



EMBARGOED UNTIL 11AM WEDNESDAY 23 OCTOBER (AEDT)

Victorians complain most about telcos in Australia

Victorians made 41,542 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.

Victorians made 7.8 complaints per 1,000 people compared to a national average of 6.8. The most common complaint issues were about 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.

Melbourne (3000), Doreen (3754) and Hoppers Crossing (3029) were among the Top 10 national postcodes with the highest number of complaints at second, fourth and ninth place respectively. The top issue recorded in all three postcodes was mobile coverage.

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 Victoria in 2012-13 were:

Postcode	Total complaints	Complaints per 1,000	Top 3 issues
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3000 Melbourne	430	20.8	Mobile coverage Unexpectedly high bill Disputed bill
3754 Doreen	283	15.9	Mobile coverage Disputed bill Unexpectedly high bill
3029 Hoppers Crossing	900	13.2	Mobile coverage Disputed bill Contract terms
3064 Craigieburn	691	13.0	Mobile coverage Disputed bill Unexpectedly high bill
3076 Epping	339	12.9	Mobile coverage Contract terms Disputed bill
3182 St Kilda	265	12.8	Mobile coverage Unexpectedly high bill Disputed internet charges
3205 South Melbourne	117	12.6	Disputed bill Unexpectedly high bill Disputed internet charges
3183 St Kilda East	220	12.3	Unexpectedly high bill Mobile coverage Disputed bill
3060 Fawkner	154	12.2	Mobile coverage Disputed bill Disputed internet charges
3201 Carrum Downs	233	12.2	Mobile coverage Contract terms Mobile drop outs

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