



EMBARGOED UNTIL 11AM WEDNESDAY 23 OCTOBER (AEDT)

Tasmanians take 2,146 telco complaints to Ombudsman

Tasmanians made 2,146 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 4.3 complaints per 1,000 people made in Tasmania compared to a national average of 6.8. The most common complaint issues included disputed bills, poor information about contract terms or mobile coverage concerns.

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 Tasmania in 2012-13 were:

Postcode	Total complaints	Complaints per 1,000	Top 3 issues
7172 Sorell	29	9.2	Disputed bill Fully unusable service Connection delay
7253 George Town	43	8.4	Disputed bill Fully unusable service
7304 Deloraine	40	6.8	Mobile coverage Fully unusable Disconnected in error
7000 Hobart	90	6.7	Disputed bill Mobile coverage Unexpectedly high bill
7054 Fern Tree	48	6.0	Mobile coverage Disputed service charges Slow internet
7019 Clarendon Vale	33	6.0	Mobile coverage Credit not applied Slow internet
7050 Kingston	70	6.0	Disputed bill Disputed service charges Drop outs
7009 Derwent Park	68	5.5	Contract terms Disputed bill Mobile coverage
7109 Huonville	43	5.4	Disputed bill Termination fees Drop outs
7008 New Town	64	5.4	Disputed bill Unexpectedly high bill Contract terms

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