



Complaints to TIO fall across TPG Telecom's brands

13 August 2021 – Complaints to the Telecommunications Industry Ombudsman (TIO) over the past 12 months have fallen across TPG Telecom's major brands Vodafone, TPG and iiNet, as the company continues its focus on improving customer experience.

Over the past 12 months the ratios of external complaints to the TIO are down 66% for TPG, down 56% for iiNet and down 20% for Vodafone.

The results, contained in the [latest Complaints in Context \(CIC\) report by Communications Alliance](#), also show all three brands are below the industry average in external complaints for the third quarter in a row.

TPG Telecom Group Executive Customer Operations and Shared Services, Ana Bordeianu, said the significant reduction in external complaints over the last 12 months was particularly pleasing given the company's focus on delivering for consumers and improving the customer experience post-merger.

"We said pre-merger that we would provide stronger competition in the market, and an ability for greater innovation, that would see customers better off – and these figures reflect that," Ms Bordeianu said.

"We have delivered customers a faster mobile network with our 5G rollout and spectrum optimisation. We have also increased our infinite data speeds on Vodafone plans, while TPG and iiNet mobile plans have ten times the data than before the merger.

"Across all of our brands, networks and service channels, we aim to deliver a great customer experience, and we continue to look at ways to improve that experience.

"Over the last 12 months we have seen an increase in customer digital engagement across our consumer brands, and we continue to modernise our digital tools to give customers more choice about how they interact with us and how they manage their accounts.

"We have also recently created an integrated customer operations function within the business to better meet customer needs across our brands."

Ms Bordeianu highlighted that one of the biggest declines was across TPG and iiNet fixed broadband customer complaints, despite the problems caused by NBN Co with HFC and appointment delays.

Vodafone's ratio of 2.8 complaints per 10,000 services also made it the lowest complaints ratio of all the major telecommunications companies in Australia.

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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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