

Telecommunications Complaints in Context

New complaints as a portion of services in operation (SIO) by provider in April - June 2019

About this report

Complaints in Context is published quarterly by Communications Alliance, with complaints data provided by The Telecommunications Industry Ombudsman.

This report presents the number of new Telecommunications Industry Ombudsman complaints lodged against each participating service provider as a proportion of the telecommunications services that provider has in operation.

New complaints data comprises complaints about telephone and internet services from residential and small business customers. It excludes enquiries made by residential and small business customers.

Future reports

Next quarter's report will be expanded, per the revised TCP Code C628:2019.

Reporting methodology

The data reported represents the number of Telecommunications Industry Ombudsman complaints per 10,000 SIO for participating providers.

The *Complaints in Context* data is either aggregated for all companies in a telecommunications group or is reported as a separate figure for each company or brand depending on how a business elects to participate in Complaints in Context reporting.

The SIO data is based on a snapshot of active telephone or internet services taken at the end of the second month of the quarter for each participating telephone or internet service provider.

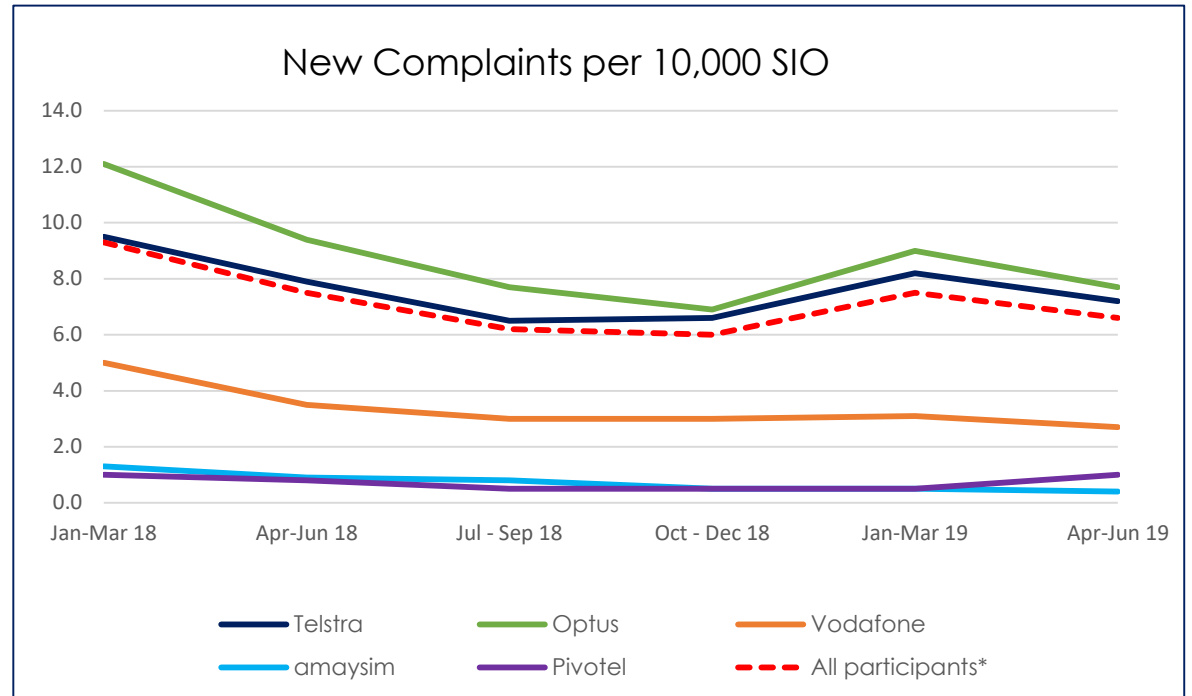
This includes all residential consumers and all small business consumers covered by the *Telecommunications Consumer Protection (TCP) Code* and excludes inactive, suspended and cancelled services.

To calculate the number of Telecommunications Industry Ombudsman new complaints per 10,000 SIO, a service provider's total new complaints is divided by its total SIO and multiplied by 10,000.

The "All participants" result is the total new Telecommunications Industry Ombudsman complaints for all participants divided by the total SIO for all participants, multiplied by 10,000.

Past editions of Complaints in Context were published jointly by Communications Alliance and the [Telecommunications Industry Ombudsman](#), and can be accessed on their websites.

The *Telecommunications Industry Ombudsman* publishes its complaint data twice a year. An annual report is published in October and a 6 month update is published in April.



Provider	New Complaints per 10,000 services in operation					
	Jan-Mar 18	Apr-Jun 18	Jul-Sep 18	Oct-Dec 18	Jan-Mar 19	Apr-Jun 19
Telstra	9.5	7.9	6.5	6.6	8.2	7.2
Optus	12.1	9.4	7.7	6.9	9.0	7.7
Vodafone	5.0	3.5	3.0	3.0	3.1	2.7
amaysim	1.3	0.9	0.8	0.5	0.5	0.4
Pivotel	1.0	0.8	0.5	0.5	0.5	1.0
All participants*	9.3	7.5	6.2	6.0	7.5	6.6

* Calculated by dividing participants' total TIO new complaints by participants' total SIO

Services provided:

Telstra – mobile, internet, landline (PSTN)

Optus – mobile, internet, landline (PSTN)

Vodafone – mobile, internet

amaysim – mobile

Pivotel – mobile, internet



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