



# Complaints data insights: Q2, October-December 2024

20 February 2025

## Executive Summary

The latest data from the Telecommunications Industry Ombudsman (TIO) reveals 15,297 complaints were made between October and December 2024. This is a 13 per cent increase since the previous quarter and a 5.6 per cent increase over the same period last financial year.

Among the top ten issues raised, nine issues registered increases in complaints compared to the previous quarter. The largest increase was noted for **no phone or internet service** which increased by 44.1 per cent (an additional 638 cases), followed by **intermittent service or dropouts** which registered a 21.1 per cent increase in complaints (an additional 283 cases), since the previous quarter. The TIO also saw complaints about mobile services jump by 23.2 per cent since the last quarter.

The impact of the 3G network shutdown resulted in 190 complaints in October, increasing to 566 in November, before dropping in December. The majority of 3G shutdown complaints were about problems with reliability of mobile services.

Residential consumers accounted for 89.2 per cent of total complaints with 13,645 complaints. Complaints from residential consumers and small businesses each recorded an approximate 13 per cent increase since last quarter.

All States recorded a surge in complaints compared to the previous quarter, with the Northern Territory (NT) recording the largest increase at 49 per cent to a total of 76 complaints (an additional 25 cases). The Australian Capital Territory (ACT) had the second largest increase at 35.5 per cent.

Mobile service type complaints jumped 23.2 per cent since the last quarter, bringing the total to 7,365. At 48.1 per cent of total complaints, the mobile service type has the highest proportion across all service types. Mobile service type complaints observed increases for issues with **no phone or internet service** (575 cases), **partially restricted service** (595 cases) and **poor mobile coverage** (704 cases) which have increased by 133.7 per cent, 69 per cent and 34.9 per cent respectively.

### At a glance:

- The TIO received a total of 42,434 contacts, with 25,815 received online (60.8 per cent) and 16,619 (39.2 per cent) via phone calls.



- The TIO recorded 15,297 total complaints which is a 13 per cent jump since last quarter and an increase of 5.6 per cent compared to the same quarter last year.
- Mobile service type complaints increased by 23.2 per cent to 7,365 cases, with a considerable portion attributed to **poor mobile coverage, partially restricted service** and **no phone or internet service** issues – influenced by the 3G shutdown.
- Complaints from residential consumers and small businesses each recorded an approximate 13 per cent increase since last quarter.
- All states observed a surge in complaints, with Northern Territory (an additional 25 complaints) and Australian Capital Territory (an additional 55 complaints) having the largest per centage increases of 49 per cent and 35.5 per cent respectively.
- The top five LGAs with the highest number of complaints were Brisbane (606), Gold Coast (361), Moreton Bay (268), Sunshine Coast (232) and Central Coast-NSW (210), contributing 11 per cent of the total complaints.
- Consistent with the previous quarter, 416 complaints were made by First Nations consumers.
- The most used languages other than English are Arabic, Chinese, Greek, Hindi and Italian.

## National picture

Complaints made by consumers have increased 13 per cent since last quarter and by 5.6 per cent compared to the same period last year, with a total of 15,297 complaint.

## Complaints by issue

The leading concerns among consumers continue to be **no or delayed action by provider** (9,025 cases), **service and equipment fees** (5,286 cases) and **no phone or internet service** (2,085 cases).

Compared to the previous quarter, nine of the top ten issues experienced an increase in complaints. **No phone or internet service** had the largest increase in complaints, up by 44.1 per cent (an additional 638 cases) followed by **intermittent service or dropouts** which rose by 21.1 per cent (an additional 283 cases), while **delay establishing a service** was the only issue that noted a drop in complaints by 14.3 per cent, down by 164 cases.



Keyword	Complaint numbers this quarter	Same period last year	Same period last quarter	Quarter on quarter	Year on year
No or delayed action by provider	9,025	8,814	8,069	11.8%	2.4%
Service and equipment fees	5,286	4,740	4,720	12.0%	11.5%
No phone or internet service	2,085	1,652	1,447	44.1%	26.2%
Intermittent service or dropouts	1,627	1,289	1,344	21.1%	26.2%
Inadequate fault testing	1,471	1,279	1,371	7.3%	15.0%
Failure to cancel a service	1,256	1,082	1,128	11.3%	16.1%
Resolution agreed but not met	1,025	1,435	983	4.3%	-28.6%
Non-financial loss - not privacy	994	1,149	896	10.9%	-13.5%
Delay establishing a service	986	1,190	1,150	-14.3%	-17.1%
Slow data speed	955	800	879	8.6%	19.4%

Table 1: Top 10 issues FY25 Q2

## Complaints by consumer type

### Small business

- Complaints from small businesses have increased by 12.8 per cent compared to last quarter but dropped by 5.4 per cent when compared to same period last year.
- Small business complaints across all states have seen a rise in Q2.
- NSW reported 32.9 per cent of complaints, followed by Victoria (24.8 per cent) and Queensland (18.8 per cent).
- Small businesses made 10.8 per cent of total complaints with 1,652 complaints.
- Eight of the top ten issues observed an increase in complaints in comparison to the last quarter. Large increases were noted for **no phone or internet service** (by 58.9 per cent), **poor mobile coverage** (by 35.4 per cent) and **inadequate fault testing** (by 17.5 per cent).



- Complaints for delay establishing a service and service and equipment fees issue fell by 12.2 per cent and 5.8 per cent respectively in comparison with FY25 Q1.
- Total financial outcome returned to small businesses for the reporting period was \$366,453.

### Residential consumers

- Complaints from residential consumers increased by 13 per cent to 13,645 cases.
- Residential complaints accounted for 89.2 per cent of all complaints.
- An increase in complaints was reported against issues such as **no phone or internet service, intermittent service or dropouts** and **service and equipment fees**, up by 41.8 per cent, 21.5 per cent and 14.1 per cent respectively.
- Compared to last quarter, complaints for the **delay establishing a service** issue continue to decline, with a 14.5 per cent drop this quarter.
- Total financial outcome returned to residential consumers for the period was \$587,280.

## Complaints by demographic

### First Nation Consumers

- The TIO received 416 complaints from consumers who identified as belonging to the First Nations Community.
- The key issues raised by First Nations consumers continue to include **no or delayed action by provider, service and equipment fees, intermittent service or dropouts** and **no phone or internet service**. There has been an increase in total complaints for **intermittent service or dropouts** and **no phone or internet service** compared to the last quarter.

### Consumers who speak a language other than English

- Consumers who speak a language other than English mostly voiced concerns about **no or delayed action by provider, service and equipment fees, no phone or internet service** and **intermittent service or dropouts**. Since last quarter, rises in case numbers were seen across all these issues.
- The most used languages spoken by consumers other than English includes Arabic, Chinese, Greek, Hindi and Italian.



## Service types

There has been an upward trend in complaints across mobile, internet and landline service types. Mobile and internet service types continue to receive a high volume of cases.

### Internet complaints

- With a total of 5,788 cases, complaints about internet service type have slightly increased by 3.1 per cent (an additional 175 complaints) since previous quarter.
- **No or delayed action by provider, service and equipment fees and intermittent service or dropouts** were the top three issues consumers faced with their internet service.
- **No phone or internet service** has had the largest increase in complaints by 19.7 per cent (an additional 156 cases), closely followed by **intermittent service or dropouts** which was up by 19.5 per cent (an additional 182 cases). **Delay establishing a service** had the largest drop in complaints by 23.6 per cent, with a reduction of 174 cases.
- There has been an increase in complaints about internet service in the Northern Territory with a 66.7 per cent jump in the number of cases to 35 in the October-December quarter. Tasmania observed a slight drop of 1.1 per cent from 93 cases in previous quarter to 92 cases in this quarter.

### Mobile complaints

- Mobile service complaints increased by 23.2 per cent this quarter (compared to last quarter), with a total of 7,365 complaints.
- The top issues for mobile service complaints were **no or delayed action by provider, service and equipment fees, poor mobile coverage and partially restricted service**.
- **No phone or internet service** complaints jumped by 133.7 per cent, and **partially restricted service** and **poor mobile coverage** rose by 69 per cent and 34.9 per cent respectively. **Equipment unsuitable**, which is outside the top ten issues, observed an increase of 85 per cent, from 127 cases last quarter to 235 cases. These increases have likely been influenced by the 3G network shutdown.
- Overall, mobile complaints have increased across all states. Australian Capital Territory and Northern Territory saw the highest per centage increase in complaints of 61.4 per cent and 50 per cent respectively.

### Landline complaints

- Landline complaints continued to rise with a total of 984 complaints, a 6.8 per cent increase since last quarter.
- Since last quarter, seven of the top ten issues observed an increase in complaints. The largest increase was for **intermittent service and dropouts** by 47.9 per cent,



followed by **no phone or internet service issue** up by 31.7 per cent to 303 cases this quarter.

- **Failure to cancel a service** complaints dropped by 10.9 per cent which translates to 10 fewer cases.
- Western Australia, Northern Territory and Tasmania experienced a drop in landline complaints.

## Top 10 providers

1. Telstra	2. Optus
3. Vodafone	4. TPG
5. iiNet	6. Southern phone
7. Medion Australia	8. Aussie Broadband
9. Dodo Services	10. Circles Australia (new to top ten)

Table 2: Top 10 Providers

- Of the top ten telco providers, seven have seen an increase in complaints since the previous quarter.
- Telstra, Optus and Vodafone continue to have the highest proportion of complaints. Telstra and Optus have increased by 9 per cent and 23.1 per cent respectively, while Vodafone has seen a slight decrease of 2.1 per cent since last quarter.
- Complaints lodged against Circles Australia have increased by 81.1 per cent from 95 cases to 172 cases, marking the highest per centage increase this quarter. The number of cases also surpassed FY23 Q2 and FY24 Q2.
  - 100 per cent of complaints were for mobile service type.
  - Residential consumers accounted for 98.3 per cent of complaints.
  - The main concerns for consumers whose provider was Circles Australia were **no or delayed action by provider** (115 complaints), **service and equipment fees** (62 complaints) and **excess data charges** (38 complaints).
  - Increase in complaints were observed across all top ten issues. The largest per centage increase in complaints was for **changing provider**, with a total of 13 complaints this quarter.
- Complaints against Medion Australia increased by 65.7 per cent from 166 cases to 275 cases this quarter.
  - 97.8 per cent of complaints were for mobile service type.
  - Residential consumers made up 98.9 per cent of total complaints.



- The top three concerns for consumers whose provider was Medion Australia were **no or delayed action by provider** (168 cases), **no phone or internet service** (58 cases) and **service and equipment fees** (48 cases).
- All top ten issues saw an increase in complaints, with **equipment unsuitable** having the highest per centage increase. Additional increases were noted **for no phone or internet service** (an additional 46 cases), **poor mobile coverage** (an additional 21 cases) and **partially restricted service** (additional 19 cases). These increases have likely been influenced by the 3G network shutdown.
- Other notable increases in complaints were registered for TPG Group, up by 27.9 per cent (an additional 140 cases), iiNet Ltd up by 23.6 per cent (an additional 104 cases) and Optus Group up by 23.1 per cent (by 722 cases).
- Dodo Services noted a decline in cases by 15.9 per cent since last quarter from 258 cases to 217 cases.

Providers	Complaint numbers this quarter	Same period last year	Same period last quarter	Quarter on quarter	Year on year
Telstra	5,591	5,390	5,131	9.0%	3.7%
Optus Group	3,846	4,440	3,124	23.1%	-13.4%
Vodafone Australia Limited	1,270	1,186	1,297	-2.1%	7.1%
TPG Group	642	513	502	27.9%	25.1%
iiNet Ltd	545	419	441	23.6%	30.1%
Southern Phone Company Ltd	356	209	360	-1.1%	70.3%
Medion Australia Pty Limited	275	97	166	65.7%	183.5%
Aussie Broadband Limited	248	222	231	7.4%	11.7%
Dodo Services Pty Ltd	217	230	258	-15.9%	-5.7%
Circles Australia Pty Limited	172	66	95	81.1%	160.6%

Table 3: Top 10 Providers by complaints in FY25 Q2



## State Picture

State	Complaints	Complaints per 1000 people	% Complaints	Previous Quarter	% Change in Complaints
NSW	4,663	0.58	30.5%	3,899	19.6%
VIC	4,167	0.64	27.2%	3,596	15.9%
QLD	2,795	0.56	18.3%	2,323	20.3%
WA	1,179	0.46	7.7%	1,086	8.6%
SA	1,086	0.62	7.1%	987	10%
TAS	250	0.45	1.6%	234	6.8%
ACT	210	0.46	1.4%	155	35.5%
NT	76	0.43	0.5%	51	49%

Table 4: Complaints by State in FY25 Q2

### New South Wales (NSW)

- People in NSW made a total of 4,663 complaints which was a 19.6 per cent increase since last quarter.
- Residential consumers made up 88.4 per cent of these complaints.
- There was a rise in complaints across all service types compared to last quarter. Mobile service type complaints made up 45.8 per cent of complaints.
- The top three concerns for people in NSW was **no or delayed action by provider, service and equipment fees** and **no phone or internet service**.
- The LGAs with the highest number of complaints were Central Coast, Canterbury-Bankstown, Sydney, Blacktown and Penrith.
- Complaints from Central Coast made up 1.4 per cent of total complaints. It is also one of the top five LGAs to receive the highest number of complaints. The primary issues for people in Central Coast continue to be **no or delayed action by provider** (120 cases), **service and equipment fees** (72 cases) and **no phone or internet service** (29 cases).

LGA Name	Complaints	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Central Coast (NSW)	210	1.4%	178	1.3%	18.0%
Canterbury-Bankstown	207	1.4%	163	1.2%	27.0%
Sydney	197	1.3%	146	1.1%	34.9%





Blacktown	180	1.2%	175	1.3%	2.9%
Penrith	150	1.0%	109	0.8%	37.6%

Table 5: Top 5 LGAs by complaints in New South Wales

### Victoria (VIC)

- People in Victoria made a total of 4,167 complaints which was a 15.9 per cent increase since last quarter.
- Residential consumers made up 90.2 per cent of complaints.
- The main concerns of people in Victoria were **no or delayed action by provider, service and equipment fees** and **no phone or internet service**. **Intermittent service or dropouts** observed the highest increase, up by 36.3 per cent to a total of 469 complaints.
- The LGAs with the highest number of complaints in Victoria were Wyndham, Casey, Whittlesea, Greater Geelong and Hume.
- Most complaints in Wyndham were due to **no or delayed action by provider, service and equipment fees** and **no phone or internet service**. However, the largest increase in complaints since the previous quarter was for **partially restricted service**, reaching a total of 18 complaints.

LGA Name	Complaints	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Wyndham	203	1.3%	198	1.5%	2.5%
Casey	199	1.3%	179	1.3%	11.2%
Whittlesea	165	1.1%	175	1.3%	-5.7%
Greater Geelong	163	1.1%	143	1.1%	14.0%
Hume	153	1.0%	123	0.9%	24.4%

Table 6: Top 5 LGAs by complaints in Victoria

### Queensland (QLD)

- Compared to last quarter, Queenslanders made 20.3 per cent more complaints, registering 2,795 total complaints.
- Small businesses made up 11.1 per cent of total complaints.



- Four of the top five LGAs continue to feature in the overall top five LGAs - Brisbane, Gold Coast, Moreton Bay and Sunshine Coast. The complaints for these LGAs have increased significantly since last quarter.
- Brisbane makes up four per cent of total complaints. Consumers contacting the TIO were largely focused on internet service type, accounting for 44.7 per cent of complaints. Most of the complaints were due to **no or delayed action by provider, service and equipment fees and no phone or internet service.**

LGA Name	Complaints	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Brisbane	606	4.0%	428	3.2%	41.6%
Gold Coast	361	2.4%	277	2.0%	30.3%
Moreton Bay	268	1.8%	250	1.8%	7.2%
Sunshine Coast	232	1.5%	199	1.5%	16.6%
Logan	180	1.2%	149	1.1%	20.8%

Table 7: Top 5 LGAs by complaints in Queensland

### South Australia (SA)

- In South Australia, a total of 1,086 complaints were made by consumers which is a 10 per cent increase since last quarter.
- Small businesses made up 10.7 per cent of complaints.
- Complaints increased for mobile, internet and landline service types.
- The top five LGAs in SA includes Onkaparinga, Port Adelaide Enfield, Salisbury, Charles Sturt and Playford.
- The main concerns of people in Onkaparinga are **no or delayed action by provider, service and equipment fees and no phone or internet service.** However, **no or delayed action by provider** has dropped by 12.3 per cent since last quarter.

LGA Name	Complaints	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Onkaparinga	105	0.7%	104	0.8%	1.0%



Port Adelaide Enfield	95	0.6%	73	0.5%	30.1%
Salisbury	94	0.6%	71	0.5%	32.4%
Charles Sturt	77	0.5%	81	0.6%	-4.9%
Playford	75	0.5%	81	0.6%	-7.4%

Table 8: Top 5 LGAs by complaints in South Australia

### Western Australia (WA)

- People in Western Australia made a total of 1,179 complaints which was an 8.6 per cent increase since last quarter.
- Small businesses made up 9.8 per cent of total complaints which increased by 9.5 per cent since last quarter.
- Complaints increased for mobile (by 19.7 per cent) and internet (by 2.3 per cent) service types.
- The top five LGAs with the highest number of complaints include Wanneroo, Stirling, Rockingham, Joondalup and Armadale.
- The main concerns for people in Wanneroo include **no or delayed action by provider, service and equipment fees** and **no phone or internet service**. All these issues have observed an increase since last quarter.

LGA Name	Complaints	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Wanneroo	116	0.8%	90	0.7%	28.9%
Stirling	97	0.6%	113	0.8%	-14.2%
Rockingham	77	0.5%	45	0.3%	71.1%
Joondalup	69	0.5%	52	0.4%	32.7%
Armadale	66	0.4%	48	0.4%	37.5%

Table 9: Top 5 LGAs by complaints in Western Australia

### Tasmania (TAS)

- People in Tasmania raised a total of 250 complaints which has increased by 6.8 per cent since the previous quarter.
- Residential consumers made 90.4 per cent of complaints.



- The top three issues impacting consumers were **no or delayed action by provider, service and equipment fees** and **no phone or internet service**. Compared to the last quarter, **no or delayed action by provider** and **no phone or internet service** has dropped slightly by 3.5 per cent and 2.4 per cent respectively. **Intermittent service or dropouts saw the highest increase**, up by 17 cases.
- The top five LGAs with the highest number of complaints were Launceston, Kingborough, Glenorchy, Clarence and Huon Valley.

LGA Name	Complaints	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Launceston	29	0.2%	18	0.1%	61.1%
Kingborough	24	0.2%	16	0.1%	50.0%
Glenorchy	23	0.2%	25	0.2%	-8.0%
Clarence	22	0.1%	23	0.2%	-4.3%
Huon Valley	15	0.1%	20	0.1%	-25.0%

Table 10: Top 5 LGAs by complaints in Tasmania

### Northern Territory (NT)

- Compared to last quarter, people in Northern Territory made 49 per cent more complaints than last quarter – a total of 76 complaints.
- Residential consumers made 89.5 per cent of complaints.
- 47.4 per cent of complaints were about the mobile service type.
- Darwin, Litchfield, Palmerston, Alice Springs and Katherine are the LGAs with the highest number of complaints.
- The main concerns of people in Darwin were **no or delayed action by provider, service and equipment fees** and **misleading conduct when making a contract**, each experiencing a rise in numbers.

LGA Name	Complaints	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Darwin	29	0.2%	25	0.2%	16.0%
Litchfield	21	0.1%	7	0.1%	200.0%
Palmerston	11	0.1%	10	0.1%	10.0%



Alice Springs	6	0.0%	4	0.0%	50.0%
Katherine	6	0.0%			

Table 11: Top 5 LGAs by complaints in Northern Territory

### Australian Capital Territory (ACT)

- People in ACT made a total of 210 complaints which has increased by 35.5 per cent since last quarter. An increase in mobile complaints contributed to the rise in numbers.
- Mobile complaints accounted for 43.8 per cent of the total, up from 36.8 per cent last quarter. The proportion of internet related complaints dropped by 10.4 percentage points.
- Residential consumers contributed to 89.5 per cent of these complaints.
- Within the top ten issues impacting people in ACT, high per centage increases were noted for **partially restricted service** (an additional 10 cases) and **non-financial loss-not privacy** (an additional 12 cases). **Failure to cancel a service** and **variation to a contract or plan by member** also saw increases, with cases rising from 13 to 25 and 6 to 12, respectively, most of which were for mobile service type.

LGA Name	Complaints	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
ACT	210	1.4%	155	1.1%	35.5%

Table 12: Complaints in Australian Capital Territory

### Notes to Editors

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