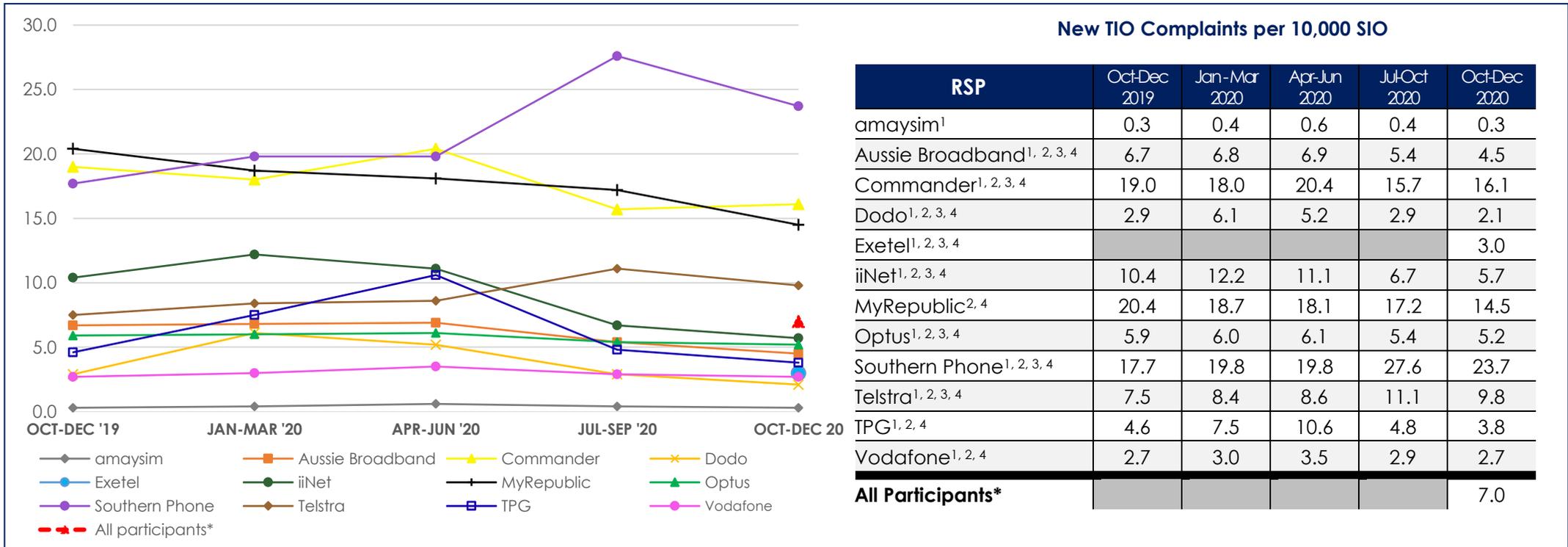


Telecommunications Complaints in Context

October – December 2020

This report shows the number of complaints lodged with the Telecommunications Industry Ombudsman in relation to a specific retail service provider (RSP), during the relevant quarter, expressed as a ratio of the number of services it provided. Complaints data are provided by the Ombudsman to Communications Alliance for the purpose of this report.

The ratios are not exact, as the definition of Services in Operation (SIOs) for this report does not align precisely with the range of services about which the Ombudsman accepts complaints. See page 2 for further details on this topic. It should also be noted that participating RSPs offer a range of different service types, which may generate varying levels of complaints.



***All Participants:** This is the sum of new complaints to the Ombudsman for all participants, expressed as a ratio per 10,000 services provided in total by all participants.

As report participants change for the Oct-Dec quarter each year, this ratio is not directly comparable to prior quarters.

Services Provided: The chart identifies which of the 4 service types listed below an RSP offered to residential or small business consumers during the reporting quarter. Some RSPs offer additional services that are also included in their SIOs.

- 1: Mobile (including mobile broadband)
- 2: Internet/Broadband
- 3: Fixed Voice (POTS - Plain Old Telephone Service - non-internet-based landlines)
- 4: Fixed Voice (over broadband)

About this report

Complaints in Context is published quarterly by Communications Alliance.

Complaints data: The data provided by the Ombudsman include complaints about telephone and internet services from residential and small business customers, and exclude enquiries.

The data are either aggregated for all companies in a group or reported as a separate figure for each company or brand, depending on how their complaints are reported by the Ombudsman.

Participants: The top 10 recipients of complaints to the Ombudsman from the previous financial year are required to participate, per the *Telecommunications Consumer Protection (TCP) Code C628:2019* clause 4.7.3. This participant list updates annually for the Oct-Dec quarter report.

RSPs may also volunteer to participate, but they must do so for a minimum of 4 quarters.

Expanded Report: The Jul - Sep 2019 quarter was the first under the revised TCP Code, and also the first with the clarified definition of Services in Operation to be included in the report. Due to these changes, the ratios for individual participants are not comparable to quarters before that point. Past editions of Complaints in Context can be accessed on [Communications Alliance's website](#).

Definition of Services in Operation

Services in Operation (SIOs) are **active carriage services** provided to a **consumer**, and must be measured on the last day of the record-keeping period.

Active services are those provided during the record-keeping period that have been invoiced or paid for by the customer at some point (not necessarily during the record-keeping period).

Consumers are as defined in the TCP Code.

Bundled and VOIP services: Each service provided within a bundle is a separate SIO. For example, if a bundle consists of (1) a broadband service and (2) a voice service provided over that broadband connection, each service should be reported as a separate SIO.

Services that are not SIOs: For clarity, for the purposes of CiC, the following are not SIOs:

- Telecommunications goods (such as handsets)
- Device insurance
- Data sharing accounts
- Paid email accounts
- Domain or web hosting
- Apple music, Netflix, Optus Sport, etc
- Internet protocol television (IPTV)