



NBN top speeds available to one in four customers

QLD NEWS

Community legal sector fields complaints about phones, internet

Anthony Galloway, The Courier-Mail

March 9, 2018 12:00am

Subscriber only



QUEENSLANDERS unsure about where to take their phone and [internet problems](#) are turning to the community legal sector to [complain](#)

Almost half of all community legal workers hear telecommunications complaints every week, a new report by the industry's Ombudsman will reveal today.

At the same time, the Telecommunications Industry Ombudsman has been forced to increase staff by more than a third over the past two years to cope with the rising complaints.

Grievances about the National Broadband Network more than doubled in Queensland last year, while overall complaints rose by almost half.

"It's a wakeup call for the industry," Ombudsman Judi Jones said. "We shouldn't need to continually employ more staff."

The release of today's report follows a *Courier-Mail* revelation that Queensland is receiving one of the lowest rollouts of the superior all-fibre NBN.



Grievances about the National Broadband Network more than doubled in Queensland last year.

The report surveyed 137 Queensland community legal sector workers and found:

• The majority said their clients didn't know how to complain about their phone and internet



Ms Jones said it was crucial for people to try to resolve their issues with their service provider first.

"If the complaint is unresolved, they should then go to the Ombudsman. We are free and accessible."

There were 28,988 complaints to the Ombudsman in Queensland in 2016-17, an increase of 42.7 per cent on the previous year.

James Farrell, director of Community Legal Centres Queensland, said: "Don't feel you're on your own."



 Queensland is receiving one of the lowest rollouts of the superior all-fibre NBN.

Originally published as [NBN complaints more than doubled in Qld last year](#)



COMMENTS



Post Comment

