

## Dashboard

### New complaints

Matters that we refer back to the service provider for a final chance at resolution without our involvement.

FINANCIAL YEAR	NEW COMPLAINTS
2008-09	175,946
2009-10	167,772
2010-11	197,682
<b>2011-12</b>	<b>193,702</b>
<b>Change (%)*</b>	<b>-2</b>

\*From 2010-11

### Conciliations and investigations

Matters that require our involvement, including conciliations (level 2) and detailed investigations where we can make a binding decision (levels 3 and 4).

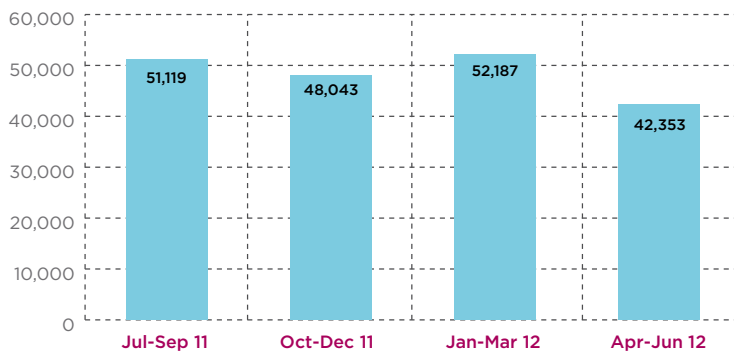
LEVEL 2	LEVEL 3	LEVEL 4
17,391	4,321	440
20,013	3,791	413
17,863	2,415	357
<b>19,358</b>	<b>401</b>	<b>41</b>
<b>8.4</b>	<b>-83.4</b>	<b>-88.5</b>

### Enquiries

Matters that we cannot deal with directly or that are outside our function and powers.

ENQUIRIES
30,650
39,805
39,928
<b>53,131</b>
<b>33.1</b>

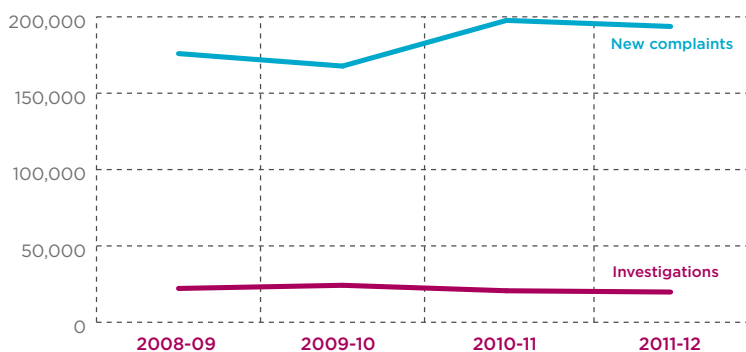
### New complaints 2011-12 by quarter



Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Total
51,119	48,043	52,187	42,353	193,702

An increased commitment to improving customer service by some telecommunications providers has contributed to significant decreases in complaints to the TIO in the April-June 2012 period.

### New complaints v. conciliations and investigations



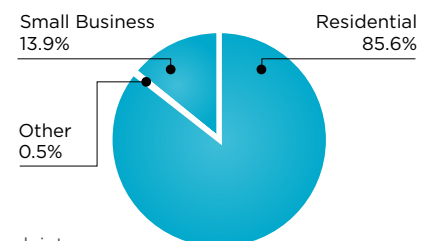
	08-09	09-10	10-11	11-12	% change
New Complaints	175,946	167,772	197,682	193,702	-2
Investigations	22,152	24,217	20,635	19,800	-4

### New complaints by consumer type

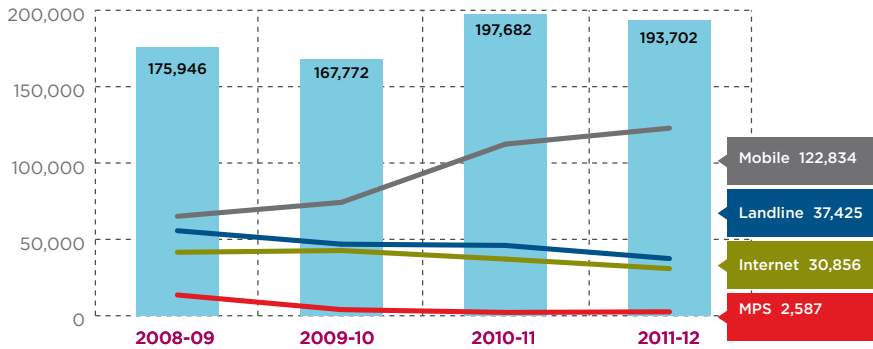
	08-09	09-10	10-11	11-12	% change
Residential	162,131	152,572	174,529	165,905	-4.9
Small Business	13,566	14,955	22,836	27,008	18.3
Other	249	245	317	789	148.9
<b>Total</b>	<b>175,946</b>	<b>167,772</b>	<b>197,682</b>	<b>193,702</b>	<b>-2</b>

\* Other includes: government, community and charity

Most consumers who approach the TIO are residential. However, in 2011-12 the number of complaints from small businesses increased by 18 per cent compared to the previous year. In 2011-12, the TIO broadened its definition of a small business to be able to help more small businesses who have a grievance they are unable to resolve with their telephone or internet provider.



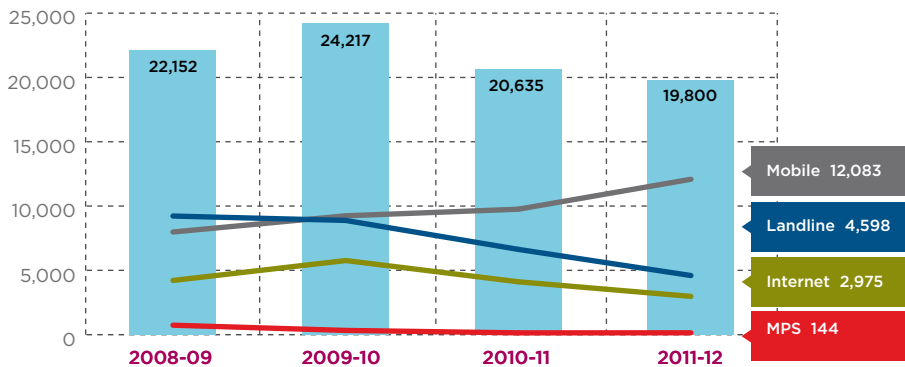
### New complaints by service type



Conciliations and investigations for landline and internet services decreased by 30.7% and 27.6% respectively. Conciliations and investigations for mobile services increased by 23.9%. Conciliations and investigations for mobile premium services increased slightly by 3.6%.

	08-09	09-10	10-11	11-12	% change
Internet	41,560	42,685	37,092	30,856	-16.8
Landline	55,667	46,859	46,040	37,425	-18.7
Mobile	65,128	74,231	112,376	122,834	9.3
Mobile Premium Services	13,591	3,997	2,174	2,587	19
Total new complaints	175,946	167,772	197,682	193,702	-2

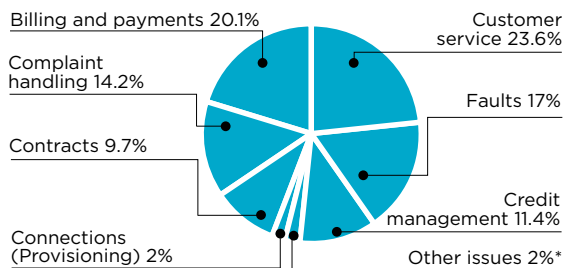
### Conciliations and Investigations by service type



Continuing a trend in consumer demand in mobile devices, the number of mobile service related complaints to the TIO in 2011-12 increased 9 per cent from the previous year. Complaints about mobile services make up almost two out of every three complaints to the TIO.

	FY 08-09	FY 09-10	FY 10-11	FY 11-12	% change
Internet	4,213	5,764	4,111	2,975	-27.6
Landline	9,223	8,882	6,631	4,598	-30.7
Mobile	7,981	9,242	9,754	12,083	23.9
Mobile Premium Services	735	329	139	144	3.6
Total investigations	22,152	24,217	20,635	19,800	-4

### Top seven issues in new complaints



Every new complaint involves at least one issue. Some new complaints can involve multiple issues – for example a complaint about a faulty mobile service may also involve a concern over the lack of response from the service provider about the fault. In such circumstances, the TIO would record one new complaint with two issues – a faults issue and a customer service issue. In 2011-12 there was a 22.4% increase in credit management issues. All other issues for new complaints decreased.

\*Other includes: transfer, privacy, directories, land access, disability, phone cards and payphones.