



**EMBARGOED UNTIL 11AM WEDNESDAY 23 OCTOBER (AEST)**

**NSW consumers take 49,238 telco complaints to Ombudsman**

Consumers in New South Wales made 49,238 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 7.1 complaints per 1,000 people made in NSW 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.

NSW dominated the Top 10 postcodes with the highest number of complaints with Parramatta 2150 at number one followed by Sydney 2000 (3), Alexandria 2015 (5), Greenacre 2190 (6), Gosford 2205 (7), Guilford 2161 (8) and Bankstown 2200 (10). The top issue registered for these areas 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 New South Wales in 2012-13 were:**

Postcode	Total complaints	Complaints per 1,000	Top 3 issues
<b>2150 Parramatta</b>	520	21	Mobile coverage Disputed bill Contract terms
<b>2000 Sydney</b>	390	17.1	Mobile coverage Disputed bill Unexpectedly high bill
<b>2015 Alexandria</b>	131	15.5	Mobile coverage Drop outs Disputed internet charges
<b>2190 Greenacre</b>	377	15.3	Coverage Drop outs Disputed bill
<b>2205 Gosford</b>	183	14.2	Mobile coverage Disputed bill Drop outs
<b>2161 Guildford</b>	402	14.2	Mobile coverage Drop outs Disputed bill
<b>2200 Bankstown</b>	533	13.1	Mobile coverage Drop outs Disputed bill
<b>2011 Potts Point</b>	235	13.0	Mobile coverage Disputed bill Disputed internet charges
<b>2164 Smithfield</b>	235	12.8	Mobile coverage Disputed bill Contract terms
<b>2171 Hoxton Park</b>	309	12.7	Mobile coverage Drop outs Internet usage charges

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