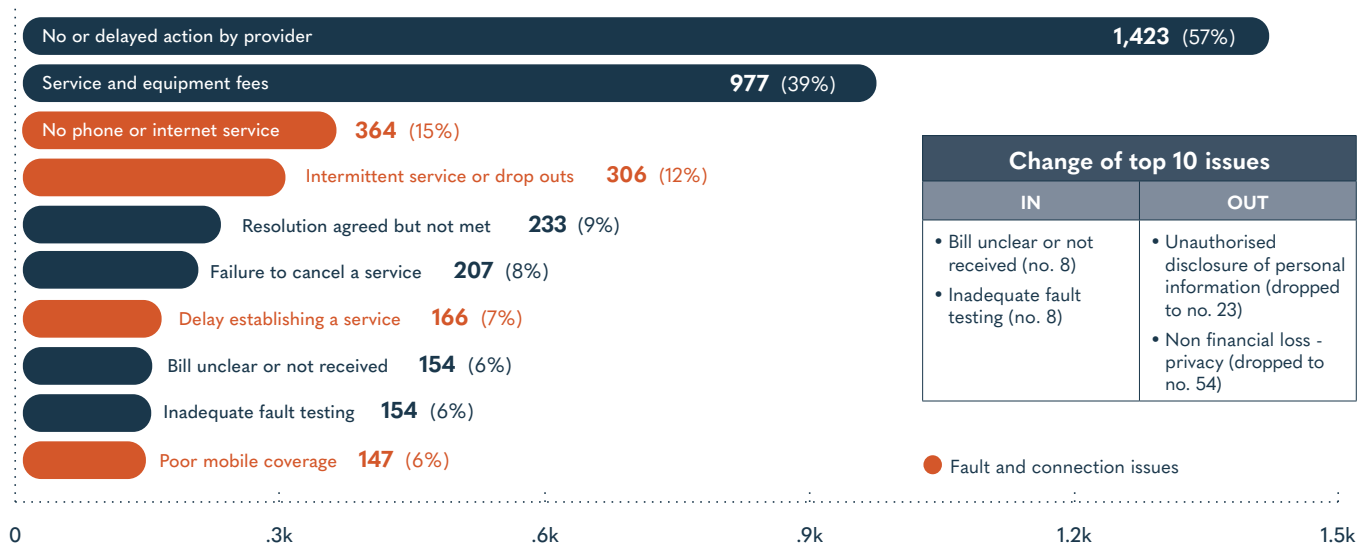
Landline complaints by consumer type



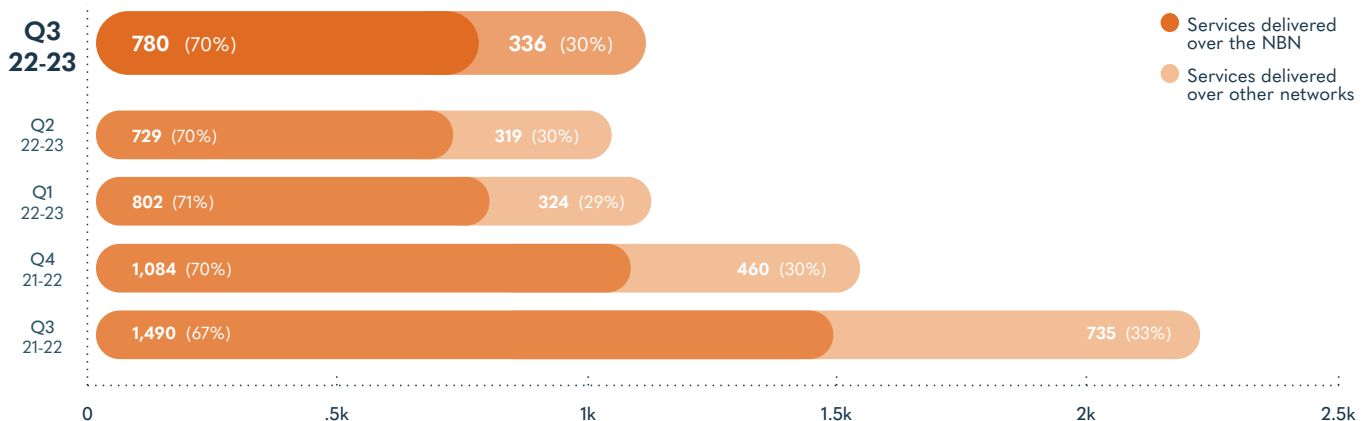


Complaints about multiple services

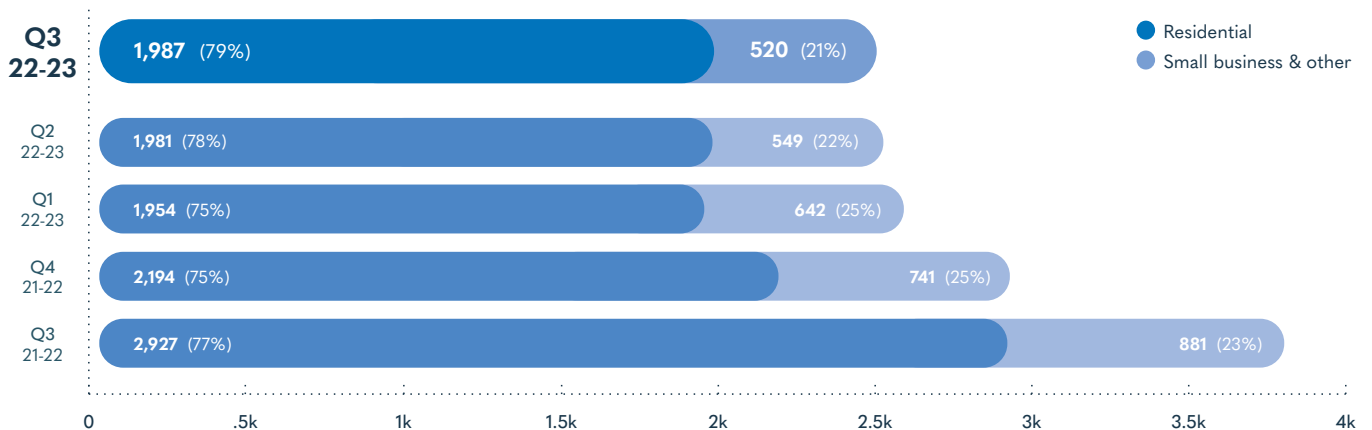
Top 10 issues for multiple services



Fault and connection complaints



Multiple services complaints by consumer type

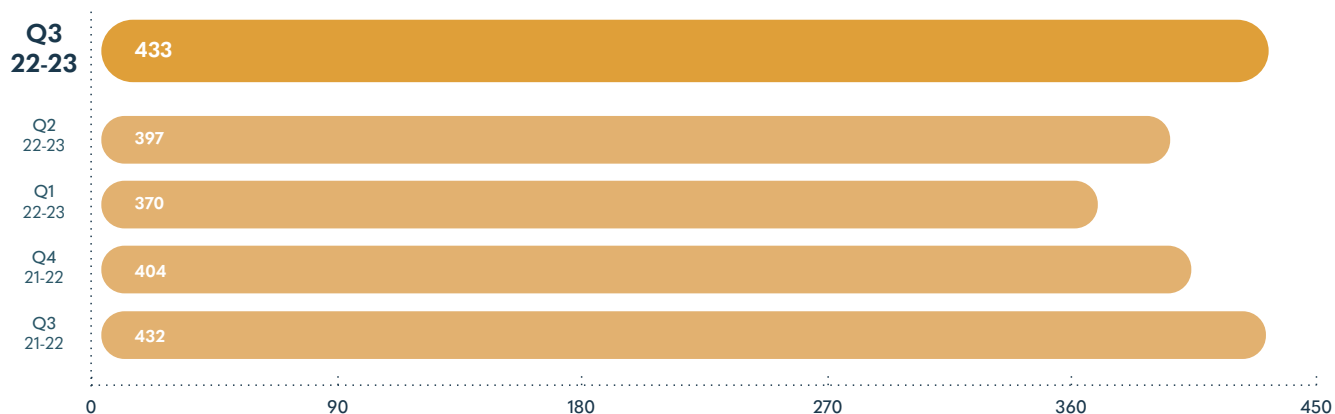


Financial hardship complaints

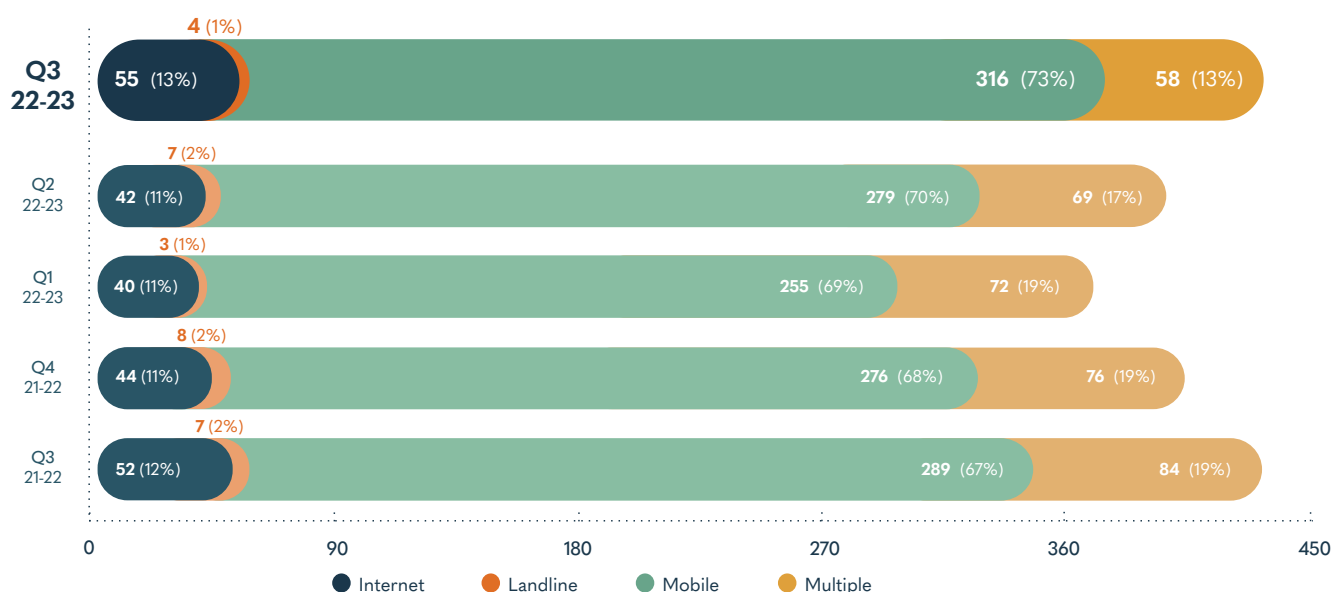
Complaints about financial hardship remain an important focus for the Telecommunications Industry Ombudsman because the impact on consumers is significant, and these problems often affect some of the most vulnerable Australians.

With current cost-of-living pressures facing consumers, it is important that we highlight trends in our complaints about financial hardship. We will continue to publish this data in future quarterly reports.

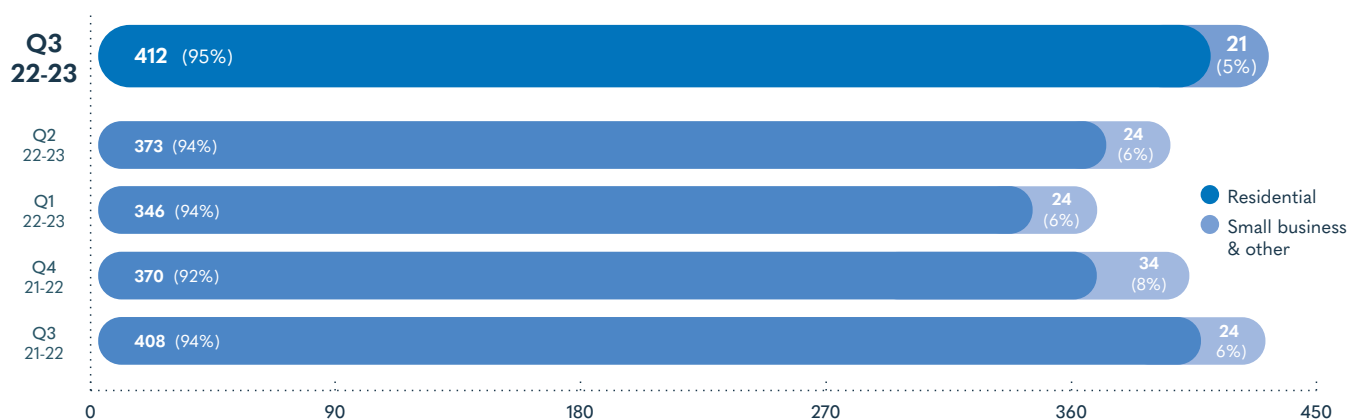
Financial hardship complaints



Financial hardship complaints by service type

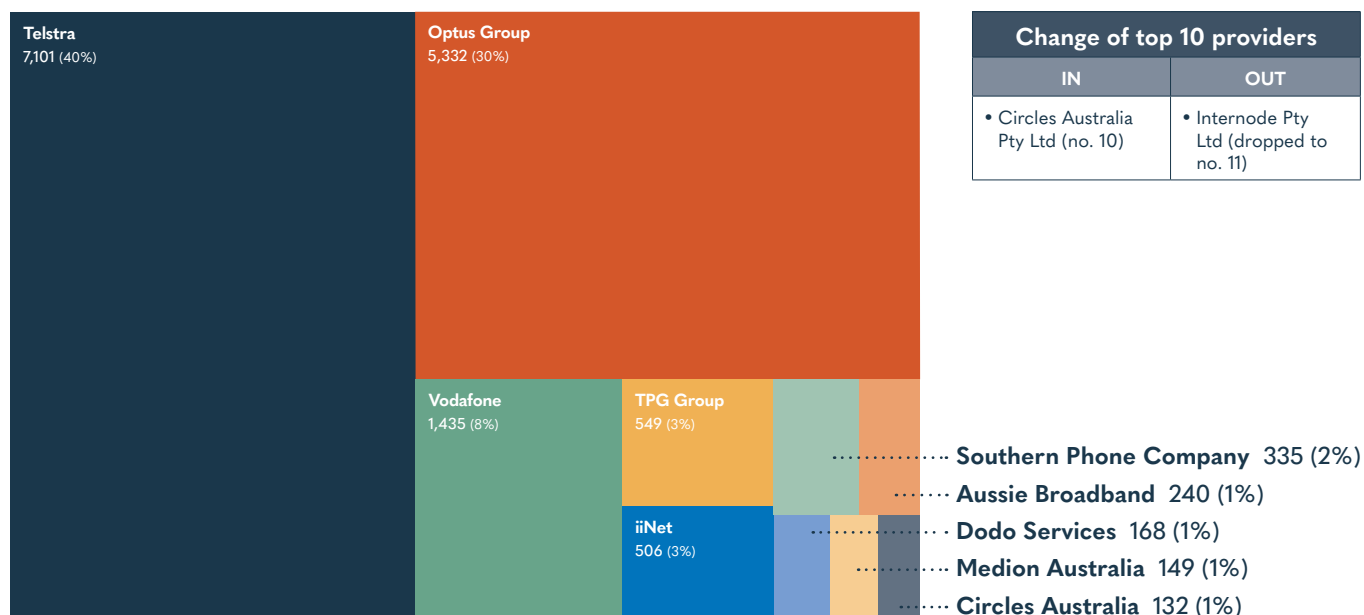


Financial hardship complaints by consumer type



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 Group | 1,954 | 646 | 3,166 | 1,305 | 30 |
| Optus Group | 1,280 | 144 | 3,195 | 703 | 10 |
| Vodafone Australia Limited | 168 | 1 | 1,158 | 106 | 2 |
| TPG Group | 368 | 27 | 88 | 64 | 2 |
| iiNet Ltd | 343 | 40 | 53 | 70 | |
| Southern Phone Company Ltd | 192 | 29 | 76 | 37 | 1 |
| Aussie Broadband Limited | 200 | 8 | 8 | 23 | 1 |
| Dodo Services Pty Ltd | 103 | 11 | 36 | 17 | 1 |
| Medion Australia Pty Limited | - | - | 149 | - | - |
| Circles Australia Pty Limited | - | - | 132 | - | - |

Complaint data is calculated as at the end of the current reporting quarter.
Data does not reflect cancellations or reclassifications that are processed by the TIO after the most recent quarter end date.



Unresolved and escalated complaints

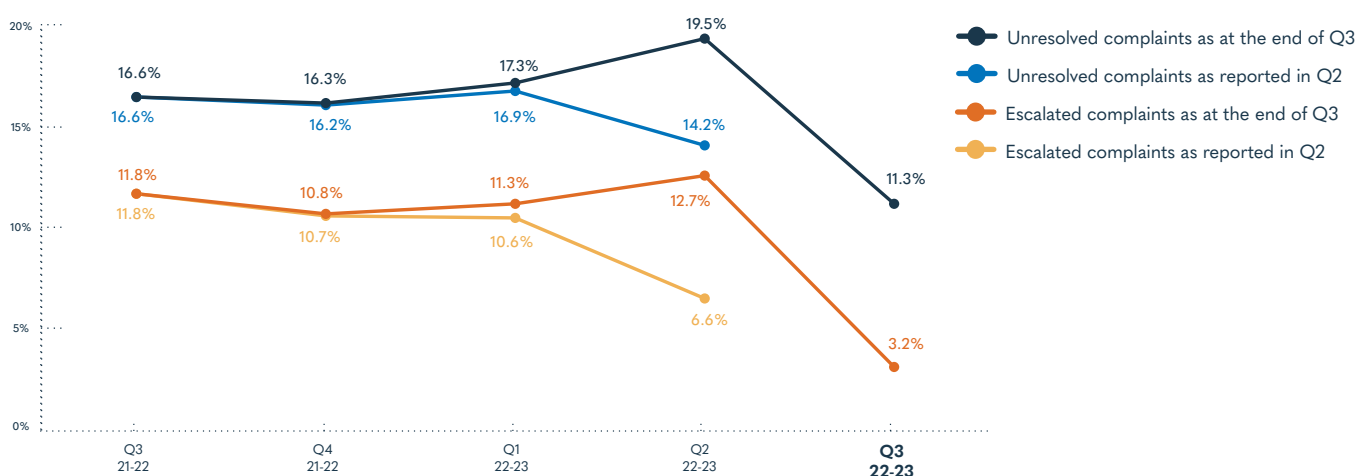
An unresolved complaint is a complaint or enquiry referral that the consumer tells us was not resolved after we referred it to the provider.

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.

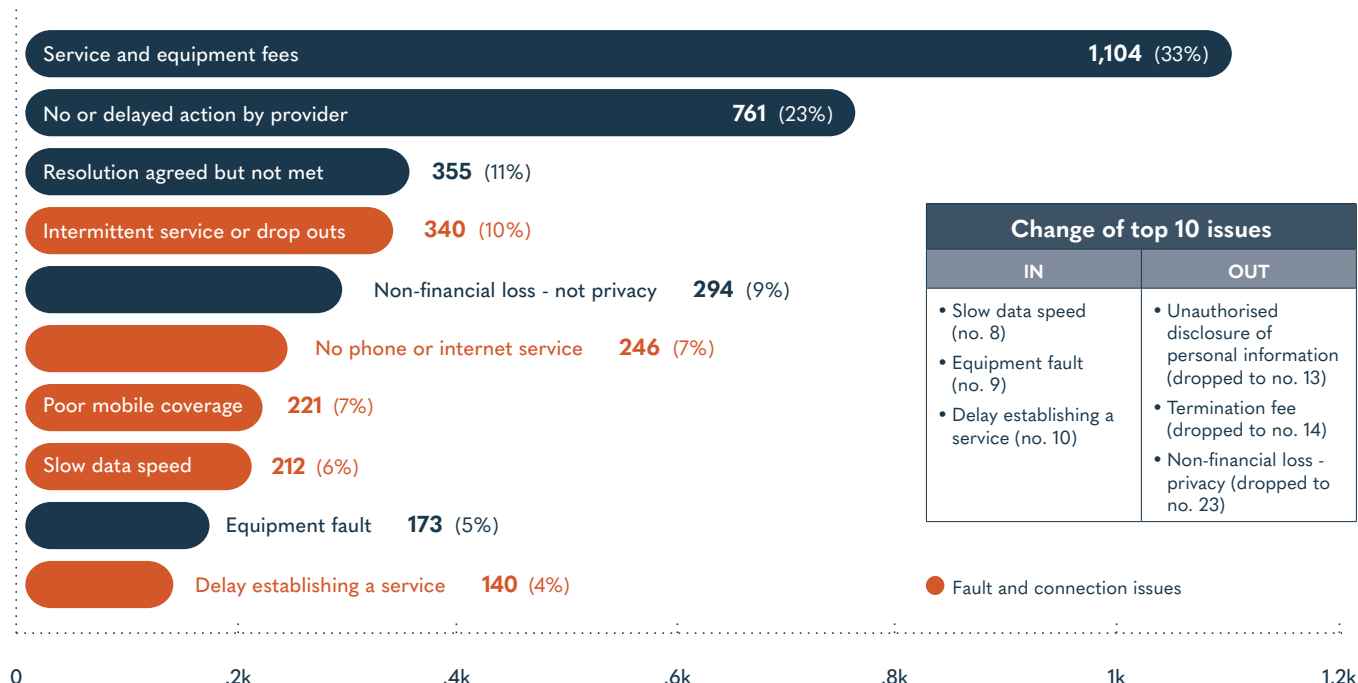
The graph below shows the proportion of complaints and enquiry referrals that were referred to providers and returned to us as unresolved complaints, and the proportion that were escalated.

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.

Snapshot of unresolved and escalated complaint proportions



Top 10 issues in unresolved complaints



How we do data

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

No data adjustments are made to quarterly series after the end of the quarter's financial year.

Complaint data is calculated as at the end of the current reporting quarter.

Previous quarters may be adjusted if a complaint or enquiry is cancelled or reclassified before the end of the current reporting quarter and before the end of financial year.

Data does not reflect cancellations or reclassifications that are processed by the TIO after the most recent quarter end date.

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).

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

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 Telstra group includes "Telstra Limited" and "Telstra Corporation Limited". 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 |
| | Mishandled or inaccurate information - not personal** |
| | Failure to cancel* |
| Connection | Delay |
| | Number problem |
| | Changing provider* |
| | Unauthorised transfer |

*New keyword introduced from September 2019.

** New keyword introduced from January 2022

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 and account services | Priority assistance |
| | Disability equipment |
| | Enhanced/add-on feature |
| | Directory listing - business |
| | Can't access account or data - technical** |
| | Loyalty programs** |

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.

** New keyword introduced from January 2022

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 - privacy |
| | Non-Financial loss - not privacy ** |
| 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.

** New keyword introduced from January 2022

Contact us

You can complain through our website at 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.

If you would like to make a complaint using our Auslan Video Interpreting Service, please visit this link: www.tio.com.au/auslan-booking-form

Calls to the above numbers on mobile phones may incur charges.

Getting someone to help you

You can also ask someone else to complain for you or your business, such as a friend, family member, or financial counsellor. Ask for our authorisation forms over the phone or find them on our website.



**Telecommunications
Industry
Ombudsman**

