



Complaints Data Insights – July to September 2024

13 November 2024

Executive Summary

The latest data from the Telecommunications Industry Ombudsman (TIO) reveals a total of 13,541 complaints were made between July and September 2024. This is a 0.2 per cent decrease over the previous quarter (24 fewer complaints) but a 4.6 per cent increase over the same period last year.

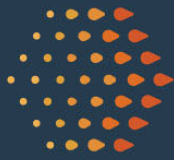
Among the top ten issues raised, four issues registered increases in complaints compared to the previous quarter: **Failure to cancel a service, non-financial loss – not privacy, service and equipment fees, and slow data speed. Failure to cancel a service** saw the largest rise, with a 7.0 per cent increase (an additional 74 complaints).

Complaints from residential consumers made up 89.2 per cent of total complaints, slight increase of 0.3 per cent (an additional 32 complaints) compared to the previous quarter. Tasmania recorded the largest increase in complaints, rising by 21.4 per cent to a total of 233 complaints. This increase can be partly attributed to the weather-related outages in August and September, which left over 30,000 TasNetworks customers without power.

As a result, there was a 50 per cent rise in complaints about **no phone or internet service**, a 40 per cent increase in **service and equipment fee** issues, and a 36.5 per cent rise in complaints about **no or delayed action** by providers during the quarter.

At a glance

- The TIO received a total of 38,740 contacts, with 22,714 received online and 16,229 via phone calls. Note: Unresolved cases have risen by 30.3 per cent since the last quarter, bringing the total to 3,839 cases. This increase is due to a change in in the TIO's process, whereby the TIO now pro-actively contacts consumers within ten business days to confirm if their case has been resolved.
- The TIO recorded 13,541 total complaints which constituted a decrease on last quarter of 0.2 per cent, but an increase of 4.6 per cent on the same reporting period last year.
- Complaints in relation to landline services have risen by 6.8 per cent (an additional 59 complaints), followed by mobile services which have risen by 3.4 per cent (an additional 199 complaints).
- The top five LGAs with the highest number of complaints were Brisbane (426), Gold Coast (279), Moreton Bay (251), Sunshine Coast (199) and Wyndham (198). Together, these five LGAs contributed 10.1 per cent of all the complaints received in Q1.
- 416 consumers who identify as First Nations reached out to the TIO which is a 15.2 per cent increase on last quarter.
- Arabic, Hindi, Chinese, Italian, and Greek are the most used consumer languages other than English.
- Tasmania observed a jump in cases in this reporting period due to a network outage stemming from weather conditions. Complaints went up by 21.4 per cent resulting in a total of 233 complaints this quarter.



National Picture

Complaints from consumers slightly dropped by 0.2 per cent, which translates to a decrease of 24 complaints compared to the previous quarter. However, there was an increase of 4.6 per cent, up by 599 complaints compared to the same period last year.

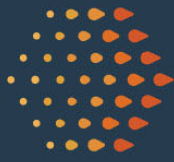
Complaints by Issue

The topmost concern amongst consumers continues to be **no or delayed action by provider** (8,063 cases), **service and equipment fees** (4,705 cases) and **no phone or internet service** (1,443 cases).

Four of the top ten issues increased from the previous quarter. The largest increase of 7 per cent was due to **failure to cancel a service** which were up by 74 complaints, while the largest decrease of 9.3 per cent was due to **delay establishing a service** down by 118 complaints.

| Keyword | Complaint numbers this quarter | Same period last year | Same period last quarter | Quarter on quarter | Year on year |
|----------------------------------|--------------------------------|-----------------------|--------------------------|--------------------|--------------|
| No or delayed action by provider | 8,063 | 9,475 | 8,276 | -2.6% | -14.9% |
| Service and equipment fees | 4,705 | 4,787 | 4,580 | 2.7% | -1.7% |
| No phone or internet service | 1,443 | 1,282 | 1,572 | -8.2% | 12.6% |
| Inadequate fault testing | 1,371 | 1,411 | 1,484 | -7.6% | -2.8% |
| Intermittent service or dropouts | 1,341 | 1,114 | 1,399 | -4.1% | 20.4% |
| Delay establishing a service | 1,147 | 972 | 1,265 | -9.3% | 18.0% |
| Failure to cancel a service | 1,126 | 1,199 | 1,052 | 7.0% | -6.1% |
| Resolution agreed but not met | 977 | 1,762 | 1,006 | -2.9% | -44.6% |
| Non-financial loss - not privacy | 893 | 1,066 | 836 | 6.8% | -16.2% |
| Slow data speed | 876 | 781 | 870 | 0.7% | 12.2% |

Table 1: Top 10 issues FY25 Q1



Complaints by Consumer Type

Small business

- Complaints from small businesses has dropped by 3.7 per cent, from 1,518 complaints last quarter to 1,462 complaints this quarter.
- Small businesses accounted for 10.8 per cent of the total complaints.
- There was a rise in complaints regarding **partially restricted service** by 18.2 per cent, **service and equipment fees** by 14.9 per cent, and **failure to cancel a service** by 14.5 per cent.
- While complaints regarding **no phone or internet service** were down by 21.1 per cent from 237 complaints in FY24 Q4 to 187 complaints this quarter.
- **No or delayed action by provider** complaints contributed to 60.9 per cent of total complaints.
- Total monetary quantum returned to small businesses for the reporting period was \$347,285.

Residential consumers

- Complaints from residential consumers increased by a small margin of 0.3 per cent, for a total of 12,079 complaints.
- These complaints accounted for 89.2 per cent of total complaints.
- Increase in complaints were reported against issues such as **non-financial loss not-privacy** by 8.8 per cent, **failure to cancel a service** by 6.0 per cent, **service and equipment fees** by 1.4 per cent, and **slow data speed** by 0.9 per cent.
- Compared to last quarter, **delay establishing a service** had 8.2 per cent decline in cases from 1,115 complaints to 1,024 complaints.
- Total monetary quantum returned to residential consumers for the reporting period was \$860,673.

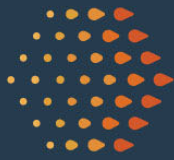
Complaints by demographic

First Nation Consumers

- The TIO received 416 complaints from consumers who identified as belonging to the First Nations Community.
- The key issues consumers raised by First Nations consumer were **no or delayed action by provider, service and equipment fees, intermittent service or dropouts, and no phone or internet service**. There has been an increase in total complaints for all these issues compared to the last quarter.

Consumers who speak language other than English

- Consumers who speak language other than English primarily voiced complaints about **no or delayed action by provider, service and equipment fees, no phone or internet service, and inadequate fault testing**. Every issue saw a decline in complaint numbers, except **service and equipment fees** which increased by 112 complaints on last quarter.
- Other than English, the most used languages were Arabic, Hindi, Chinese, Italian and Greek.



Service Types

Consumer predominately made complaints about phone and internet services during this reporting period. There has been a drop in complaints for internet (by 4.3 per cent) and multiple service type (by 5.4 per cent) in comparison to the last quarter.

Internet complaints

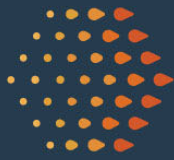
- Internet service complaints decreased by 4.3 per cent (254 fewer complaints) since last quarter but increased by 25.2 per cent (an additional 1130 complaints) compared to same period last year.
- **No or delayed action by provider, service and equipment fees, and intermittent service or dropouts** are the top three issues consumers face with their internet service.
- There has been an increase in complaints about internet services in South Australia (by 43 complaints), Western Australia (by 18 complaints), and Tasmania (by 11 complaints).

Mobile complaints

- Mobile service complaints increased by 3.4 per cent this quarter (compared to last quarter), with a total of 5,976 complaints recorded.
- The top three issues for mobile service complaints were **no or delayed action by provider, service and equipment fees** and **poor mobile coverage**.
- In the mobile services category, **non-financial loss – not privacy** complaints saw a 16.8 per cent increase overall, with Telstra and Vodafone experiencing a 33 per cent and 25.5 per cent increase respectively.
- Overall, mobile complaints have declined in Australian Capital Territory by 17.4 per cent and in the Northern Territory by 11.1 per cent. Tasmania has observed the highest increase in mobile complaints by 28.8 per cent.

Landline complaints

- Landline complaints continued to rise this quarter, with a total of 922 complaints, a 6.8 per cent increase in complaints since last quarter.
- 594 complaints came from residential consumers which is a 5.9 per cent increase compared to the previous quarter.
- Since last quarter, six of the top ten issues increased. The largest increase in complaints was for business loss which was up by 23.9 per cent. Partially restricted service issue complaints increased by 23 per cent from 61 cases to 75 cases this quarter.
- Except for Northern Territory and Queensland, landline complaints increased across all states.

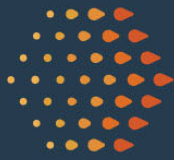


Top 10 Providers

| | |
|---|---------------------------------------|
| 1. Telstra | 2. Optus |
| 3. Vodafone | 4. TPG |
| 5. iiNet | 6. Southern phone |
| 7. Dodo | 8. Aussie Broadband |
| 9. Superloop Broadband (new to top ten) | 10. Medion Australia (new to top ten) |

Table 2: Top 10 Providers

- Of the top ten telco providers, seven have recorded an increase in complaints.
- Telstra and Optus continue to have the highest proportion of complaints of 37.9 per cent and 23.1 per cent, respectively. However, both providers have recorded a decrease in complaints since last quarter, Telstra dropped by 1.2 per cent and Optus dropped by 6.2 per cent.
- Complaints against Medion Australia increased by 52.3 per cent (an additional 57 complaints) which has been the largest increase this quarter.
 - 99.4 per cent of complaints were for mobile service type.
 - Residential consumers made up 98.2 per cent of total complaints.
 - The top three concerns for consumers whose provider was Medion was: **no or delayed action by provider** (115 cases), **service and equipment fees** (31 cases) and **partially restricted service** (28 cases).
 - Other Medion complaints were noted - **other financial loss** (an additional 10 complaints), **request to change account holder** (an additional 9 complaints), and **number problem due to connection, disconnection or transfer** (an additional 6 complaints).
- Southern Phone Company also recorded an increase in complaints of 36.9 per cent on the same period last year (263 to 360 complaints).
 - Except for multiple service type, complaints across all service types increased in this quarter.
 - 99.2 per cent of complaints were made by residential consumers.
 - The most complained about issues for Southern Phone customers were **no or delayed action by provider** (207 complaints), **service and equipment fees** (139 complaints), and **no phone or internet service** (63 complaints).
 - Additionally, complaints regarding **Bill unclear or not received** increased by 150 per cent (an additional 12 complaints) in comparison with the previous quarter.
- Other notable increases in complaints were registered for Dodo Services which went up by 11.7 per cent, iiNet Ltd increased by 8.4 per cent, Aussie Broadband saw a rise of 2.7 per cent.
- The largest decrease in complaints was for Superloop Broadband*, recording a 7.4 per cent decrease (14 fewer complaints) on the last quarter, but has had the largest increase of 149 additional complaints when compared to same period last year.



| Providers | Complaint numbers this quarter | Same period last year | Same period last quarter | Quarter on quarter | Year on year |
|------------------------------|--------------------------------|-----------------------|--------------------------|--------------------|--------------|
| Telstra | 5,134 | 5,321 | 5,194 | -1.2% | -3.5% |
| Optus Group | 3,122 | 3,224 | 3,327 | -6.2% | -3.2% |
| Vodafone Australia Limited | 1,300 | 1,062 | 1,281 | 1.5% | 22.4% |
| TPG Group | 502 | 376 | 498 | 0.8% | 33.5% |
| liNet Ltd | 441 | 383 | 407 | 8.4% | 15.1% |
| Southern Phone Company Ltd | 360 | 294 | 263 | 36.9% | 22.4% |
| Dodo Services Pty Ltd | 258 | 123 | 231 | 11.7% | 109.8% |
| Aussie Broadband Limited | 231 | 181 | 225 | 2.7% | 27.6% |
| Superloop Broadband Pty Ltd* | 176 | 27 | 190 | -7.4% | 551.9% |
| Medion Australia Limited | 166 | 119 | 109 | 52.3% | 39.5% |

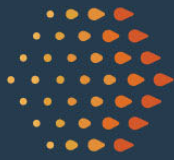
Table 3: Top 10 Providers by complaints in FY25 Q1

*In March 2024, Superloop Limited transferred all associated complaints for mobile and broadband to Superloop Broadband Pty Ltd. Prior to March 2024, complaints for broadband and mobile were associated to Superloop Limited

State Picture

| State | Complaints | Complaints per 1000 people | % Complaints | Previous Quarter | % Change in Complaints |
|-------|------------|----------------------------|--------------|------------------|------------------------|
| NSW | 3,893 | 0.5 | 28.7% | 3,953 | -1.5% |
| VIC | 3,599 | 0.6 | 26.6% | 3,613 | -0.4% |
| QLD | 2,321 | 0.5 | 17.1% | 2,424 | -4.2% |
| WA | 1,088 | 0.4 | 8.0% | 1,046 | 4.0% |
| SA | 987 | 0.6 | 7.3% | 905 | 9.1% |
| TAS | 233 | 0.4 | 1.7% | 192 | 21.4% |
| ACT | 155 | 0.3 | 1.1% | 174 | -10.9% |
| NT | 51 | 0.3 | 0.4% | 58 | -12.1% |

Table 4: Complaints by State in FY25 Q1



New South Wales (NSW)

- People in NSW made a total of 3,893 complaints which was a 1.5 per cent decrease on the previous quarter.
- Residential consumers made up 89.3 per cent of these complaints.
- Mobile, landline, and property service type complaints all increased compared to the previous quarter.
- The LGAs with the highest number of complaints were Central Coast, Blacktown, Canterbury – Bankstown, Sydney, and The Hills Shire.
- Central Coast in NSW, which accounted for 1.3% of total complaints, received the highest compensation amount of \$85,219 among all LGAs in New South Wales. The primary issues for residents in Central Coast were no or delayed action by the provider (100 complaints), service and equipment fees (65 complaints), and failure to cancel a service (22 complaints).

| LGA Name | Complaints | % Complaints | Previous Quarter | % Previous Quarter | % Change in Complaints |
|----------------------|------------|--------------|------------------|--------------------|------------------------|
| Central Coast (Nsw) | 178 | 1.3% | 236 | 1.7% | -24.6% |
| Blacktown | 175 | 1.3% | 173 | 1.3% | 1.2% |
| Canterbury-Bankstown | 163 | 1.2% | 192 | 1.4% | -15.1% |
| Sydney | 146 | 1.1% | 139 | 1.0% | 5.0% |
| The Hills Shire | 112 | 0.8% | 118 | 0.9% | -5.1% |

Table 5: Top 5 LGAs by complaints in New South Wales

Victoria (VIC)

- A total of 3,599 complaints were made by consumers in Victoria, a 0.4 per cent decrease on last quarter.
- 89.1 per cent of complaints were made by residential consumers.
- The main concerns of people in Victoria were **no or delayed action by provider, service and equipment fees** and **inadequate fault testing**. However, **non-financial loss-not privacy** had the largest increase in complaints of 13.6 per cent (an additional 32 complaints).
- The LGAs with highest number of complaints in Victoria were Wyndham, Casey, Whittlesea, Greater Geelong, and Hume.
- Wyndham is one of the top five LGAs to receive the most complaints. Mobile complaints in Wyndham have increased by 14.3 per cent on last quarter and made-up 48.5 per cent of total complaints.

| LGA Name | Complaints | % Complaints | Previous Quarter | % Previous Quarter | % Change in Complaints |
|------------|------------|--------------|------------------|--------------------|------------------------|
| Wyndham | 198 | 1.5% | 185 | 1.4% | 7.0% |
| Casey | 179 | 1.3% | 188 | 1.4% | -4.8% |
| Whittlesea | 175 | 1.3% | 160 | 1.2% | 9.4% |



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|-----------------|-----|------|-----|------|-------|
| Greater Geelong | 141 | 1.0% | 135 | 1.0% | 4.4% |
| Hume | 123 | 0.9% | 135 | 1.0% | -8.9% |

Table 6: Top 5 LGAs by complaints in Victoria

Queensland (QLD)

- Compared to last quarter, Queenslanders made 4.2 per cent fewer complaints, registering 2,321 total complaints.
- Small businesses made up 10.3 per cent of total complaints, which is a drop of 7.7 per cent on last quarter
- Four of the top five LGAs in Queensland are present in the top five LGAs overall, Brisbane, Gold Coast, Moreton Bay, and Sunshine Coast. The complaints for the following LGAs have reduced compared to last quarter; Brisbane dropped by 17.9 per cent, Gold Coast dropped by 18.2 per cent, Moreton Bay dropped by 4.6, but Sunshine Coast increased slightly by 0.5 per cent.
- Brisbane accounts for 3.1 per cent of total complaints where most of the complaints were due to **no or delayed action by provider, service and equipment fees and inadequate fault testing.**

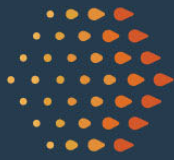
| LGA Name | Complaints | % Complaints | Previous Quarter | % Previous Quarter | % Change in Complaints |
|--------------------|------------|--------------|------------------|--------------------|------------------------|
| Brisbane | 426 | 3.1% | 519 | 3.8% | -17.9% |
| Gold Coast | 279 | 2.1% | 341 | 2.5% | -18.2% |
| Moreton Bay | 251 | 1.9% | 263 | 1.9% | -4.6% |
| Sunshine Coast (R) | 199 | 1.5% | 198 | 1.5% | 0.5% |
| Logan | 150 | 1.1% | 133 | 1.0% | 12.8% |

Table 7: Top 5 LGAs by complaints in Queensland

South Australia (SA)

- In South Australia, a total of 987 complaints were made which is a 9.1 per cent on last quarter.
- 89.26 per cent of complaints were made by residential consumers.
- The LGAs with the highest number of complaints were made by people from Onkaparinga, Charles Sturt, Playford, Port Adelaide Enfield and Salisbury.
- In comparison with the previous quarter, complaints from Onkaparinga LGA were up by 16.9 per cent, with a total of 104 complaints. Most of these complaints were due to no or delayed action by provider, service and equipment fees and failure to cancel a service.

| LGA Name | Complaints | % Complaints | Previous Quarter | % Previous Quarter | % Change in Complaints |
|---------------|------------|--------------|------------------|--------------------|------------------------|
| Onkaparinga | 104 | 0.8% | 89 | 0.7% | 16.9% |
| Charles Sturt | 81 | 0.6% | 66 | 0.5% | 22.7% |



| | | | | | |
|--------------------------|----|------|----|------|--------|
| Playford | 80 | 0.6% | 69 | 0.5% | 15.9% |
| Port Adelaide Enfield | 74 | 0.5% | 92 | 0.7% | -19.6% |
| Salisbury | 71 | 0.5% | 64 | 0.5% | 10.9% |

Table 8: Top 5 LGAs by complaints in South Australia

Western Australia (WA)

- People in Western Australia made a total of 1,088 complaints which was a 4.0 per cent increase since on last quarter.
- Small businesses made up 9.7 per cent of complaints which decreased by 17.3 per cent since previous quarter.
- Except for property service type, which fell by 6 cases, all other service types increased.
- The top five LGAs in WA with highest complaints includes Stirling, Wanneroo, Swan, Joondalup, and Armadale.
- One of the main concerns for consumers in WA was **intermittent service or dropouts** which increased by 41.3 per cent (an additional 43 complaints) since last quarter.

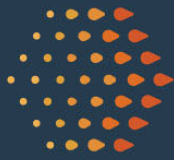
| LGA Name | Complaints | % Complaints | Previous Quarter | % Previous Quarter | % Change in Complaints |
|-----------|------------|--------------|------------------|--------------------|------------------------|
| Stirling | 113 | 0.8% | 89 | 0.7% | 27.0% |
| Wanneroo | 90 | 0.7% | 109 | 0.8% | -17.4% |
| Swan | 62 | 0.5% | 57 | 0.4% | 8.8% |
| Joondalup | 52 | 0.4% | 45 | 0.3% | 15.6% |
| Armadale | 48 | 0.4% | 40 | 0.3% | 20.0% |

Table 9: Top 5 LGAs by complaints in Western Australia

Tasmania (TAS)

- 233 complaints were made by consumers from Tasmania which is a 21.4 per cent increase on last quarter. Complaints about **no phone or internet service** increased by 50 per cent this quarter; from 28 complaints to 42 complaints. One contributing factor to the rise in complaints was inclement weather and associated outages.
- 93.6 per cent of complaints were made by residential consumers.
- The LGA in TAS with the highest number of complaints was Glenorchy followed by Clarence, Huon Valley, Hobart, and Launceston.
- The top three issues for these complaints were no or delayed action provider, service and equipment fees and no phone or internet service which saw respective increases of 36.5 per cent, 40 per cent, and 50 per cent in comparison with the previous quarter.

| LGA Name | Complaints | % Complaints | Previous Quarter | % Previous Quarter | % Change in Complaints |
|-----------|------------|--------------|------------------|--------------------|------------------------|
| Glenorchy | 25 | 0.2% | 17 | 0.1% | 47.1% |
| Clarence | 23 | 0.2% | 28 | 0.2% | -17.9% |



| | | | | | |
|-------------|----|------|----|------|-------|
| Huon Valley | 20 | 0.1% | 19 | 0.1% | 5.3% |
| Hobart | 19 | 0.1% | 15 | 0.1% | 26.7% |
| Launceston | 17 | 0.1% | 14 | 0.1% | 21.4% |

Table 10: Top 5 LGAs by complaints in Tasmania

Northern Territory (NT)

- Complaints from the Northern Territory have dropped by 12.1 per cent on the previous quarter, bringing the total number of complaints down to 51.
- Residential consumers account for 86.3 per cent of the complaints.
- The LGAs in NT with highest number of complaints was Darwin, Palmerston, Litchfield, Alice Springs and Coomalie.

| LGA Name | Complaints | % Complaints | Previous Quarter | % Previous Quarter | % Change in Complaints |
|---------------|------------|--------------|------------------|--------------------|------------------------|
| Darwin | 25 | 0.2% | 21 | 0.2% | 19.0% |
| Palmerston | 10 | 0.1% | 17 | 0.1% | -41.2% |
| Litchfield | 7 | 0.1% | 7 | 0.1% | 0.0% |
| Alice Springs | 4 | 0.0% | 8 | 0.1% | -50.0% |
| Coomalie | 2 | 0.0% | | | -100.0% |

Table 11: Top 5 LGAs by complaints in Northern Territory

Australian Capital Territory (ACT)

- In ACT, people made a total of 155 complaints which was a 10.9 per cent decline on last quarter.
- 93.5 per cent of complaints were from residential consumers.
- The most significant increase in complaints has been for **resolution agreed but not met** (by 160 per cent) and **delay establishing a service** (by 61.5 per cent).

| LGA Name | Complaints | % Complaints | Previous Quarter | % Previous Quarter | % Change in Complaints |
|----------|------------|--------------|------------------|--------------------|------------------------|
| ACT | 155 | 1.1% | 174 | 1.3% | -10.9% |

Table 12: Complaints in Australian Capital Territory

Notes to Editors

For all media enquiries please contact the Media Team on 0437 548 540 or mediaenquiries@tio.com.au

About the Telecommunications Industry Ombudsman

The Telecommunications Industry Ombudsman provides a free and independent dispute resolution service for residential consumers and small businesses who have an unresolved complaint about their phone or internet service. Consumers and small businesses should contact tio.com.au or 1800 062 058.