



EMBARGOED UNTIL 11AM WEDNESDAY 23 OCTOBER (AEDT)

South Australians take 11,861 telco complaints to Ombudsman

South Australians made 11,861 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.

There were 7.4 complaints per 1,000 people made in South Australia compared to a 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 South Australia in 2012-13 were:

Postcode	Total complaints	Complaints per 1,000	Top 3 issues
5000 Adelaide	153	12.1	Unexpectedly high bill Disputed bill Contract terms
5031 Mile End	113	11.8	Unexpectedly high bill Disputed bill Contract terms
5114 Smithfield	331	11.4	Mobile coverage Disputed bill Drop outs
5112 Elizabeth	207	11	Disputed bill Contract terms Mobile coverage
5014 Albert Park	127	11	Disputed internet charges Unexpectedly high bill Disputed bill
5095 Mawson Lakes	192	10.7	Mobile coverage Contract terms Recurring service charges
5113 Elizabeth Downs	198	10.6	Mobile coverage Contract terms Disputed bill
5109 Salisbury Heights	208	10.2	Mobile coverage Contract terms Fully unusable service
5107 Parafield Gardens	151	9.9	Mobile coverage Contract terms Disputed bill
5008 Croydon	129	9.6	Mobile coverage Disputed internet charges Unexpectedly high bill

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