



Media Release

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ACCAN congratulates telcos on decreasing complaints

The Australian Communications Consumer Action Network ([ACCAN](#)) congratulates the telcos involved in the [TIO](#) and [Communications Alliance](#) quarterly [Complaints in Context](#) report for their efforts in reducing the number of complaints for the April-June 2015 quarter. The latest report shows that Vodafone, Telstra, Optus, amaysim and Pivotel had 6.5 TIO complaints per 10,000 services in operation (SIO) for the quarter, a decrease of 9.7 per cent on the previous quarter, and a 14.5 per cent drop when compared to April-June 2014.

Three out of the five telcos recorded lower complaints when compared to the previous quarter. This is a great result and is good for consumers. It's also positive to see smaller provider, Pivotel joining the Complaints in Context reporting.

"ACCAN strongly supports the Complaints in Context initiative because releasing this information gives a better picture of the overall health of the industry," said ACCAN CEO, Teresa Corbin. "We commend the industry and Communications Alliance on taking this self-regulatory initiative and making this information available for the benefit of consumers. The statistics show that the industry is working to keep complaint numbers low and to resolve complaints before they're escalated to the TIO."

ACCAN is encouraging more telcos and internet service providers (ISPs) to join the Complaints in Context initiative so that consumers can get an even clearer view of the industry's complaint metrics.

"With the three largest mobile providers on board with the quarterly reporting, the mobile sector is well represented, but there's still room to grow. We want to see more ISPs get on board so that segment of the industry is more transparent to consumers," added Ms Corbin.

The Complaints in Context reporting came about due to recommendations made in the ACMA's [Reconnecting the Customer](#) report in 2011.

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