

Telecommunications complaints in context

TIO new complaints as a proportion of services in operation (SIO) by provider in April-June 2015

TIO comment

TIO complaints per 10,000 services in operation (SIO) for all participating providers decreased during April-June 2015. This result is the lowest of any quarter reported in *Complaints in Context*.

The result of 6.5 complaints per 10,000 SIO has decreased 9.7 per cent when compared to January-March 2015 (7.2) and 14.5 per cent when compared to April to June 2014 (7.6).

These results reflect the overall decrease in TIO new complaints, which reduced by 10.5 per cent during 2014-15. This is the lowest level of new complaints since 2007-08.

Participation in *Complaints in Context* is voluntary, and we welcome Pivotal Group joining the process.

Vodafone's complaints per 10,000 SIO, at 6.3, almost halved compared to the same period in 2014. Its complaints have fallen below the result for all participants for the first time, reflecting a drop in new complaints over the financial year.

Telstra recorded its lowest *Complaints in Context* result to date, with 6 complaints per 10,000 SIO, a 13 per cent reduction from January-March 2015.

Optus complaints per 10,000 SIO increased to 8.5 in April-June compared to 7.3 in January-March, reflecting a higher number of TIO complaints during 2015. Optus has told the TIO that an increase in landline and internet fault complaints during April-June 2015 was a factor that contributed to this increase.

amaysim's and Pivotal's complaints per 10,000 SIO are at notably lower levels than other providers (1.8).

Communications Alliance comment

The encouraging further fall in total TIO complaint numbers in 2014-15 (a 10.5 per cent drop on the previous year) is also being reflected in the performance of service providers in the contextualised complaints reporting program.

The overall ratio for participants has improved by 21 per cent since the beginning of 2014 (albeit the participant mix has changed slightly over time, with the Pivotal Group becoming a participant in the latest round of reporting).

Vodafone has continued to record significant reductions in its complaint ratio, with its rate declining for the fifth successive quarter. Vodafone is now displaying performance better than the average among all participants in the contextualised complaints reporting program.

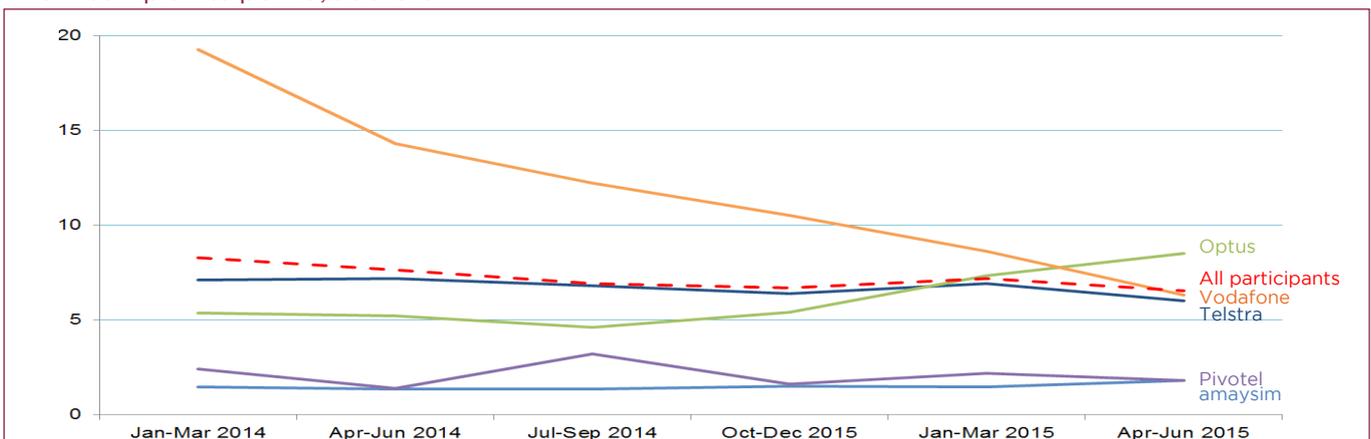
A small increase in complaints were noted in the period for amaysim and this is generally attributed to the use of mobile data services as customers adjust usage patterns to suit new products and plans.

Optus has previously acknowledged an increase in new complaints to the TIO for the year ending June 2015, compared to the previous year, driven in part by detrimental weather impacts, network issues and a significant rise in mobile data usage on its 4G network.

Optus has implemented a number of initiatives to improve the experience for both mobile and fixed customers, including faster delivery of usage alerts, enhanced front-line education and additional field technicians.

Optus reports that these initiatives have been well received by customers and that complaints decreased in the July-September 2015 quarter.

New complaints per 10,000 SIO



Provider	New complaints per 10,000 services in operation					
	Jan-Mar 14	Apr-Jun 14	Jul-Sep 14	Oct-Dec 14	Jan-Mar 15	Apr-Jun 15
Telstra	7.1	7.2	6.8	6.4	6.9	6
Optus	5.4	5.2	4.6	5.4	7.3	8.5
Vodafone	19.3	14.3	12.2	10.5	8.6	6.3
amaysim	1.4	1.3	1.4	1.5	1.5	1.8
Pivotal	2.4	1.4	3.2	1.6	2.2	1.8
All participants*	8.3	7.6	6.9	6.6	7.2	6.5

* Calculated by dividing participants' total TIO new complaints by participants' total SIOs. Figures may change when there is a change in provider participants.

Explanatory notes

The services in operation (SIO) data:

- was taken at the end of the second month of the quarter
- excludes inactive, suspended and cancelled services (noting that each service provider may have different definitions of these)
- includes small business customers covered by the TCP Code but excludes all other business customers (i.e. large business customers)
- is reported at either Group or CSP Level (noting that each service provider may have a different preference)

- excludes wholesale services, and
- is calculated at service level rather than at account level.

TIO new complaints data:

- comprises complaints from residential and small business customers
- consists of complaints about landline, mobile and internet services, and
- accounts for de-registered and reclassified complaints.