



EMBARGOED UNTIL 11AM WEDNESDAY 23 OCTOBER (AEDT)

ACT consumers take 2,278 telco complaints to Ombudsman

Australian Capital Territory consumers made 2,278 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 6.4 complaints per 1,000 people made in the ACT 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 complaint postcodes in the ACT in 2012-13 were:

Postcode	Total complaints	Complaints per 1,000	Top 3 issues
2914 Amaroo	113	8.2	Mobile coverage Disputed bill Disputed recurring charges
2913 Casey	206	8.1	Mobile coverage Disputed bill Disputed termination fee
2615 Melba	290	6.6	Mobile coverage Disputed bill Contract terms
2602 Dickson	187	6.5	Mobile coverage Disputed recurring charges Unexpectedly high bill
2905 Isabella Plains	177	6.1	Mobile coverage Contract terms Disputed bill
2617 Belconnen	179	6.0	Mobile coverage Total amount of bill Contract terms
2611 Weston Creek	125	5.4	Disputed bill Mobile coverage Disputed internet charges
2614 Hawker	101	5.3	Mobile coverage Disputed bill Contract terms

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