



EMBARGOED UNTIL 11AM WEDNESDAY 23 OCTOBER (AEDT)

Queenslanders take 26,116 complaints to telco Ombudsman

Queenslanders made 26,116 new 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.

Queenslanders made six complaints per 1,000 people compared to the national average of 6.8. The most common complaint issues included mobile coverage, disputed bills or poor information about contract terms.

Across Australia, 158,652 complaints were made to the Ombudsman – a decrease of 18 per cent on the previous year.

“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 Queensland in 2012-13 were:

Postcode	Total complaints	Complaints per 1,000	Top 3 issues
4215 Southport	547	12.2	Mobile coverage Disputed bill Contract terms
4217 Bundall	397	11.2	Mobile coverage Disputed bill Contract terms
4005 New Farm	126	11.1	Mobile coverage Unexpectedly high bill Disputed bill
4210 Guanaba	176	10.8	Mobile coverage Termination fee Contract terms
4101 South Brisbane	204	10.6	Disputed bill Contract terms Mobile coverage
4000 Brisbane	149	10.4	Disputed bill Mobile coverage Contract terms
4227 Reedy Creek	184	10.0	Mobile coverage Disputed bill Unexpectedly high bill
4006 Fortitude Valley	147	10.0	Mobile coverage Disputed bill Contract terms
4209 Upper Coomera	327	9.6	Mobile coverage Disputed bill Contract terms
4220 Burleigh Heads	275	9.5	Mobile coverage Disputed bill Contract terms

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