



Telecommunications
Industry
Ombudsman

Complaints data insights

Quarter 3 Report

January to March 2026

June 2026

Data snapshot

Quarter 3 (FY 2026)

Total complaints received

 **14,002**

↑ 0.1% increase on Q2

Most complained about service:

 **6,739** Mobile Services complaints

↑ 5.7% increase on Q2

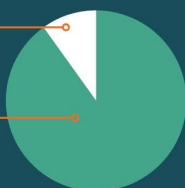
Who complained

Small Business **9.9%**

↓ 2.3% decrease on Q2

Residential **90.1%**

↑ 0.4% increase on Q2



Top 5 issues

- 1 No or delayed action by provider **8,151**
↓ 3.9% decrease on Q2
- 2 Service and equipment fees **5,105**
↑ 5.6% increase on Q2
- 3 No phone or internet service **1,942**
↓ 0.6% decrease on Q2
- 4 Inadequate fault testing **1,849**
↓ 4.7% decrease on Q2
- 5 Intermittent service or drop-outs **1,657**
↓ 3.3% decrease on Q2

The national picture

 **435**

LGAs made complaints to the TIO

Up from 424 LGAs in Q2

Top 3 telcos by complaint increases

- 1 Superloop ↑ **67.3%**
Total complaints: 450
- 2 Lyca Mobile ↑ **16.1%**
Total complaints: 303
- 3 Optus Group ↑ **2.4%**
Total complaints: 3,208

Top 5 LGAs (Highest no. of complaints)

- 1 Brisbane ↓ **7.7%**
Total complaints: 621
- 2 Gold Coast ↑ **19.6%**
Total complaints: 354
- 3 Moreton Bay ↓ **5.8%**
Total complaints: 260
- 4 Sunshine Coast ↑ **7.8%**
Total complaints: 207
- 5 Wyndham ↓ **5.7%**
Total complaints: 199

Key Changes

Financial Hardship complaints

 **↑ 25.3%**

Financial loss complaints

 **↑ 32.7%**



Contents
Phone and internet this quarter.....	4
Top 10 issues	4
Rising challenges.....	5
Financial hardship.....	5
Triple Zero.....	6
Top 10 telcos by complaints	7
Who we heard from	8
First Nations consumers	8
Regional consumers	9
Major cities consumers	9
Residential consumers	11
Small businesses	11
Complaints by service type	12
Mobile	12
Internet.....	12
Landline	13
State by state	13
Digital platforms this quarter.....	14
Enquiries by problem	14
Enquiries by platform	15



Phone and internet this quarter

The financial implications of telco troubles stood out this quarter, with more people seeking compensation for financial loss and an increase in financial hardship complaints after a promising decline last quarter. While overall complaint volumes were stable at 14,002, mobile complaints continued to climb, highlighting the emotional, safety and financial consequences of being without a reliable service. A closer look at the rise in regional complaints showed the unique and sometimes amplified challenges people outside of major cities can face.

Top 10 issues

The top three issues faced by consumers are consistent with the previous quarter. After a decline last quarter, **failure to cancel a service** recorded the largest percentage increase, returning to similar complaint levels as Quarter 1. **Poor mobile coverage** complaints climbed for the second consecutive quarter.

Table 1: National Top 10 issues

Issues	Q3 Complaints	% of total complaints	Previous Q Complaints	Q on Q % change	Y on Y % change
1. No or delayed action by provider	8,151	58.2%	8,485	-3.9%	-12.1%
2. Service and equipment fees	5,105	36.5%	4,836	5.6%	-8.4%
3. No phone or internet service	1,942	13.9%	1,954	-0.6%	-9.6%
4. Inadequate fault testing	1,849	13.2%	1,940	-4.7%	-1.5%
5. Intermittent service or dropouts	1,657	11.8%	1,714	-3.3%	-15.5%
6. Delay establishing a service	1,286	9.2%	1,250	2.9%	15.1%
7. Non-financial loss - not privacy	1,197	8.5%	1,162	3.0%	16.4%
8. Slow data speed	1,089	7.8%	1,064	2.3%	-3.1%
9. Failure to cancel a service	1,057	7.5%	917	15.3%	-17.1%
10. Poor mobile coverage	880	6.3%	772	14.0%	-12.2%



Rising challenges

Complaints to our office highlighted the very real impacts telco problems can have on people's finances, with **financial hardship or repayment arrangements** and **financial loss** observing notable increases.

Financial loss

Financial loss (separate to business loss) complaints rose by 32.7% in Quarter 3, to a total of 739. These complaints capture situations where a consumer is seeking compensation for being left out of pocket by their telco. Examples include lost work and missed appointments due to outages or technician delays, as well as mis-selling and incorrect or unauthorised charges.

Karl* sought compensation after a poor internet connection led to appointment cancellation fees

Karl and his daughter Layla live rurally, so Layla meets with an academic tutor online. Before an exam, Layla had an extended tutoring session booked, but she couldn't maintain a call with her tutor due to problems with their internet connection.

The tutoring appointment was cancelled, and Karl had to pay \$150 in cancellation fees. Karl requested a refund for these costs, but his telco would not agree to more than \$5.

Karl contacted the TIO seeking compensation from his telco to cover the cancellation costs.

**Names of all parties have been changed.*

Financial hardship

Following a promising decline last quarter, financial hardship complaints rose by 25.3% to a total of 505.

Optus made up just over half of these complaints, an increase of 50.6% since last quarter. In comparison, Telstra's financial hardship complaints saw a slight increase (up 1.9%), accounting for 21.8% of the total. Despite the Quarter 3 increase, financial hardship complaints across Quarter 2 and Quarter 3 remain lower than the same period last year.

Some consumers struggled with telco bills because their financial situation changed. Others were sold telco products and services they couldn't afford from the start. While payment plans can help, consumers reported telcos either refusing a plan or offering one they couldn't afford.



Logan's* Telco failed to uphold a payment plan and disconnected his service

Logan's husband, Mark*, had several surgeries over a 12 month period. Logan needed to reduce his working hours to care for Mark. During this time, Logan realised his telco bill was getting higher and higher. With only one income and medical bills to pay, Logan knew he wouldn't be able to keep up.

Logan contacted his telco for financial hardship support again and again, but didn't get a response, and his telco bill kept growing. Logan eventually spoke to his telco, who set up a payment plan for a monthly amount he could afford and keep his service connected.

A week after this conversation, Logan's service was disconnected because his telco failed to put the payment arrangement in place.

Stressed about the disconnection's impact on his ability to work, and confused about why it happened despite him making the agreed payment, Logan contacted the TIO for help.

**Names of all parties have been changed.*

Triple Zero

In Quarter 3, the TIO received over 340 complaints relating to Triple Zero and emergency services.

Of the complaints received, approximately 60 were about people unable to reach or maintain a clear and stable call with Triple Zero or emergency services due to issues such as network outages, poor mobile coverage, or handset compatibility issues. The incidents reported to us occurred during Quarter 3 or on earlier occasions. The most common reason for calling triple zero was a medical issue or emergency, followed by test calling to check that the service worked (no emergency).

The remaining complaints were made by consumers concerned about not having a reliable service if an emergency happens in the future. These complaints tended to be from or about older people, people with pre-existing medical conditions, and those living in regional or rural areas. Several consumers also cited bushfires as a factor contributing to their concerns.



Top 10 telcos by complaints

Complaints about Superloop, Lyca Mobile and Optus increased this quarter.

Nearly all (91.8%) Superloop complaints were about its internet service. **Termination fee** complaints increased from 10 to 54 complaints, with consumers expressing concern about Superloop’s 30-day cancellation notice period. Read about the TIO’s views on cancellation practices, including termination fees and notice periods, in its 2026 [Cancellations Policy Position Statement](#).

This is the second consecutive quarter that Lyca Mobile complaints increased, with consumers raising concerns about issues such as failed service activations and poor customer support.

Optus complaints returned to similar complaint levels as Quarter 2.

Table 2: Top 10 telcos by complaint numbers

Telcos	Q3 complaints	% of total complaints	Previous Q complaints	Q on Q % change	Y on Y % change
1. Telstra	4,623	33.0%	4,693	-1.5%	-20.6%
2. Optus Group	3,208	22.9%	3,133	2.4%	-10.5%
3. Vodafone Australia Limited	1,501	10.7%	1,563	-4.0%	14.1%
4. TPG Group	636	4.5%	672	-5.4%	-24.2%
5. Superloop	450	3.2%	269	67.3%	108.3%
6. iiNet Ltd	388	2.8%	436	-11.0%	-26.7%
7. Lyca Mobile Pty Ltd	303	2.2%	261	16.1%	676.9%
8. Aussie Broadband Limited	254	1.8%	302	-15.9%	5.4%
9. Dodo Services Pty Ltd	244	1.7%	321	-24.0%	1.7%
10. Southern Phone Company Ltd	216	1.5%	219	-1.4%	-33.5%



Who we heard from

First Nations consumers

There were 471 complaints this quarter from consumers who identified as First Nations people.

The primary concerns raised by First Nations consumers were **service and equipment fees, no phone or internet service** and **delay establishing a service**.

Among the Top 10 issues, complaints about **financial loss** (excludes business losses) increased by 300% from 11 to 44, followed by a 50% increase in **non-financial loss not-privacy** from 36 to 54 complaints.

Financial hardship or repayment arrangement complaints also increased 46.9% from 32 to 47. Within these three categories of complaints, many people were seeking compensation for the impacts of being sold a device that they did not understand or could not afford. Impacts included going into debt, receiving a poor credit score, and experiencing high levels of stress and anxiety.

Sally* was sold multiple devices she couldn't afford

When Sally, a Torres Strait Islander woman was made redundant from her full-time job and moved into irregular casual shifts. Despite her unstable income, Sally's telco sold her multiple devices on a repayment plan of \$120 a fortnight. Sally struggled to make these payments as her total income was sometimes only twice the amount of her device repayment plans.

Despite this issue occurring in 2022, Sally contacted the TIO this quarter when she heard her telco was offering remediation for cases where people had been sold products they couldn't afford.

**Names of all parties have been changed.*



Regional consumers

There were 3,173 complaints from regional consumers this quarter, up by 7.1% since previous quarter but down by 17.9% when compared to the same period last year.

The top five regional areas with the highest share of complaints were Townsville (95), Mid-Coast (79), Cairns (78), Ballarat (73), and Toowoomba (70). Of these areas, the Mid-Coast had the highest share of complaints per 1000 people, followed by Ballarat, Townsville, Cairns and Toowoomba.

Regional consumers often experience the same telco issues as consumers in major cities. Their experience of these issues, however, can be harder or become higher risk because of location and a lack of alternative connectivity options.

The total value of financial outcomes returned to consumers from regional areas in Q3 was \$320,828.

Jamal* lost connection during an active bushfire

Jamal lives on a farm in a regional community. A bushfire impacted his community and, despite being assured by his telco that the network was operational, Jamal lost coverage at a critical time. As a result, Jamal was unable to receive warnings from neighbouring farmers or access alerts through his State emergency app.

Fed up with a service that put him and his livelihood at risk, Jamal made a complaint with the TIO.

**Names of all parties have been changed.*

Major city consumers

People in major cities made 10,065 complaints this quarter, down by 2.4% since Quarter 2 and 6.5% when compared to the same quarter last year.

The top three primary issues faced by consumers from major cities were **service and equipment fees, no phone or internet service** and **intermittent service or dropouts**.

The top five local government areas with the highest number of complaints were Brisbane (621), Gold Coast (354), Moreton Bay (260), Sunshine Coast (207) and Wyndham (199). Of these areas, Wyndham had the highest share of complaints per 1000 people, followed by Sunshine Coast, Gold Coast, Moreton Bay and Brisbane.

The total value of financial outcomes returned to consumers from major cities in Quarter 3 was \$826,002.



Table 4: Top 10 issues – Regional vs Major Cities

Regional issue	Q3 complaints	Q on Q Regional % change	Y on Y Regional % change	Major city issue	Q3 complaints	Q on Q Major city % change	Y on Y Major city % change
1. No or delayed action by provider	1,874	4.8%	-19.9%	1. No or delayed action by provider	5,832	-7.1%	-10.4%
2. Service and equipment fees	1,040	4.8%	-18.1%	2. Service and equipment fees	3,788	5.1%	-6.0%
3. No phone or internet service	501	5.9%	-22.7%	3. Inadequate fault testing	1,370	-4.9%	6.0%
4. Inadequate fault testing	424	-3.2%	-18.1%	4. No phone or internet service	1,358	-4.4%	-5.2%
5. Intermittent service or dropouts	399	5.3%	-28.6%	5. Intermittent service or dropouts	1,224	-5.3%	-8.7%
6. Delay establishing a service	297	13.8%	4.2%	6. Delay establishing a service	928	-1.7%	17.5%
7. Poor mobile coverage	264	23.9%	-40.3%	7. Non-financial loss - not privacy	891	-2.6%	16.9%
8. Slow data speed	252	7.2%	-17.1%	8. Slow data speed	818	2.3%	2.9%
9. Non-financial loss - not privacy	234	16.4%	3.5%	9. Failure to cancel a service	794	19.4%	-17.1%
10. Failure to cancel a service	203	5.2%	-19.4%	10. Partially restricted service	611	-1.3%	8.0%

Table 5: Service types – Regional vs Major Cities

Service type	Regional complaints	% of total complaints	Regional Q on Q % change	Regional Y on Y % change	Major city complaints	% of total complaints	Major City Q on Q % change	Major City Y on Y % change
Mobile	1,429	45%	12.5%	-14.4%	4,706	46.8%	2.7%	2.4%
Internet	1,135	35.8%	-2.4%	-19.2%	4,220	41.9%	-3.8%	-9.5%
Landline	311	9.8%	19.6%	-14.6%	441	4.4%	-15.8%	-32.9%



Residential consumers

The TIO heard from 12,612 residential consumers, representing minimal change (0.4% increase) since Quarter 2, but a decline of 7.2% when compared to the same quarter last year.

Mobile complaints rose 5.7% and accounted for 49% of all residential complaints. The primary concerns for mobile-related complaints were **service and equipment fees, poor mobile coverage** and **equipment fault**.

Internet complaints dropped by 2.8% to a total of 5,057 complaints. The primary concerns raised by these consumers were **intermittent service or dropouts, service and equipment fees** and **no phone or internet service**.

The total value of financial outcomes returned to residential consumers in Quarter 3 was \$929,116.

Small businesses

Small business consumers made 1,390 complaints this quarter, declining 2.3% since Quarter 2 and 20.8% when compared with the same period last year.

After a drop in Quarter 2, mobile-related complaints increased by 6.1% this quarter to a total of 556. Internet complaints fell 15% to 409, and, while landline complaints increased by 7.4% (an additional 15), they continue the downward trend observed throughout FY 2026.

The total value of financial outcomes returned to small businesses in Quarter 3 was \$256,692.



Complaints by service type

Mobile

Mobile complaints represent 48.1% of all complaints and rose for the second consecutive quarter (up by 5.7% to a total of 6,739), though they remain unchanged when compared to the same period last year.

Delay establishing a service increased by 31% (an additional 99 complaints) to 418 complaints. Following the trend of last quarter, **no phone or internet service** complaints rose again this quarter to a total of 540 (up by 25%, an additional 108). **Non-financial loss – not privacy** also saw a notable increase, up by 18.6% to 581 complaints.

These complaint types highlight the wide-ranging impacts of being without a service – from stress, business loss, missed appointments, to the time and effort required to seek resolution from a telco.

The largest decline in the Top 10 issues was seen for **resolution agreed but not met**, down by 12.2% to a total of 412 complaints.

Samsung Triple Zero Incompatibility

We received approximately 119 complaints this quarter about Samsung mobile phones needing to be updated, replaced or disconnected because the settings on their device prevent them from connecting to Triple Zero. This is a decline of 35.7% compared to the previous quarter (185 complaints).

Internet

Internet service complaints fell by 3.9% since last quarter to a total of 5,466. This is a 12.2% decrease when compared to the same period last year.

Notable increases were observed for **financial loss** (excludes business losses), up 23.6% to 340 complaints, **failure to cancel a service**, up by 21.9% to 573 complaints and **service and equipment fees**, up by 9.4% to 2,226 complaints.

The largest decrease was for **inadequate fault testing**, falling 10.3% to a total of 981 complaints.



Landline

Complaints about landline services have continued to decline to a total of 778 complaints, down 4.1% since last quarter and 26.9% year-on-year.

Despite an overall decline in landline complaints, increases were observed for **number problem due to connection, disconnection or transfer**, up by 33.9% to a total of 83 and **changing provider** up by 32.4% to a total of 45. The increase in changing provider complaints can be partially attributed to complaints by consumers changing telcos because their original telco stopped offering copper landline services.

State by state

The majority of states saw an increase in complaints this quarter, though all states recorded a decline when compared to the same quarter last year.

*2.4% (336) of total complaints were not assigned to any state.

State	Complaints	% of total complaints	Previous Quarter	Q on Q % change	Y on Y % change
NSW	4,291	30.6%	4,423	-3.0%	-14.30%
VIC	3,916	28.0%	3,988	-1.8%	-10.80%
QLD	2,700	19.3%	2,583	4.5%	-0.10%
WA	1,205	8.6%	1,165	3.4%	-4.70%
SA	1,041	7.4%	1,029	1.2%	-7.70%
TAS	230	1.6%	215	7.0%	-15.40%
ACT	203	1.4%	201	1.0%	-10.20%
NT	80	0.6%	75	6.7%	-24.50%

For information on complaint demographics and issues categorised by state, see the [Complaints by location](#) data dashboard.



Digital platforms this quarter

There were 281 enquiries from people experiencing problems with digital platforms this quarter, up 56% from the previous quarter.

Enquiries by problem

Over 90% of enquiries involved transactional disputes.* The most common transactional disputes were problems with account access, fees and charges, and faulty products and services. There were many other transactional disputes that were less common, examples include problems with hacking, privacy and advertising.

The top problem people reported about digital platforms was account access. Examples included account restrictions after people couldn't pay for an unexpected charge. We also heard from people that had their account hacked, leading to financial losses, privacy risks and losing account access entirely.

Problems about fees and charges and social disputes* saw the highest increases from the previous quarter.

Problems were reported by people using platforms for personal use as well as small businesses. Small businesses commonly told us about problems with social media, email and messaging services. We also heard from small businesses experiencing business loss when problems affected their ability to communicate with customers.

Across all digital platform problems, most people continue to report difficulties with complaint processes, which frequently rely on automation. When these pathways fail, people often have difficulties trying to engage directly with a person or finding an email or phone number to escalate the problem to.

We heard from people that upgraded to a premium platform subscription to access a better level of customer care, but even then they still could not get problems resolved.

Case study: Hugo's messaging service was frozen, risking his business

Hugo* uses a messaging service to contact his customers. After sending a group message to his existing customers, the messaging service flagged his work number as spam and blocked him from sending messages. He contacted the messaging service operator to fix the problem, but the issue remained unresolved. Hugo was unable to contact his customers or book in appointments, costing him thousands of dollars each week in lost revenue. Without bookings, he was unable to offer his staff shifts.

Worried about his business surviving and getting nowhere with the messaging service, he contacted the TIO for help.

**Names of all parties have been changed.*



Table 7: Digital platform enquiries by problem

Problem	Q3 enquiries	% of digital enquiries	Previous Q enquiries	Q on Q % change
1. Other transactional disputes*	172	31%	90	91%
2. Account access (transactional)	126	23%	110	15%
3. Fees and charges (transactional)	123	22%	85	45%
4. Faulty products and services (transactional)	80	15%	65	23%
5. Social disputes*	48	9%	62	-23%

**Digital platform problems fall into two broad categories: transactional and social disputes.*

Transactional disputes are complaints arising from unmet expectations and conduct, often in relation to contract obligations or business practices. Transactional disputes include fees and charges, account access and faulty product and service problems. Social disputes are complaints about content and behaviour that can lead to personal harm.

Enquiries by platform

People raised problems with over 50 digital platforms. People raised the most problems with Foxtel Group.*

The types of digital platforms people raised problems about continue to fall into three main categories. Problems with search engine services, email and cloud service platforms saw the largest increase, followed closely by problems with streaming and video platforms.

Table 8: Digital platforms by enquiry numbers

Digital platforms	Q3 enquiries	% of digital enquiries	Previous Q enquiries	Q on Q % change
1. Other	85	30%	51	67%
2. Foxtel Group*	73	26%	22	232%
3. Meta**	37	13%	47	-21%
4. Microsoft	32	11%	20	60%
5. Apple	30	11%	21	43%
6. Google	24	9%	30	-20%

**Includes Foxtel Now, Hubbl, Kayo and Binge.*

***Includes Facebook, Instagram and WhatsApp.*



Table 9: Digital platforms by platform type

Digital platform types	Q3 enquiries	% of digital enquiries	Previous Q enquiries	Q on Q % change
1. Search engines, email and cloud services	106	38%	78	36%
2. Streaming and video	105	37%	55	91%
3. Social media, messaging and online communities	38	14%	49	-22%
4. Other	32	11%	9	256%