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## Complaints to TIO continue to fall across TPG Telecom's brands

**10 November 2021** – TPG Telecom today welcomed the results of the most recent [Complaints in Context \(CIC\) report by Communications Alliance](#), which has shown a continued fall in complaints to the Telecommunications Industry Ombudsman (TIO) across TPG Telecom's major brands Vodafone, TPG and iiNet.

Complaints to the TIO are down 35.5% for TPG, down 35% for iiNet and down 19% for Vodafone in Q3 2021 (Jul-Sep) compared to the same quarter last year.

The results also show all three brands are below the industry average in external complaints for the fourth quarter in a row. While Vodafone's ratio of 2.3 complaints per 10,000 services again made it the lowest complaints ratio of all the major telecommunications companies in Australia.

TPG Telecom Group Executive Customer Operations and Shared Services, Ana Bordeianu, said the ongoing reductions in customer complaints across all our brands was testament to the focus the company had placed on improving the customer experience over the last 12 months.

"Right across our business we have delivered improvements that benefit the experience for our customers. This includes delivering a faster mobile network with the acceleration of our 5G rollout across our ten largest cities and regions," Ms Bordeianu said.

"We are continuing to look at how we improve the customer experience. Understanding that every customer has individual needs and circumstances which necessitate a flexible approach in the way that we serve and support them is a critical part of our customer centric approach.

"We continue to modernise our digital tools to give customers more choice, and to improve and simplify the customer experience. For example, this has included making our Vodafone site more mobile-friendly, enabling customers to compare plans more easily and a simplified check-out experience."

Some other recent digital improvement to the customer experience include the launch of a new Vodafone digital assistant, a new My TPG app and an improved iiHelp self-support online tool for iiNet customers.

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**About TPG Telecom:** TPG Telecom is an Australian telecommunications company which is home to some of Australia's most-loved telecommunications brands including Vodafone, TPG, iiNet, AAPT, Internode, Lebara and felix. TPG Telecom owns and operates mobile and fixed networks that are connecting Australia for the better.

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