



## Complaint Data Insights - July to September 2023

### National picture

#### Overall complaints

Decreased by 10.6 percent compared to the previous quarter, and 20.4 percent compared to the same time last year.

#### Complaints by issue

All issues in the top ten except inadequate fault testing decreased compared to the previous quarter.

**Inadequate fault testing** increased 22 percent compared to the previous quarter, and 59 percent compared to the same time last year.

- Telstra accounted for 46 percent of these complaints in the period, while Dodo and iiNet were the only two providers to see decreases against this issue.
- This problem increased for all service types – internet, mobile, multiple and landline.
- The LGA with the highest complaints about this problem was Brisbane, and complaints about inadequate fault testing more than doubled in Wyndham.

**Intermittent service or dropouts** decreased by 20.6 percent compared to the previous quarter.

#### Financial hardship

The TIO received 506 contacts from consumers about financial hardship - 351 raised as complaints and 155 noted as enquiries.

Complaints about **financial hardship or a repayment arrangement** decreased 19.7 percent compared to the previous quarter.

The number of enquiries to the TIO about financial hardship increased 26 percent, and complaints about this issue coming back to the TIO as unresolved increased 6.5 percent.

Most financial hardship complaints came from residential consumers who are struggling to pay for their phone and internet services (93.2 percent).

#### Complaints by consumer type

##### Small businesses

- Over 1,600 complaints in Quarter One, a decrease compared to both the previous quarter and same time last year.
- Complaints from small businesses made up 13 percent of all complaints.
- Increases in complaints were recorded against poor customer service, inadequate fault testing, and failure to cancel a service.



- Total financial outcome returned to small businesses for the period was \$205,209.

#### **Residential consumers**

- Over 11,200 complaints from residential consumers between July and Sept 2023, a decrease compared to both the previous quarter and same time last year.
- Complaints from residential consumers made up 87 percent of all complaints.
- Increases in complaints were recorded against inadequate fault testing and problems with an add on feature such as email.
- Total financial outcome returned to residential consumers for the period was \$484,884.

#### **Complaints by demographic**

For First Nations consumers and people who speak a language other than English, the top three problems are reflected in the national complaints picture – problems with customer service, problems with a bill and providers not doing what they say will do. Beyond this the picture changes.

#### **First Nations consumers**

- We received 223 complaints from consumers who identified as First Nations.
- First Nations consumers had problems getting connected to a phone or internet service, experienced inadequate fault testing, and delays establishing a service.

#### **Consumers who speak a language other than English**

- Consumers who speak a language other than English complained about non-financial loss, and problems with a telco's failure to cancel a service.
- Arabic and Hindi were the most popular languages spoken by consumers, other than English.

#### **Service types**

Complaints across all service types were down compared to the previous quarter. Internet complaints did not decrease at the same rate as other service types, decreasing only by 6 percent.

#### **Internet complaints**

- The top three issues all increased compared to the previous period: no or delayed action (4.9 percent) service and equipment fees (3.7 percent) inadequate fault testing (31.5 percent).
- Wyndham was the LGA with the most complaints in Victoria (226), and more than half (53 percent) of these complaints were about problems with internet.
- Some of the complaints from people in Wyndham that more than doubled were about delays establishing a service, slow data speeds, inadequate fault testing and having no internet service.
- Internet complaints in Wyndham were almost three times higher than any other LGA in Victoria.



## Top 10 providers

1. Telstra	2. Optus
3. Vodafone	4. iiNet
5. TPG	6. Southern Phone
7. Unifi Retail (new to top ten)	8. Aussie Broadband
9. Tangerine (new to top ten)	10. Dodo

- Telstra made up a proportion of 41.1 percent of all complaints, similar to the previous quarter.
- The proportion of complaints about Optus decreased from 27.3 percent to 24.9 percent compared to the previous quarter.
- Increases in complaints were recorded against Tangerine Telecom, Southern Phone and Unifi Retail.

## State picture

Nationally, the top five LGAs with the highest complaints were Brisbane (437), Gold Coast (263), Wyndham (226), Moreton Bay (208) and Central Coast (176).

### New South Wales (NSW)

- People in NSW made 4,072 complaints about phone and internet services.
- Nearly 14 percent of complaints were from small businesses, slightly higher than the national average.
- Increases in complaints were recorded against inadequate fault testing, failure to cancel a service, and non-financial loss.
- Complaints from Lake Macquarie about inadequate fault testing more than doubled.

### Victoria (VIC)

- People in VIC made 3,861 complaints about phone and internet services.
- There was a slight increase in internet complaints from Victorians, up 2.3 percent against the previous quarter.
- People in VIC made 385 complaints about inadequate fault testing, an increase of 28 percent.
- Wyndham was the only LGA to see an increase in phone and internet complaints.

### Queensland (QLD)

- People in QLD made 2,355 complaints about phone and internet services.
- Nation-wide, three of the top five LGAs with the most complaints were in QLD.



- 14 percent of complaints from QLD were made by small businesses, slightly higher than the national average.
- Brisbane was one of the LGAs with the most complaints about failing to cancel a service, non-financial loss, inadequate fault testing, and having no phone or internet service at all.
- The Gold Coast was the LGA with the most complaints about intermittent internet service or internet dropouts.

### **South Australia (SA)**

- People in SA made 958 complaints about their phone and internet services.
- 90 percent of these complaints were from residential consumers.
- Complaints about internet services increased slightly by 2.5 percent compared to the previous quarter.
- Onkaparinga was the LGA with the most complaints, followed by Salisbury, Charles Sturt, Port Adelaide Enfield and Playford.

### **Western Australia (WA)**

- People in WA made 1,223 complaints about their phone and internet services.
- Complaints about internet (445) increased 4.5 percent against the previous quarter.
- Inadequate fault testing increased 48.4 percent compared to the previous quarter and poor customer service increased 6.2 percent against the previous quarter.
- The LGA with the highest complaints was Wanneroo (94), up 19 percent.

### **Tasmania (TAS)**

- Tasmanians made 202 complaints about their phone and internet services.
- 15 percent of these complaints were from small businesses, slightly higher than the national average.
- Complaints about failure to cancel a service (17) increased 21 percent compared to the previous quarter.

### **Northern Territory (NT)**

- The NT was the only state or territory in Australia to see an increase in complaints.
- People from the NT made 90 complaints about their phone and internet services, a 3.4 percent increase compared to the previous quarter.
- Mobile and landline complaints increased in this quarter compared to the previous.
- Nearly 17 percent of complaints were from small businesses, higher than the national average.
- 9 of the top ten complaint issues increased, with complaints about problems with a bill increasing 28 percent compared to the previous quarter.

### **Australian Capital Territory (ACT)**

- People from the ACT made 188 complaints about their phone or internet services.
- 24 complaints were made about multiple services (bundled services), an increase of 20 percent.



- ACT was the only state or territory where internet was the most complained about service type.
- Increases were recorded against resolution agreed but not met, no phone or internet service, delays establishing a service and inadequate fault testing.