

**MEDIA RELEASE**

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**FOR IMMEDIATE RELEASE**

## **Pivotel hangs up the quarter with greatest telco customer satisfaction**

Leading Australian mobile telecommunications provider, Pivotel, has recorded the lowest customer complaints in reporting history, according to the latest Complaints in Context (CIC) report released jointly by Communications Alliance and the Telecommunications Industry Ombudsman (TIO) today.

In the latest quarter, April to June 2017, Pivotel saw just **0.3** reported complaints per 10,000 customers, which is a record low since the Complaints in Context (CIC) reporting commenced in December 2014, with historical quarterly data provided from the July to Sept 2013 quarter.

Pivotel Executive Director Robert Sakker attributed the results to the company's ongoing commitment to providing their customers with unparalleled service levels and innovative products designed to be intuitive and easy to use.

"Pivotel has historically had very low numbers of complaints compared to other telco providers, but it's really encouraging to see our willingness to go the extra mile for our customers has positioned us as the best in the industry this quarter," Mr Sakker said.

"We would love to see other Communications Alliance members and industry participants join in the Complaints in Context reporting, and encourage them to be as open as we and the other four telecommunications service providers are about our customer service levels."

This announcement comes just a few weeks after Pivotel was awarded the 2017 ACOMM Communications Alliance's Satellite Provider of the Year award in recognition of its world-first solution, Big Bundle, aimed at increasing the accessibility of satellite communication technology in regional and remote Australia.

Big Bundle is just one of many initiatives launched by Pivotel this year. More information is available at <http://www.pivotel.com.au/bigbundle.php>

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Source: *Complaints in Context* media release 9 August 2017 – More information is available at [www.commsalliance.com.au](http://www.commsalliance.com.au) or at [www.tio.com.au](http://www.tio.com.au)

Provider	Services Provided	New complaints per 10,000 services in operation					
		Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017
Telstra	Mobile, Internet, Landline	6.4	6.8	6.0	6.8	9.3	10.0
Optus	Mobile, Internet, Landline	7.9	7.7	7.2	6.7	9.3	10.1
Vodafone	Mobile	3.7	3.8	6.2	5.0	3.9	4.5
amaysim	Mobile, Internet	1.0	0.8	1.1	1.0	0.9	1.0
Pivotel	Mobile	0.8	1.0	1.3	1.0	1.3	0.3
All participants*		6.2	6.4	6.2	6.4	8.4	9.0

\* Calculated by dividing participants' total TIO new complaints by participants' total services in operation (SIO). Figures may change when there is a change in providers participating in *Complaints in Context*.

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#### **ABOUT PIVOTEL GROUP**

Pivotel Group is a leading Australian provider of satellite and mobile technology including satellite phones, satellite broadband, personal and asset trackers, docking kits, M2M connections and maritime communication. Its experienced network of engineers, application developers and account managers ensure Pivotel Group's licensed carrier network is directly interconnected with all of the major mobile satellite operators to provide the most extensive range of satellite voice, data, personal safety and asset monitoring solutions. Pivotel Group's 4G mobile network marketed as ecoSphere™ extends its carrier network to deliver complementary terrestrial wireless services to rural and remote Australians.

Pivotel Group also provides cellular mobile services through its Think Mobile, Reward Mobile and Just Mobile brands.

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