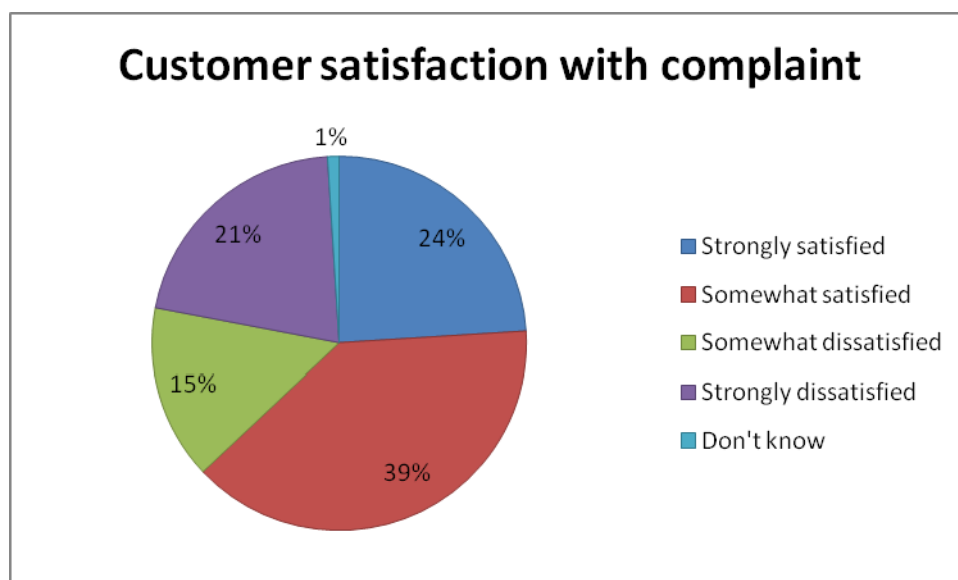


Fact Sheet

This research was conducted by Galaxy Research on the weekend of 5-7 November 2010. The sample was 1,100 people aged 16 years and over from across Australia.

- Half (55%) of Australian aged 16 years and above experienced a problem with their phone or internet provider in the last 12 months.
- Customers reported experiencing the following problems
 - Technical problems – 39%
 - Customer service problems – 26%
 - Billing, payment or contract problems – 23%
 - Complaint handling problems – 21%
- Nearly 7 out of 10 people (68%) who had experienced a problem had made a complaint to their provider on the most recent occasion they had a problem.
- This equates to 6.4 million Australians aged 16 years and over who made a complaint to their provider.
- Among those who complained to their provider, one in three customers were dissatisfied with the outcome of their complaint. This equates to 2.3 million dissatisfied customers.



- Of those 2.3 million customers dissatisfied with their telco's response to their complaint, just 7% (or 158,000) took their complaint to the Telecommunications Industry Ombudsman (TIO).
- The most commonly cited reasons why people did not take their complaint to the TIO were that they didn't think there was any point (60%) or that it was too difficult or too much effort (47%). 29% of respondents said they had not heard of the Telecommunications Industry Ombudsman