



Telecommunications
Industry
Ombudsman

Complaints data insights

Quarter 1 Report

July to September 2025

EMBARGOED UNTIL 12.01AM THURS 13 NOV 2025

November 2025

Data snapshot

Quarter 1 (FY 2026)

Total complaints received



13,547

↑ 1.1% increase on Q4.

Most complained about service:



5,988

Mobile Services
complaints

↑ 5.9% increase on Q4.

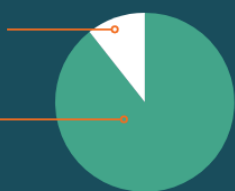
Who complained

Small Business 10.6%

↓ 0.4% decrease on Q4

Residential 89.4%

↑ 1.3% increase on Q4



The national picture



427

LGAs made complaints to the TIO

Down from 434 LGAs in Q4

Top 5 issues

- 1 No or delayed action by provider **8,971**
↑ 5.8% increase on Q4
- 2 Service and equipment fees **5,344**
↑ 6.1% increase on Q4
- 3 Inadequate fault testing **1,693**
↓ 1.9% decrease on Q4
- 4 Intermittent service or drop-outs **1,402**
↓ 16.1% decrease on Q4
- 5 No phone or internet service **1,382**
↓ 14.6% decrease on Q4

Top 5 telcos by complaint increases

- 1 Primus Telecommunications ↑ **151.4%**
- 2 Dodo Services ↑ **19.1%**
- 3 Optus ↑ **5.7%**
- 4 Vodafone Australia ↑ **4.6%**
- 5 Superloop ↑ **3.7%**

Top 5 LGAs (Highest no. of complaints)

- 1 Brisbane ↓ **0.5%**
- 2 Gold Coast ↑ **7.0%**
- 3 Moreton Bay ↑ **16.8%**
- 4 ACT ↑ **16.9%**
- 5 Sydney ↑ **9.3%**

Biggest changes



16.9%

increase in complaints from ACT



16.7%

increase in Non-financial loss/not privacy complaints on Q4

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National picture: Quarter 1 FY2026

Each quarter, the TIO publishes telco complaints data and insights, shining a light on emerging trends and persistent challenges faced by residential and small business consumers across Australia. By sharing our data on phone and internet complaints, the TIO helps build a stronger, more responsive communications environment and experience for people across the country.

What's frustrating people?

This quarter, 13,547 consumers turned to the TIO for help with their phone and internet complaints, an increase of 1.1% compared with the previous quarter.

People contacting the TIO describe the stress and frustration of trying to stay connected, managing bills and everyday responsibilities, while facing difficulties getting help from their telco when things go wrong.

Top 10 issues

The top 10 issues from July to September include **no or delayed action by provider** (8,971 complaints), **service and equipment fees** (5,344 complaints) and **inadequate fault testing** (1,693 complaints). People reported the most challenges with mobile and internet service types, making up 44.2% and 39.9% of total complaints respectively.

Five of the Top 10 complaint issues declined this quarter, with the most notable decreases noted for **intermittent service or dropouts** (down by 16.1%), **no phone or internet service** (down 14.6% and **slow data speed** (down 11.7 %).

Table 1: National Top 10 issues

Issues	Q1 complaints	% of total complaints	Q4 complaints	Q on Q % change
Service and equipment fees	5,344	39.4%	5,037	6.1 %
No or delayed action by provider	8,971	66.2%	8,481	5.8%
Service and equipment fees	5,344	39.4%	5,037	6.1%
Inadequate fault testing	1,693	12.5%	1,725	-1.9%
Intermittent service or dropouts	1,402	10.3%	1,672	-16.1%
No phone or internet service	1,382	10.2%	1,618	-14.6%

Delay establishing a service	1,131	8.3%	1,025	10.3%
Failure to cancel a service	1,087	8.0%	1,129	-3.7%
Non-financial loss - not privacy	997	7.4%	854	16.7%
Resolution agreed but not met	969	7.2%	891	8.8%
Slow data speed	932	6.9%	1,055	-11.7%

Rising challenges

More compensation claims for phone and internet problems

The TIO defines non-financial loss as compensation for an unusual amount of inconvenience, lost time or stress. From July to September, 997 people contacted the TIO seeking compensation due to non-financial loss* – an increase of 16.7 % when compared to the previous quarter. We heard from people experiencing major disruptions from internet outages, misleading sales and service delays leading to financial strain and a loss of trust.

Consumer complaints reveal challenges with drawn-out service reliability issues, poor communication from telcos, poor billing practices, inadequate customer support and account management errors.

Non-financial loss* compensation claims increased across all states except Tasmania. People making non-financial loss* compensation claims about mobile services increased by 26.2% compared to last quarter, and claims relating to internet services also increased, up by 14.7%.

**Non-financial loss linked to privacy issues are not included.*

Financial hardship

Complaints related to financial hardship (493 total complaints) continued their steady increase rising by 9.6% this quarter, with consumers reporting financial strain and emotional distress from billing issues and service interruptions. The underlying issues include inaccurate bills, inadequate customer service and inflexible hardship policies.

The majority of these complaints are about mobile services, making up 69.8% of financial hardship complaints for the quarter (344 complaints total).

Read more about telco consumers facing financial hardship in the TIO's 2025 systemic insights report.



Events that impacted complaint volumes

18 September Optus Triple Zero outage

The Optus Triple Zero outage increased complaint volumes related to accessing Triple Zero and emergency services.

In total, 104 complaints relating to Triple Zero and emergency services were received during Q1.

At the initial stage of the complaint process, the TIO relies primarily on information provided by consumers who are not always able to determine if their problem is attributable to a fault with the Triple Zero service. Based on the information provided by consumers:

- three complaints related either to an actual or potential issue with the Triple Zero service.
- the remaining complaints were likely due to broader issues such as network coverage limitations or equipment faults. In many cases, consumers had not called Triple Zero, but were worried about their ability to do so in the future.

Who we heard from

In Quarter 1, we received complaints from every state and territory, covering major cities and regional communities in 427 Local Government Areas. This broad geographic spread builds a picture of the challenges telco consumers are experiencing across the country.

Consumers in both regional and major cities continued to report similar top issues such as **no or delayed action by provider** and **service and equipment fees**. However, complaint volumes moved in different directions:

- **No or delayed action by provider:** increased 9.9% in major cities but declined 5.6% in regional areas.
- **Service and equipment fees:** increased 8% in major cities and decreased 2.5% in the regions.

A positive for people living in major cities was a decrease in issues related to consumers having **no phone or internet service**, down by 14.2% to 154 complaints.

We heard more from regional consumers in Quarter 1 about **delays establishing a service** (up 11.3% to 267 complaints) and **resolution agreed but not met** (up 1.6 % to 193 complaints) issues. A positive for consumers in the regions was a decline in complaints about **slow data speed**, down by 25.4 % (by 68 complaints).

Residential and small business consumers shared similar frustrations in Quarter 1, with both groups reporting how issues with **service and equipment fees**, **no phone or internet service** and **unreliable service and dropouts** disrupted their ability to run their daily lives and businesses.

Table 2: Top five Local Government Areas (LGA)'s by complaint numbers

LGA	Q1 Total complaints	Q on Q % change
Brisbane	545	-0.5%
Gold Coast	337	7%
Moreton Bay	264	16.8%
Unincorporated ACT	207	16.9%
Sydney	200	9.3%

First Nations consumers

A total of 400 complaints were made by consumers who identified as First Nations people. The most common issues were **service and equipment fees**, **intermittent service or dropouts** and **no phone or internet service**. People also reported experiencing disrupted access to essential services, and financial strain due to unclear or incorrect billing.

Residential consumers

Complaints from residential consumers rose by 1.3% (153 complaints) to 12,109 complaints in Quarter 1. The most common issues were **no or delayed action by providers** (8,012 complaints), **service and equipment fees** (4,818 complaints), and **inadequate fault testing** (1,523 complaints).

Mobile services were a particular pain point for residential consumers, with complaints rising by 5.4% (an additional 280 cases) since the previous quarter. Consumers frustrated with their mobile services frequently reported problems with **service and equipment fees**, **poor mobile coverage**, and **inadequate fault testing**.

Residential complaints in the Australian Capital Territory (ACT) jumped by 18.4%, reaching 187 complaints in total. The main concerns were **service and equipment fees**, **no phone or internet service**, and **intermittent service or dropouts**. The Northern Territory (NT) also saw a 14.5% increase in residential complaints, with LGA's Darwin (29 complaints) and Palmerston (20 complaints) accounting for nearly 70% of total complaints.

The total financial outcome returned to residential consumers in Quarter 1 was \$677,696.

Small businesses

In Quarter 1, the TIO received a total of 1,438 complaints from small businesses, a slight decline of 0.4% compared to the previous quarter. The top issues experienced by small businesses were **no or delayed action by provider** (959 complaints), **service and equipment fees** (526 complaints) and **business loss** (239 complaints).

Small business consumers also reported increased frustrations with billing issues. Issues with **bills being unclear or not received** were up by 44.6% to a total of 81 complaints, with consumers experiencing financial strain and significant inconvenience from repeat issues and time spent trying to fix them. Some business owners reported receiving bills that failed to provide itemised charges, usage data and information necessary for business claims like GST amounts.

With a 10.9% increase (to 551 cases total) in mobile complaints since the previous quarter, small business owners are primarily reporting frustrations **with service and equipment fees, poor mobile coverage and equipment faults**. The complaints picture highlights the impact of unreliable mobile service on people's ability to run their daily business operations and maintain responsive consumer service. Small businesses told us the drivers making it harder to resolve these issues include mobile tower limitations, poor communication and account errors.

The total financial outcome returned to small businesses in Quarter 1 was \$292,414.

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Having no phone number leaves Callie's* cleaning business at a standstill

Callie runs her small cleaning business from home. Callie is ready to step things up with business cards, brochures and a website but first she needs a business number people can contact. Callie had applied for a business number with her telco weeks prior but her telco kept saying they would connect her and then saying there was another delay.*

Callie said the delays have cost her potential customers because she can't publish or print marketing materials for people to find and contact her. Callie is also worried she'll have to pay for services she can't use because it's been two months with no solution in sight.

**Name changed for privacy reasons*

Regional consumers

In Quarter 1, eight of the top 10 issues impacting regional consumers decreased from the previous quarter. The biggest declines were noted for **slow data speed** (down by 25.4%), **intermittent service and dropouts** (down by 21.1%) and **poor mobile coverage** (down by 20.3%).

Two of the top 10 issues increased: **delay establishing a service**, up by 11.3% (an additional 27 complaints) and **resolution agreed but not met** up by 1.6% (an additional 3 complaints).

Of the 427 Local Government Areas (LGAs) that recorded at least one complaint, 292 were regional LGAs and 135 were major city LGAs.

The top five regional areas with the highest share of complaints were Townsville (84 complaints), Ballarat (71 complaints), Cairns (70 complaints), Mid-Coast (70 complaints) and Toowoomba (57 complaints). The primary issues facing consumers in Townsville were **service and equipment fees**, **failure to cancel a service** and **delay establishing a service**.



Table 3: Top 10 issues – Regional vs Major Cities

Regional issue	Q on Q Regional % change	Major city issue	Q on Q Major city % change
No or delayed action by provider	-5.6%	No or delayed action by provider	9.9%
Service and equipment fees	-2.5%	Service and equipment fees	8%
Inadequate fault testing	-0.2%	Inadequate fault testing	-1.6%
No phone or internet service	-16.8%	Intermittent service or dropouts	-13.8%
Intermittent service or dropouts	-21.1%	No phone or internet service	-14.2%
Delay establishing a service	11.3%	Delay establishing a service	12.3%
Failure to cancel a service	-2%	Failure to cancel a service	-6.1%
Poor mobile coverage	-20.3%	Non-financial loss - not privacy	15.7%
Slow data speed	-25.4%	Resolution agreed but not met	10.6%
Resolution agreed but not met	1.6%	Slow data speed	-6.9%

Table 4: Service types – Regional vs Major Cities

Service type	Regional complaints	% of total complaints	Regional Q on Q % change	Major city complaints	% of total complaints
Mobile	1,245	41.3%	-3.6%	4,276	43.3%
Internet	1,147	38%	-6.4%	4,142	41.9%
Landline	278	9.2%	-11.7%	564	5.7%



Margaret's struggle with unreliable mobile services reflects recurring regional issues

Margaret lives in regional New South Wales*. Margaret's job means she needs her mobile to make calls and access the internet, but her service is patchy and sometimes doesn't work at all. Margaret can't always do her job and can't rely on her services for internet banking or paying bills online.*

Margaret's internet device uses a mobile connection, and she says it hasn't worked properly since works were completed on mobile towers in her area. Her internet quality got worse after mobile tower upgrades.

**Names and locations changed for privacy reasons*

State by state

In Quarter 1, we saw an increase in complaints across four states and territories compared to the previous quarter. The Australian Capital Territory recorded an increase of 30 complaints (up 16.9%), followed by the Northern Territory (up by 5.6%), Victoria (up 4.2%) and New South Wales (up 0.9%). Across all other states, complaint numbers declined.

Nationally, 179 LGAs recorded complaint rates per 1,000 people above the national average of 0.54, while 15 LGAs matched the national average and 233 LGAs fell below it.

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Table 5: Complaints by state

State	Complaints	% of total complaints	Previous Quarter	Q on Q % change
NSW	4,122	30.4%	4,085	0.9%
VIC	3,825	28.2%	3,670	4.2%
QLD	2,375	17.5%	2,400	-1%
WA	1,076	7.9%	1,107	-2.8%
SA	983	7.3%	1,003	-2%
TAS	228	1.7%	230	-0.9%
ACT	207	1.5%	177	16.9%
NT	75	0.6%	71	5.6%

New South Wales (NSW)

- A total of 4,122 complaints were made by people in NSW, up by 0.9% since last quarter.
- Six of the top 10 issues increased. **Delay establishing a service** had the largest increase, up 18.6% to 396 complaints. Other increases were noted for **service and equipment fees** (up 8.3%) and **non-financial loss – not privacy** (up 6.2%).
- No phone or internet service** declined 23.5% (down 141 complaints).
- 22.3% of complaints from NSW were from regional areas and 77.7% were from major cities.
- The top five NSW LGAs with the highest number of complaints were Sydney (200 complaints), Central Coast (187 complaints), Canterbury-Bankstown (182 complaints), Blacktown (170 complaints) and Northern Beaches (126 complaints).
- The main complaint issues reported by consumers in Sydney were **service and equipment fees, failure to cancel a service**, and **no phone or internet service**.

Victoria (VIC)

- A total of 3,825 complaints were made by people in Victoria, up 4.2% since last quarter.
- Six of the top 10 complaint issues increased. The highest increase was recorded for **non-financial loss – not privacy** rising 40% to 322 complaints. Complaints involving **delays establishing a service** also increased 20.7% to 54 complaints.
- No phone or internet service** declined of 12% to 47 complaints.
- 18.7% of complaints from VIC were from regional areas and 81.3% were from major cities.



- The top five VIC LGAs with the highest number of complaints were Wyndham (178 complaints), Whittlesea (170 complaints), Hume (154 complaints), Melbourne (146 complaints) and Casey (145 complaints).
- The main complaint issues reported by people in Wyndham were **service and equipment fees, intermittent service or dropouts, and delays establishing a service.**

Queensland (QLD)

- A total of 2,375 complaints were made by people in QLD, down 1% since last quarter.
- Five of the top 10 complaint issues increased. **Resolution agreed but not met** saw the largest increase of 30% to 45 complaints.
- **Intermittent service or dropouts** observed the largest decrease of 19.8% down to 65 complaints.
- 28.6% of complaints from QLD were from regional areas and 71.4% from major cities.
- The QLD LGAs with the highest number of complaints were Brisbane (545 complaints), Gold Coast (337 complaints), Moreton Bay (264 complaints), Sunshine Coast (192 complaints) and Logan (173 complaints).
- The main complaint issues reported by people in Brisbane were **service and equipment fees, no phone or internet service, and intermittent service or dropouts.**

Western Australia (WA)

- A total of 1,076 complaints were made by people in WA, down 2.8% since last quarter.
- Five of the top 10 complaint issues increased. **Poor mobile coverage** saw the largest increase of 30.8% to 20 complaints, followed by **resolution agreed but not met**, up 29.3% to 17 complaints.
- **Intermittent service or dropouts** declined 30.5% to 43 complaints.
- 17.8% of complaints from WA were from regional areas and 82.2% from major cities.
- The top five LGAs with the highest number of complaints were Stirling (102 complaints), Wanneroo (95 complaints), Rockingham (89 complaints), Swan (64 complaints) and Gosnells (52 complaints).
- The main complaint issues reported in Stirling were **service and equipment fees, intermittent service or dropouts, and failure to cancel a service.**



South Australia (SA)

- A total of 983 complaints were made by people in SA, down 2% since last quarter.
- Three of the top 10 complaint issues increased. The highest increase was noted for complaints about **non-financial loss – not privacy**, which increased 25.9% to 14 complaints.
- **Intermittent service or dropouts** declined 13.2% to 14 complaints.
- 21.3% of complaints from SA were from regional areas and 78.7% were from major cities.
- The top five LGAs with the highest number of complaints were Onkaparinga (88 complaints), Playford (81 complaints), Port Adelaide Enfield (71 complaints), Marion (70 complaints) and Charles Sturt and Salisbury recording 67 complaints each.
- The main issues reported by people in Onkaparinga were **service and equipment fees**, **intermittent service or dropouts**, and **slow data speed**.

Tasmania (TAS)

- A total of 228 complaints were made by people in Tasmania, down 0.9% since last quarter.
- Six of the top 10 complaint issues increased. **Failure to cancel a service** increased 42.1% to 8 complaints.
- **Delay establishing a service** decreased 14.3% to 3 complaints.
- The top five LGAs with the highest number of complaints were Hobart (26 complaints), Glenorchy (25 complaints), Clarence (21 complaints), Huon Valley (17 complaints) and Launceston (16 complaints).
- The main complaint issues reported by people in Hobart were **service and equipment fees**, **failure to cancel a service**, and **no phone or internet service**.

Australian Capital Territory (ACT)

- Of all states, ACT had the largest increase in complaints, up 16.9% to 207 complaints. ACT complaints made up 1.5% of total complaints received nationally.
- Complaints about internet service increased this quarter by 35.9% and accounted for 51.2% of all ACT complaints.
- All top 10 issues observed a rise in complaints. The largest increase was observed for **partially restricted service**, up 120% to 11 complaints.
- **Service and equipment fees**, **no phone or internet service** and **intermittent service or dropouts** were the main complaint issues reported by people in ACT.

Northern Territory (NT)

- A total of 75 complaints were made by people from NT, up 5.6% since last quarter.
- Eight of the top 10 complaint issues increased. **Delay establishing a service** increased 350% from 2 to 9 complaints.
- **Slow data speed** observed the largest decline of 22.2% (down by 2 complaints).
- The top five LGAs with the highest number of complaints were Darwin (32 complaints), Palmerston (20 complaints), Litchfield (9 complaints), Alice Springs (8 complaints) and East Arnhem (2 complaints).
- The main issues reported by people in Darwin were **delay establishing a service**, **intermittent service or dropouts**, and **service and equipment fees**.

Top 10 telcos by complaints

Most consumer complaints were made about the biggest telcos, with the top 10 providers accounting for 86.2 per cent of complaints received in Quarter 1. Telstra, Optus and Vodafone continue to account for the largest proportion of complaints.

Compared to last quarter, five of the top 10 providers (including Telstra) declined in overall complaint volumes, while Optus and Vodafone recorded increases of 5.7% and 4.6% respectively.

Although overall complaints dropped for Telstra, complaints about **bill unclear or not received** (402 total complaints) increased 16.9% compared to last quarter and 87% compared to the same period last year.

Primus Telecommunications (Primus) observed the largest increase, up 151.4% to 176 complaints. This increase sees Primus in the top 10 for Quarter 1. The main complaint issues reported in Primus complaints were **service and equipment fees**, **bill unclear or not received** and **no phone or internet service**.

Complaints against Dodo Services (Dodo) increased by 19.1% to 181 complaints. The main complaint issues reported in Dodo complaints were **delay establishing a service**, **service and equipment fees** and **intermittent service or dropouts**.

Table 6: Top 10 telcos by complaint numbers

Telcos	Jul-Sep 2025	Jul-Sep 2024	Year on Year % change	Q on Q % change
Telstra	5,184	5,131	1%	-3%
Optus Group	3,207	3,124	2.7%	5.7%

Vodafone Australia Limited	1,363	1,297	5.1%	4.6%
TPG Group	604	502	20.3%	-11.2%
iiNet Ltd	372	441	-15.6%	-14.3%
Aussie Broadband Limited	203	231	-12.1%	-10.6%
Superloop	198	180	10%	3.7%
Southern Phone Company Ltd	186	360	-48.3%	-11%
Dodo Services Pty Ltd	181	258	-29.8%	19.1%
Primus Telecommunications Pty Ltd	176	97	81.4%	151.4%

Complaints by service type

Mobile

Mobile was the only service type to increase in complaints this quarter, up by 5.9% to 5,988 complaints.

Consumers reported delays activating their service when switching providers, misleading advice and plans, unreliable services and financial stress. Following the Optus Triple Zero outage on September 18, more consumers contacted the TIO worried about their ability to contact emergency services when needed. This was a particular concern for people living in remote areas and with health conditions who rely on timely access to support services.

Nine of the top 10 issues observed an increase for mobile in Q1. The most significant increase was for **partially restricted service**, up by 36.6% to 440 complaints. Consumers reported persistent connectivity issues, telling us technical faults and being unable to get the right support from their telco at the right time were behind these issues.

Other issues that increased were **non-financial loss-not privacy**, up by 26.2% to 400 complaints, followed by a 22.4% increase in **financial hardship** to 344 complaints.

The largest decrease was observed for **poor mobile coverage**, down by 8.3% to 588 complaints total.

Internet

Complaints about internet services accounted for 39.9% of all TIO complaints in Quarter 1 with a total 5,411 complaints.

Internet complaints were down by 2.2% in Quarter 1, with the most significant decline observed for **intermittent service or drop-outs**, down by 14.9% to 942 complaints.

The most significant increase in top 10 issues was observed for **non-financial loss – not privacy** complaints, up by 14.7% to 483 complaints total. Consumers reported growing frustration with long term internet service issues, including outages, inconsistent service quality and poor customer service.

The top issues driving internet complaints were **no or delayed action by provider, service and equipment fees** and **inadequate fault testing**.

People reported disruption to work and everyday life due to unreliable internet services and delays in setting up broadband connections. The main drivers behind these issues were unclear communication about service terms (for example, cancellation notice periods), confusing and slow processes to set up broadband and billing problems (for example, delayed refunds).

Landline

Landline complaints decreased by 5.9% since last quarter, accounting for 876 of all TIO complaints. **No phone or internet service** observed the most significant decrease of 20.3% (down by 50 complaints).

The top issues driving landline complaints were **no or delayed action by provider, service and equipment fees** and **no phone or internet service**.

Complaints about **bill unclear or not received** saw a notable uptick of 44.7% (an additional 21 complaints), with people reporting inconsistent billing practices and poor communication about account information.

People told us these problems made it difficult to manage payments and avoid service disruptions. Other issues driving complaints were unauthorised charges, billing errors, difficulties cancelling their service, delays connecting services and technical faults.



Ravi's* bill doubled with no explanation and no answer to calls for help

Ravi* is getting older and can't always communicate due to health issues. Ravi's nephew, Jai*, helps Ravi out by managing Ravi's accounts and talking to people on his behalf when things go wrong.

Ravi relies on his home phone and has had the same plan with his telco for a long time. When Ravi's bill arrived in the mail, Jai was shocked to see it had doubled from \$50 to \$100. The bill didn't have a breakdown of charges that explained what the extra cost was for.

Jai was worried the charges could have been from a scam. He was also worried Ravi's home phone would be disconnected if the bill wasn't paid on time – even though the charges seemed wrong. Jai called Ravi's telco again and again but couldn't get through for help.

**Names changed for privacy reasons*

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Spotlight on Digital Platforms

This quarter, the TIO has received national media attention for our calls to establish an ombudsman for digital platforms complaints.

Small businesses frequently turn to local media across Australia after being unfairly locked out of their social media accounts, with consequences ranging from personal distress to financial and reputational losses.

The TIO regularly receives complaints from consumers about digital platforms services. Over and over, we hear a similar story: consumer experiences a problem. They try to contact the platform for help. They exhaust chat bots, online forms, and community forums. They can't get through to a human to talk through their problem. They turn to the TIO in the hope we can just get it fixed.

These complaints range from issues with account access or subscription charges to complaints about misinformation, offensive content and fake reviews. Many of these consumer complaints are similar to ones the TIO currently handles for telecommunications and internet services. But because digital platforms are not within the scope of our role, the most we can do is listen, and suggest other avenues to try and access help.

It is clear that consumers are currently unable to access adequate support or complaint resolution, presenting a vital gap in consumer safeguards for digital platform services. Since 2019, the ACCC has been calling for the creation of an ombuds scheme to support consumers resolve their complaints with digital platforms when internal dispute resolution fails.

The TIO is ready and willing to take on this work, as a natural extension of our existing work across the communications industry. A fair and independent Communications Ombudsman would play a vital role in righting wrongs between everyday people and digital platforms.

Read more:

[Social media lockouts expose gaps in consumer protections](#)

[TIO welcomes important online safety measures](#)



Access Denied – a subscription error froze Sarah’s* business systems

Sarah bought a subscription for a cloud-based file management suite for her small business. Within days, she lost access due to a persistent login error with her username. This prevented her email, calendar and booking page from syncing or operating correctly. Sarah was unable to speak directly to someone about this problem and was not contacted after following the support chatbot’s instructions. Sarah suspected the problem was a typo in the domain name, but she was unable to access help.

The TIO could not handle Sarah’s complaint because it is outside our jurisdiction. We encouraged Sarah to speak to her state’s consumer protection agency.

** Names of all parties have been changed*

1 AM



Locked out and losing customers, Jordan* turned to the TIO for help

Jordan is a small business owner. His business page on social media was linked to a personal account, from which he managed advertising and customer engagement. His personal account was hacked and used to target his friends in scams. The social media platform blocked the personal account, leaving Jordan unable to access his business page, engage with customers, or promote his products. Despite repeated efforts to regain ownership of his social media accounts, he did not receive any response. Jordan was worried about his business reputation and the privacy of his financial and personal information and contacted the TIO for support.

The TIO could not pursue Jordan’s complaint because it is outside our jurisdiction. We referred Jordan to his state’s consumer protection agency and the Australian cyber security centre.

** Names of all parties have been changed*