



EMBARGOED UNTIL 11AM WEDNESDAY 23 OCTOBER (AEDT)

Territorians complain least about telephone and internet services

Territorians took the least number of complaints about telephone and internet services to the Telecommunications Industry Ombudsman (TIO) in 2012-13, a year in which national complaint figures reached a five-year low, the TIO reported today.

There were just 770 complaints made by Territorians. Across Australia, the Ombudsman received a total of 158,652 new complaints – a decrease of 18 per cent on the previous year.

While the national average was 6.8 complaints per 1,000 people, that figure was 3.6 per 1,000 people in the Territory. The top issues registered in NT were mobile coverage, disputed bills and unexpectedly high bills.

Ombudsman Simon Cohen said that while awareness of the TIO had grown by 58 per cent, from 36 per cent in 2008 to 57 per cent nationally, it was clear more work had to be done to make sure Territorians knew about his office. The first step would be a visit by the TIO to meet with key NT agencies in Darwin early next month.

“This is the second successive year we have seen telco complaints decrease, and complaints to the TIO are at their lowest since 2008-09,” Ombudsman Simon Cohen said. “A clear commitment from telcos to do better by their customers, an improved industry code and a focus on compliance are paying dividends.”

There was a 25.6 decrease in the number of complaints received about mobile phones across Australia – or more than 31,000 fewer complaints. Mobile phone complaints accounted for 57 per cent of new TIO complaints.

Landline complaints decreased 9.3 per cent to 33,940, while internet complaints increased marginally (1.9 per cent) to 31,431. Billing and payment issues, customer service complaints and overall fault concerns all reduced in 2012-13.

State complaint totals 2012-13

State	Total complaints	Complaints per 1,000 people
Vic	41,542	7.8
SA	11,861	7.4
NSW	49,238	7.1
ACT	2,278	6.4
Qld	26,116	6
WA	11,517	5.1
Tas	2,146	4.3
NT	770	3.6
National rate of complaints per 1,000		6.8



The Top 10 complaint postcodes in NT in 2012-13 were:

Postcode	Total complaints	Complaints per 1,000	Top 3 issues
0800 Darwin	45	9.9	Mobile coverage Contract terms Unexpectedly high bill
0832 Rosebery	66	6.8	Mobile coverage Contract terms Internet charges
0820 Winnellie	91	4.8	Mobile coverage Internet charges Unexpectedly high bill
0812 Wulagi	89	4.6	Contract terms Mobile coverage Disputed bill
0830 Palmerston	81	4.5	Disputed bill Credit not applied Unexpectedly high bill
0870 Alice Springs	91	3.6	Mobile coverage Disputed bill Slow internet
0836 Humpty Doo	25	3.5	Disputed bill Drop outs Collection of disputed debt
0810 Coconut Grove	100	3.4	Disputed bill Mobile coverage Contract terms
0822 (Large area of Top End and Islands)	28	1.2	Mobile coverage Credit not applied Fully unusable service

Contact: Mirjana Jovetic, TIO Communications Manager, on (03) 8600 8378 or 0428 023 536.