



# Complaints Data Insights: January to March 2025

15 May 2025

## Executive Summary

*Each quarter, the Telecommunications Industry Ombudsman (TIO) publishes comprehensive complaints data – shedding light on emerging trends and persistent challenges faced by residential consumers and small businesses in each State and Local Government Area (LGA). By sharing our data, the TIO helps build a stronger, more responsive communications environment and experience for people right across Australia.*

Data captured in the January – March 2025 period (Q3) reveals the Australian community lodged a total of 15,385 complaints about their phone and internet services to the TIO. This shows a 0.6 per cent increase in complaints since last quarter, and a small drop of 2.1 per cent when compared to the same period last year.

Complaints about nine of the top 10 keywords have increased since last quarter. Complaints about **inadequate fault testing** produced the largest increase, up 26.9 per cent, with an additional 396 complaints, followed by **poor mobile coverage** which was up by 25.3 per cent (201 additional complaints).

Complaints involving the **financial hardship or repayment arrangement** keyword have increased by 71.9 per cent (up by 238 complaints) when compared to the same period last year but have dropped by 8.2 per cent (down by 51 complaints) since last quarter. Recurring themes within complaints included the refusal of payment plans or extensions, the provision of unsuitable payment arrangements, and instances of service disconnection, suspension, or restriction.

Complaints made by small businesses have risen for the second consecutive quarter, up 6.9 per cent, totalling 1,767 complaints. For small business, the most significant increases in complaints related to **poor mobile coverage** and **intermittent service or dropouts**.

Residential consumers made 88.5 per cent of total complaints (a total of 13,618 complaints).

Mobile service complaints remain the highest proportion of all complaints (at 43.9%) but have decreased compared to last quarter by 8.1 per cent (a reduction of 599 complaints).

Compared to last quarter, internet service type complaints rose by 8 per cent (an additional 462 complaints) and landline service type complaints went up by 8.8 per cent (an additional 86 complaints).



## Key insights at a glance

- We received 15,385 complaints during January to March 2025, an increase of 0.6 per cent since last quarter and a drop of 2.1 per cent compared to the same period last year.
- Mobile service type complaints continue to represent the largest share of complaints. We saw increases in keywords with **intermittent service or dropouts** (up by 41.9 per cent), **poor mobile coverage** (up by 25.8 per cent) and **inadequate fault testing** (up by 21.4 per cent).
- Small business consumer complaints have risen by 6.9 per cent since last quarter, with complaints about **poor mobile coverage** and **intermittent service or dropouts** increasing by 37.5 per cent and 33.6 per cent respectively.
- Complaints involving **financial hardship or repayment arrangement** have increased by 71.9 per cent (up by 238 complaints) when compared to the same period last year but have decreased by 8.2 per cent (down by 51 complaints when compared with last quarter).
- 422 complaints were made by First Nation consumers, an increase of 4 complaints since last quarter.
- The most used languages other than English are Arabic, Chinese, Greek, Hindi, and Italian.
- Despite Cyclone Alfred, complaints for Queensland dropped by 6.6 per cent. Across all states, the highest increase in complaints was noted for Northern Territory, up by 31.6 per cent (by 24 complaints).
- The top five LGAs with the highest number of complaints are Brisbane (604 complaints), Gold Coast (358 complaints), Moreton Bay (260 complaints), Wyndham (220 complaints) and the ACT (216 complaints). These LGAs contributed 10.8 per cent of total complaints.



## Understanding our data insights

### Primary issue:

Since 1 July 2024, we have been recording the primary issues in complaints. The **primary issue** is the one a consumer identifies as the main reason for their complaint.

### Keywords:

We capture all the issues a consumer mentions in a complaint, so a single complaint can include multiple issues. These are identified as **keywords** raised by a consumer through the course of their complaint

## Complaints by Primary Issue

- The top three primary issues for the reporting period were service and equipment fees, no phone or internet service and intermittent service or dropouts.
- Compared to last quarter, the largest per centage increases were noted for **poor mobile coverage** up by 26.2 per cent, **delay establishing a service** up by 15.2 per cent and **intermittent service or dropouts** up by 14 per cent.
- In complaints where **poor mobile coverage** (712 complaints) was the primary issue, 102 complaints involved 3G network shutdown concerns (14.3 per cent). Additionally, there were a further 16 complaints (bringing the total to 118 complaints) where **poor mobile coverage** was not the primary issue, but related to the 3G network shutdown. Over half of these complaints, (63 total complaints), came back to the TIO as unresolved after the first stage of our dispute resolution processes, with most unresolved problems relating to reduced or no coverage following the shutdown of the 3G network.

## Complaints by Keywords

In this quarter, nine out of the top 10 keywords increased. Consumers consistently reported issues related to service reliability and coverage problems, as well as financial challenges.

Notably, complaints about **inadequate fault testing** increased 26.9 per cent (up by 396 complaints) followed by **poor mobile coverage** up by 25.3 per cent (by 201 complaints), and **intermittent service or dropouts** up by 19.6 per cent (by 320 complaints).

While **financial hardship or repayment arrangement** complaints have decreased since last quarter, they are up by 71.9 per cent compared to the same period last year.



## Inadequate fault testing

*Note: Inadequate fault testing means the provider's fault testing is ineffective, difficult or impractical.*

- 58.2 per cent of **inadequate fault testing** complaints were about internet services (1,087 complaints).
- Complaints increased for all top 10 providers. The largest increase was noted for TPG Group (up by 79.7 per cent). Many consumers complained about experiencing internet service disruptions.
- Other notable increases were observed for Dodo Services which rose by 78.3 per cent and Vodafone which went up by 60 per cent.

### *Jamilla\* – Inadequate fault testing case study*

*Jamilla\* upgraded her device after consulting with her provider and receiving assurances upgrading to 5G would help resolve the ongoing issues. However, disruptions to her service continued and multiple rounds of fault testing did not fix the issues.*

*Jamilla was left frustrated over the money lost buying a new device on her provider's advice, only to have the issues continue.*

\*Details changed for privacy

## Poor mobile coverage

- 996 people reported **poor mobile coverage**. Telstra had the highest proportion of complaints at 52 per cent.
- Telstra, Optus and Vodafone persist as leading contributors, with complaints increasing by 13.8 per cent, 31.2 per cent and 66.7 per cent respectively compared to last quarter.
- New South Wales recorded 325 **poor mobile coverage** complaints (32.6% of the total), followed by Victoria with 242 complaints (24.3%), Queensland with 181 complaints (18.2%), Western Australia with 84 complaints (8.4%), Tasmania with 34 complaints (3.4%), the Northern Territory with 10 complaints (1%), and the Australian Capital Territory with 7 complaints (0.7%).
- Complaints related to the 3G shutdown accounted for 118 (11.8%) of complaints involving the **poor mobile coverage** keyword. Out of these, 102 consumers identified **poor mobile coverage** as the primary issue of their complaint.



- LGAs Sunshine Coast (25 complaints), Brisbane (21 complaints), and Gold Coast (20 complaints) recorded the highest number of complaints regarding poor mobile coverage.

### ***Danny\* - Poor mobile coverage case study 1***

*Danny\* and his family live in a remote area, prone to bushfires and flooding. He relies heavily on mobile service to contact emergency services if needed and to stay up to date with information on hazards in their area.*

*Danny has ongoing problems with reliable mobile phone service in his area, and as a result has no ability to contact emergency services when he has no connection. He's feeling increasingly worried about his family's safety, should there be an emergency or need to evacuate.*

\*Details changed for privacy

### ***Abbas\* - Poor mobile coverage case study 2***

*Abbas\* works as a plumber and relies on his mobile phone for getting in touch with clients and scheduling his work. Unreliable phone service and consistent dropouts are starting to impact his ability to grow his business and provide good customer service to his clients.*

*Abbas doesn't feel he is getting the service he was promised by his provider and wants to be released from his contract so he can get more reliable service elsewhere.*

\*Details changed for privacy

## **Intermittent service or dropouts**

- Complaints have increased from 1,631 complaints last quarter to 1,951 complaints this quarter. Internet was the service type in 65.9 per cent of these complaints.
- TPG Group and Vodafone have observed significant increases in complaints, up by 67.6 per cent and 64.9 per cent, respectively.
- Complaints from the Northern Territory (12 complaints) have seen the largest percentage increase, rising by 50 per cent since last quarter. However, New South Wales has the highest number of complaints overall, with a 31.2 per cent increase (153 additional complaints) since last quarter, totalling 644 complaints.



## Financial hardship or repayment arrangement

- Complaints involving **financial hardship or repayment arrangements** have gradually trended upwards since the same period last year, up 71.9 per cent from 331 complaints in Q3 FY 2024 to 569 complaints this quarter.

In comparison with same period last year, nine of the top 10 providers observed an increase in **financial hardship or repayment arrangement** complaints. Optus, Telstra, and Vodafone experienced complaint increases of 52.4 per cent, 50.4 per cent, and 47.6 per cent respectively since Q3 FY 2024.

### **Prad\*** - Financial hardship case study 1

*Prad cancelled his service with his provider, due to the high monthly charges. However, he was only notified of the \$300 cancellation fee after the service was terminated.*

*Prad experienced significant distress at being required to pay a fee he was not previously informed of and would struggle to afford. Had he been informed of the fee, he would not have gone ahead with the cancellation.*

\*Details changed for privacy

### **Parisa\*** - Financial hardship case study 2

*Parisa is financially struggling as a result of family violence and ongoing health issues, and her telco bills became unmanageable. Parisa tried to work out a payment plan she could afford, but the \$200 per month her telco offered was just too high.*

*Parisa is worried about the late fees that continue to stack up and she's concerned her services could be cut off in the future. She wants to pay her telco bills but needs a payment plan that is realistic for her situation.*

\*Details changed for privacy

**Note to Editors:** As part of our continuous quality assurance processes, we identified additional **financial hardship and repayment arrangement** complaints, resulting in updated figures across all reporting periods from Q3 FY 2024. Therefore, this report provides the most accurate data on these issues and supersedes previous publications.



## Complaints by Consumer Type

### Small business

- Complaints from small business consumers have increased by 6.9 per cent (up by 114 complaints) since last quarter and have also increased by 3 per cent (up by 51 complaints) when compared to same period last year.
- Complaints from small business consumers have increased across all service types, except landline, which has dropped by 12.7 per cent (down by 45 complaints) since the previous quarter.
- **Poor mobile coverage** and **intermittent service or dropouts** recorded the largest complaint increases for small business consumers, rising by 37.5 per cent and 33.6 per cent, respectively.
- Across the top five keywords with the highest quarter-on-quarter increases, a total of 1,228 complaints were received. These complaints were for **service and equipment fees** (572 total complaints), **intermittent service or dropouts** (203 total complaints), **failure to cancel a service** (190 total complaints), **delay establishing a service** (142 total complaints) and **poor mobile coverage** (121 total complaints).
- Total financial outcome returned to small businesses for the period was \$266,771.

### *Rahim\* - Small business case study 1*

*Rahim\* runs a small business from his rural home and is losing business due to a lack of phone service. Rahim says his phone service has deteriorated, and he's lost sales as customers now can't get hold of him.*

*Rahim feels frustrated as he's paying the same price for mobile service as his family members in the city, but he's not getting the same reliable service. Despite multiple attempts, Rahim feels like he is still getting nowhere with his provider.*

\*Details changed for privacy

### *Trent\* - Small business case study 2*

*Trent\* has experienced unreliable mobile phone service since he signed up with a new provider. Trent relies on his mobile to operate his business and has found the persistent dropouts and intermittent service has impacted his clients and the reputation of his business.*

*Trent purchased a new modem and had the cables checked – only to have the problems continue. Now out-of-pocket and frustrated, Trent wants the situation fixed quickly.*

\*Details changed for privacy



### Residential consumers

- The TIO received a total of 13, 618 complaints from residential consumers in January – March 2025. This is a slight drop of 0.1 per cent compared to last quarter.
- Complaints for landline service type have increased 20.8 per cent (up by 131 complaints)
  - Except for Western Australia, all states have observed a rise in landline complaints.
  - The primary issues for landline complaints were **no phone or internet service** (27.1 per cent), **service and equipment fees** (10.7 per cent) and **partially restricted service** (7.2 per cent).
- A total of 422 complaints were made by consumers who identified as First Nations. The primary issues were regarding **service and equipment fees, intermittent service or dropouts** and **no phone or internet service**.
- Total financial outcome returned to residential consumers for the period was \$496,634.

### Service Types

In comparison with the previous quarter, complaints made about landline service type and internet service type went up by 8.8 per cent and 8 per cent respectively. Mobile service type complaints saw an 8.1 per cent drop in complaints, although mobile service type complaints continue to represent a high proportion of complaints.

Service Type	Complaints	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Mobile	6,757	43.9%	7,356	48.1%	-8.1%
Internet	6,240	40.6%	5,778	37.8%	8.0%
Multiple	1,165	7.6%	1,018	6.7%	14.4%
Landline	1,068	6.9%	982	6.4%	8.8%
Property	155	1.0%	153	1.0%	1.3%

Table 1: Service Types Q3 FY2025



## Mobile

- The primary issues faced by consumers were service and equipment fees, poor mobile coverage and partially restricted service.
- There was an increase in complaints against the following keywords: **intermittent service or dropouts** (up by 41.9 per cent), **poor mobile coverage** (up by 25.8 per cent), and **inadequate fault testing** (up by 21.4 per cent).
- Mobile complaints against Circles Australia jumped by 22.7 per cent. The primary issues were **service and equipment fees**, **excess data** and **failure to cancel a service**.
- Mobile complaints have dropped across all states except Western Australia which observed a slight uptick of 1.2 per cent with a total of 527 complaints (an additional 6 complaints compared to last quarter).

## Internet

- The primary issues faced by consumers were **service and equipment fees**, **intermittent service or dropouts** and **no phone or internet service**.
- Complaints against nine of the top 10 keywords increased since previous quarter. The largest per centage increases were noted for **inadequate fault testing** up 29.3 per cent (by 246 complaints), **no phone or internet service** up 20.2 per cent (by 191 complaints) and **delay establishing a service** up 18.8 per cent (by 106 complaints).
- TPG Group (592 total complaints) observed the highest per centage increase in internet complaints, up 43.3 per cent since last quarter, followed by Dodo Services (up 32.8 per cent) and Superloop (up 28.1 per cent).
- ACT recorded the largest per centage increase of all states in internet service type complaints, up by 25.8 per cent (24 complaints) compared to last quarter.

## Landline

- The primary issues faced by consumers were **no phone or internet service**, **service and equipment fees** and **partially restricted service**.
- Compared to the previous quarter, complaints against nine of the top 10 keywords have increased. **Resolution agreed but not met**, **partially restricted service** and **service and equipment fees** observed large increases, up by 48.1 per cent, 27.8 per cent and 25.2 per cent respectively.



## Top 10 Providers

1. Telstra	2. Optus
3. Vodafone	4. TPG Group
5. iiNet	6. Southern Phone
7. Aussie Broadband	8. Dodo Services
9. Superloop	10. Circles Australia

Table 2: Top 10 Providers

- Compared to the last quarter, six of the top 10 providers have experienced a rise in complaint numbers.
- Telstra, Optus, and Vodafone maintain the highest share of complaints, with both Telstra and Vodafone increasing by 4.2 per cent compared with last quarter. Optus has seen a decrease in complaints by 6.7 per cent.
- Superloop recorded a jump in complaints of 33.3 per cent, from 162 complaints last quarter to 216 complaints in January – March 2025.
  - 86.6 per cent of these complaints were for internet service type (187 complaints).
  - The top three primary issues in these complaints were **service and equipment fees, delay establishing a service** and **no phone or internet service**.
- Increases in complaints were observed for eight of the top 10 keywords, with **non-financial loss – not privacy** showing the most significant per centage increase of 110 per cent (to a total of 21 complaints). This was followed by **termination fee** with an increase of 75 per cent (14 complaints total).
- Complaints against TPG Group have also increased by 32.4 per cent, from 639 complaints in the previous quarter to 846 complaints this quarter.
  - 70 per cent of these complaints were about internet service type (592 complaints) and 18.9 per cent were for mobile (160 complaints).
  - The primary issues for these complaints were **no phone or internet service, service and equipment fees** and **failure to cancel a service**.



- All top 10 keywords observed an increase in complaints. The largest per centage increase was noted for **inadequate fault testing** which went up by 79.7 per cent (by 47 complaints).
- Other providers that observed significant increases include Circles Australia, up by 22.7 per cent (by 39 complaints), and Dodo Services, up by 10.6 per cent (by 23 complaints).

Providers	Complaint numbers this quarter	Same period last year	Same period last quarter	Quarter on quarter	Year on year
Telstra	5,823	6,717	5,590	4.2%	-13.3%
Optus Group	3,587	3,571	3,845	-6.7%	0.4%
Vodafone Australia Limited	1,319	1,507	1,266	4.2%	-12.5%
TPG Group	846	615	639	32.4%	37.6%
iiNet Ltd	531	469	544	-2.4%	13.2%
Southern Phone Company Ltd	325	298	356	-8.7%	9.1%
Aussie Broadband Limited	242	257	248	-2.4%	-5.8%
Dodo Services Pty Ltd	240	230	217	10.6%	4.3%
Superloop	216	160	162	33.3%	35.0%
Circles Australia Pty Limited	211	73	172	22.7%	189.0%

Table 3: Top 10 Providers by complaints in Q3 FY 2025



## State Picture

To fairly compare different areas, we use 'complaints per 1,000 people'. This is calculated by dividing the number of complaints by the population and multiplying by 1,000, effectively showing the number of complaints per thousand people in that LGA or state.

This method ensures that issues in communities with smaller populations are given equal consideration and provides a clearer understanding of the relative level of issues across different LGAs and states, compared to looking at only the total number of complaints.

State	Complaints	Complaints per 1,000 people	% Complaints	Previous Quarter	% Change in Complaints
NSW	4,850	0.60	31.5%	4,657	4.1%
VIC	4,295	0.66	27.9%	4,171	3.0%
QLD	2,611	0.52	17.0%	2,795	-6.6%
WA	1,219	0.47	7.9%	1,178	3.5%
SA	1,102	0.62	7.2%	1,084	1.7%
TAS	264	0.47	1.7%	250	5.6%
ACT	216	0.48	1.4%	212	1.9%
NT	100	0.47	0.6%	76	31.6%

Table 4: Complaints by State in FY25 Q3

### New South Wales (NSW)

- The total number of complaints made by consumers in NSW was 4,850, an increase of 4.1 per cent when compared with last quarter. Residential consumers accounted for 88.1 per cent of these complaints.
- Except for mobile service type, complaints across all service types observed an increase, with internet service type recording a 13.8 per cent increase in complaints.
- Complaints about all the top 10 keywords have increased, with **inadequate fault testing** reporting the largest increase of 38.1 per cent.
- Other notable increases were for **intermittent service or dropouts** (up by 31.2 per cent) followed by **slow data speed** (up by 24.6 per cent), **no phone or internet service** (up by 21.6 per cent) and **poor mobile coverage** (up by 19.5 per cent).
- TPG Group observed a 29.7 per cent increase in complaints where **no phone or internet service** was the primary issue.



- Gwydir (8 total complaints) in NSW is the LGA with the highest complaint rate of 1.63 per thousand people, although Central Coast (NSW) leads with the highest number of complaints (214 total complaints) with a rate of 0.62 complaints per thousand people.
- Following Central Coast (NSW), the highest number of complaints were noted in NSW LGAs by Canterbury-Bankstown, Sydney, Blacktown and The Hills Shire. The primary issues faced by consumers in Central Coast (NSW) were **service and equipment fees, no phone or internet service and intermittent service or dropouts**.

LGA Name	Complaints	Complaints per 1,000 people	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Central Coast (NSW)	214	0.62	1.4%	208	1.4%	2.9%
Canterbury-Bankstown	213	0.57	1.4%	208	1.4%	2.4%
Sydney	200	0.95	1.3%	195	1.3%	2.6%
Blacktown	195	0.49	1.3%	180	1.2%	8.3%
The Hills Shire	144	0.75	0.9%	129	0.8%	11.6%

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

### Victoria (VIC)

- A total of 4,295 complaints were made by people in Victoria, up 3 per cent since last quarter.
- Small business consumers accounted for 11.2 per cent of these complaints which has increased by 16.4 per cent since last quarter. The primary issues for these complaints were **service and equipment fees, no phone or internet service and failure to cancel a service**.
- Although complaints for mobile service type went down by 3.2 per cent, they accounted for 44.1 per cent of total complaints.
- Among the top 10 keywords, eight keywords increased in complaints. Large percentage increases were observed for **inadequate fault testing** (up by 27.7 per cent, an additional 105 complaints) and **delay establishing a service** (up by 19.8 per cent, an additional 51 complaints).



- The Northern Grampians recorded the highest complaint rate at 1.51 complaints per thousand people of all VIC LGAs, with a total of 18 complaints.
- However, Wyndham, with a rate of 0.75 complaints per thousand people, is the VIC LGA that continues to receive the largest number of complaints (220 total complaints), followed by Casey, Hume, Whittlesea and Greater Geelong. The top primary issues raised in Wyndham were **service and equipment fees, no phone or internet service** and **failure to cancel a service**.

LGA Name	Complaints	Complaints per 1000 people	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Wyndham	220	0.75	1.4%	202	1.3%	8.9%
Casey	192	0.53	1.2%	199	1.3%	-3.5%
Hume	177	0.73	1.2%	154	1.0%	14.9%
Whittlesea	153	0.67	1.0%	165	1.1%	-7.3%
Greater Geelong	147	0.54	1.0%	163	1.1%	-9.8%

Table 6: Top 5 LGAs by complaints in Victoria

### Queensland (QLD)

- People in QLD made a total of 2,611 complaints which, despite the impacts of Cyclone Alfred, represents a 6.6 per cent decline since last quarter.
- Residential consumers made 88.4 per cent of the total complaints.
- Six keywords out of the top 10 observed a rise in complaints. **Slow data speed** went up by 27.4 per cent (209 total complaints), **poor mobile coverage** went up by 13.1 per cent (181 total complaints) and **intermittent service or dropouts** rose by 9.9 per cent (356 total complaints).
- Cook recorded the highest complaint rate per thousand people as a QLD LGA at 1.77, based on a total of 8 complaints. In contrast, Brisbane registered the highest number of complaints overall, with 604 complaints, but only 0.49 complaints per thousand residents.
- The QLD LGAs with the highest number of complaints overall were Brisbane, Gold Coast, Moreton Bay, Sunshine Coast, and Logan.



- The top primary issues for consumers in Brisbane concerned **service and equipment fees, no phone or internet service, and intermittent service or dropouts.**

LGA Name	Complaints	Complaints per 1,000 people	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Brisbane	604	0.49	3.9%	606	4.0%	-0.3%
Gold Coast	358	0.57	2.3%	361	2.4%	-0.8%
Moreton Bay	260	0.55	1.7%	268	1.8%	-3.0%
Sunshine Coast	193	0.56	1.3%	233	1.5%	-17.2%
Logan	154	0.45	1.0%	180	1.2%	-14.4%

Table 7: Top 5 LGAs by complaints in Queensland

### South Australia (SA)

- The number of complaints made by consumers in South Australia increased slightly by 1.7 per cent, a total to 1,102 complaints.
- Residential consumers accounted for 90.2 per cent of complaints.
- Nine keywords out of the top 10 observed an increased in complaints, with **delay establishing a service** noting the largest per centage increase of 12.7 per cent (up by 9 complaints).
- Orroroo Carrieton (2 total complaints) was the SA LGA with the highest complaint rate per thousand people at 2.29.
- However, Onkaparinga recorded the highest number of complaints of SA LGAs, with a total of 110 and a complaint rate of 0.63 per thousand people. Charles Sturt, Salisbury, Port Adelaide Enfield, and Playford registered the next highest complaint numbers. The top primary issues for consumers in Onkaparinga were **service and equipment fees, intermittent service or dropouts, and partially restricted service.**

LGA Name	Complaints	Complaints per 1,000 people	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Onkaparinga	110	0.63	0.7%	105	0.7%	4.8%
Charles Sturt	86	0.71	0.6%	77	0.5%	11.7%



Salisbury	86	0.59	0.6%	93	0.6%	-7.5%
Port Adelaide						
Enfield	83	0.63	0.5%	94	0.6%	-11.7%
Playford	81	0.82	0.5%	74	0.5%	9.5%

Table 8: Top 5 LGAs by complaints in South Australia

### Western Australia (WA)

- People in WA made a total of 1,219 complaints, an increase of 3.5 per cent since last quarter.
- Mobile complaints have dropped across all states except Western Australia which observed a slight uptick of 1.2 per cent (by 6 complaints) to a total of 527.
- Small business consumers accounted for 11.2 per cent of complaints, an increase of 19.1 per cent since last quarter. **Delay establishing a service, no phone or internet service** and **service and equipment fees** were the primary issues faced by these consumers.
- Among the top 10 keywords, surges in complaint numbers were noted for **inadequate fault testing** up by 38.9 per cent (by 44 complaints), **intermittent service or dropouts** up by 38.2 per cent (by 42 complaints), **poor mobile coverage** up by 33.3 per cent (by 21 complaints) and **delay establishing a service** up by 30.6 per cent (by 22 complaints).
- Koorda has the highest complaint rate per thousand people of WA LGAs at 5.54, noting that this represents only 2 complaints as a result of Koorda's small population.
- The top five WA LGAs with the highest number of complaints were Wanneroo, Stirling, Joondalup, Swan, and Rockingham. The top primary issues reported by consumers in Wanneroo were **service and equipment fees, no phone or internet service**, and **delay in establishing a service**.

LGA Name	Complaints	Complaints per 1000 people	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Wanneroo	103	0.49	0.7%	116	0.8%	-11.2%
Stirling	93	0.41	0.6%	97	0.6%	-4.1%
Joondalup	80	0.50	0.5%	69	0.5%	15.9%
Swan	73	0.48	0.5%	55	0.4%	32.7%



Rockingham	55	0.41	0.4%	77	0.5%	-28.6%
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Table 9: Top 5 LGAs by complaints in South Australia

### Tasmania (TAS)

- Complaints from Tasmania have increased by 5.6 per cent from last quarter, with a total of 264 complaints in January – March 2025.
- Residential consumers accounted for 92.4 per cent of all complaints.
- Complaints regarding **poor mobile coverage** experienced the largest per centage increase since last quarter, up by 209.1 per cent to a total of 34 complaints.
- Although Tasman as a TAS LGA had the highest complaint rate per thousand residents at 2.31 (based on 6 complaints), the largest number of complaints were recorded in Clarence, Kingborough, Launceston, Hobart, and Glenorchy.
- The top primary issues for people in the TAS LGA of Clarence were **service and equipment fees, slow data speed** and **failure to cancel a service**.

LGA Name	Complaints	Complaints per 1000 people	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Clarence	33	0.54	0.2%	22	0.1%	50.0%
Kingborough	19	0.47	0.1%	24	0.2%	-20.8%
Launceston	19	0.27	0.1%	29	0.2%	-34.5%
Hobart	18	0.33	0.1%	12	0.1%	50.0%
Glenorchy	17	0.34	0.1%	23	0.2%	-26.1%

Table 10: Top 5 LGAs by complaints in Tasmania

### Northern Territory (NT)

- We received a total of 100 complaints from consumers in NT, which has increased by 31.6 per cent since last quarter.
- Small business consumers accounted for 14 per cent of the 100 complaints received, representing a 75 per cent increase from 8 complaints in the last quarter to 14 complaints this quarter.
- With 3 complaints, Coomalie recorded the highest rate of complaints per thousand people at 2.35 as an NT LGA.



- Litchfield and Darwin were the NT LGAs that recorded the highest number of total complaints, both at 31 complaints, followed by Palmerston, Alice Springs and East Arnhem.
- Complaints from Litchfield went up by 47.6 per cent, bringing its total to 31 complaints. Litchfield recorded the second highest rate of complaints per thousand people at 1.45. The top primary issues reported by consumers were **no phone or internet service, service and equipment fees and intermittent service or dropouts**.

LGA Name	Complaints	Complaints per 1000 people	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
Darwin	31	0.38	0.2%	29	0.2%	6.9%
Litchfield	31	1.45	0.2%	21	0.1%	47.6%
Palmerston	11	0.30	0.1%	11	0.1%	0.0%
Alice Springs	7	0.27	0.0%	6	0.0%	16.7%
East Arnhem	5	0.57	0.0%			

Table 11: Top 5 LGAs by complaints in Northern Territory

### Australian Capital Territory (ACT)

- The total number of complaints made by consumers in ACT was 216, a minor increase of 1.9 per cent since the last quarter.
- Residential consumers accounted for 90.7 per cent of ACT complaints.
- ACT recorded the largest per centage increase across all states for internet service type complaints at 25.8 per cent (an increase from 93 complaints last quarter to 117 complaints in January – March 2025). The top primary issues raised in these complaints were **intermittent service or dropouts, no phone or internet service and service and equipment fees**.

LGA Name	Complaints	Complaints per 1000 people	% Complaints	Previous Quarter	% Previous Quarter	% Change in Complaints
ACT	216	0.48	1.4%	212	1.4%	1.9%

Table 12: Complaints in Australian Capital Territory