



EMBARGOED UNTIL 11AM WEDNESDAY 23 OCTOBER (AEDT)

West Australians take 11,517 telco complaints to Ombudsman

West Australians made 11,517 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 5.1 complaints per 1,000 people made in Western Australia 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.

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 Western Australia in 2012-13 were:

Postcode	Total complaints	Complaints per 1,000	Top 3 issues
6000 Perth	106	11.5	Mobile coverage Unexpectedly high bill Disputed recurring charges
6171 Baldivis	145	9.1	Mobile coverage Disputed bill Termination fee
6051 Maylands	101	8.2	Mobile coverage Disputed bill Contract terms
6105 Cloverdale	102	7.5	Mobile coverage Disputed bill Fully unusable service
6061 Mirrabooka	234	6.9	Mobile coverage Disputed bill Contract terms
6101 Carlisle	104	6.9	Mobile coverage Disputed bill Contract terms
6062 Morley	214	6.9	Mobile coverage Contract terms Disputed bill
6056 Bellevue	249	6.7	Mobile coverage Disputed bill Contract terms
6060 Yokine	143	6.5	Mobile coverage Contract terms Disputed bill
6151 South Perth	106	6.4	Mobile coverage Unexpectedly high bill Contract terms

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