

Media coverage summary

Understanding the Impact of Phone and Internet Issues in Queensland report

About the survey

With the Telecommunications Industry Ombudsman managing complaints and dispute resolution, and Community Legal Centres Queensland in a leading advocacy and legal advice role, both organisations work directly with those affected by phone and internet problems.

Community legal sector workers in the state were surveyed for an understanding of the issues their clients are experiencing.

Those surveyed are all community legal sector workers in Queensland. The survey was completed between 19 February, 2018 and 5 March, 2018.

The survey looked at the frequency of phone and internet problems arising, the barriers for consumers in complaining, the most common phone and internet issues, and what could help consumers with their problems.

Key messages

1. The *Understanding the Impact of Phone and Internet Issues in Queensland* report surveyed 137 Queensland community legal sector workers on their experiences of working with their clients over the last two years.
2. The survey results found almost half (48%) of Queensland's community legal sector workers have reported hearing about a phone or internet problem from clients every week.
3. The most common issues highlighted in the survey were being unable to pay for a phone or internet service, increasing debt, and not enough money to pay bills.
4. The report shows issues with phone and internet services often led to subsequent problems for residential consumers and small businesses including mental health issues, debt and a suspension of their services.

Media activities

A media release and Radio Release news grabs were distributed to targeted media. This resulted in six interviews with Telecommunications Industry Ombudsman Judi Jones across print, online and radio:

- Courier Mail (print), journalist Anthony Galloway, National Political Editor
- ABC Brisbane (online and radio), journalist Rebecca Hyam, Finance and Consumer Affairs reporter
- 4RR Radio Charleville, host Rob Burns, Breakfast with Rob Burns
- ABC Radio Brisbane, host Katherine Feeney, Afternoons with Katherine Feeney
- 4BC Talk Radio, host Ben Davis, Brisbane Live Afternoons with Ben Davis
- ABC Radio Brisbane, host Steve Austin, Drive with Steve Austin

Media summary

In total, 474 media reports mentioned the Telecommunications Industry Ombudsman and Queensland survey between 8 March and 11 March 2018, reaching a total national audience of 7.99 million (7,990,287).

Print, radio and online coverage included two print articles with an audience of 148,903, 460 radio mentions with an audience of 7.83 million and 12 online news articles reaching an audience of 6,484.

Sample media coverage

Print

Cairns Post Spike in phone woes



09 Mar 2018
Cairns Post, Cairns

Author: Anthony Galloway • Section: General News • Article Type: News Item
Audience : 13,896 • Page: 17 • Printed size: 246.00cm² • Market: QLD
Country: Australia • ASR: AUD 1,234 • words: 334 • Item ID: 922926349

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Spike in phone woes

Customers engage lawyers to solve issues

ANTHONY GALLOWAY

QUEENSLANDERS unsure about where to take their phone and internet problems are turning to the community legal sector to complain.

According to a new report by the industry's Ombudsman revealed today, almost half of all community legal workers hear telecommunications complaints every week.

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," said Ombudsman Judi Jones.

"We shouldn't need to continually employ more staff."

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

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 issues.
- Almost half of their clients said they experienced phone and internet service problems every week.
- The most common issue was increasing debt and an inability to pay for a service.

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 and our job is to take the place of consumers," she said.

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 everyone had a responsibility to support those in difficulty.

"Phones and the internet are central in our lives and the message from Queensland's Community Legal Sector Workers is don't feel you're on your own. In tough times, mounting problems have a domino effect, one problem leads to another, and on to another."

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twitter.com/TheCairnsPost

Online news



09 Mar 2018
Courier Mail, Brisbane

Author: Anthony Galloway • Section: General News • Article Type: News Item
Audience : 135,007 • Page: 17 • Printed size: 175.00cm² • Market: QLD
Country: Australia • ASR: AUD 3,074 • words: 267 • Item ID: 922903547

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Internet woes 'a wakeup call'

EXCLUSIVE
ANTHONY GALLOWAY

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"It's a wakeup call for the industry," Ombudsman Judi

Jones said.

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- Almost half of their clients

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- The most common issue was increasing debt and an inability to pay for a service.

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

Online news

4BC Who ya gonna call? <https://www.4bc.com.au/podcast/who-you-gonna-call/>

Sydney Morning Herald <https://www.smh.com.au/national/queensland/queenslanders-desperate-for-help-in-not-being-able-to-pay-for-phone-bills-20180308-p4z3hz.html>

IT Wire <https://www.itwire.com/business-technology/82030-qld-plagued-by-phone,-internet-problems-report.html>

Brisbane Times <https://www.brisbanetimes.com.au/national/queensland/queenslanders-desperate-for-help-in-not-being-able-to-pay-for-phone-bills-20180308-p4z3hz.html>

Melbourne Age <https://www.theage.com.au/national/queensland/queenslanders-desperate-for-help-in-not-being-able-to-pay-for-phone-bills-20180308-p4z3hz.html>

WA Today <http://www.watoday.com.au/queensland/queenslanders-desperate-for-help-in-not-being-able-to-pay-for-phone-bills-20180308-p4z3hz.html>

Canberra Times <http://www.canberratimes.com.au/queensland/queenslanders-desperate-for-help-in-not-being-able-to-pay-for-phone-bills-20180308-p4z3hz.html>

Tasmanian Mercury <http://online.isentialink.com/themercury.com.au/2018/03/08/90a09f71-d864-4d66-88c3-a234feff1c45.html>

Geelong Advertiser <http://online.isentialink.com/geelongadvertiser.com.au/2018/03/08/49ae1be4-a1a8-432f-8b5e-829fb900d956.html>

Courier Mail <http://online.isentialink.com/couriermail.com.au/2018/03/08/24fd9c8a-c8cd-4b94-a3e8-219a38e9b651.html>

NT News <http://online.isentialink.com/ntnews.com.au/2018/03/08/1f9f0c56-3ed6-4f53-b350-3cde32236537.html>

Daily Telegraph <http://online.isentialink.com/dailytelegraph.com.au/2018/03/08/894e7d48-3bf7-4ab6-abc5-ab8ff453a628.html>

AM Radio

ABC Radio Brisbane "Interview with Telecommunications Industry Ombudsman Judi Jones"

Austin says the NBN is out at Coorparoo. The listener says when they called Telstra, it was a NBN issue but when he or she sees a neighbour"

4BC Interview with Telecommunication Ombudsman Judi Jones.

Davis says he received call and emails from his listeners about how frustrated and trying to solve problems when it comes to their phone and internet services.

ABC Radio Brisbane "Interview with Judi Jones, Telecommunications Industry Ombudsman

Feeney says a survey of Qld community legal sector found the struggles vulnerable people face to keep their phones and internet connections"

Radio 4KZ A new report highlights a range of phone and internet issues face by North Qld residents. Judi Jones, Telecommunications Industry Ombudsman, talks about the most common issues.

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4KQ Managing mobile phone and internet cost is an increasing challenge for many Queenslanders. Judi Jones, Telecommunications Industry Ombudsman, says the most common issue is that consumers have been hav

FM Radio

ABC Gold Coast "Interview with Judi Jones, Telecommunications Industry Ombudsman Feeney says a survey of Qld community legal sector found the struggles vulnerable people face to keep their phones and internet connections"

ABC Wide Bay The complaints about phone and Internet service in Qld have jumped by almost 43% in the last financial year, according to findings by the Telecommunications Industry Ombudsman and Qld's community legal

97.3fm More Qld locals are struggling to pay high mobile phone and internet costs after a new study of community sector legal workers has found they receive more clients reporting regular issues. Judi Jones,

4TTT A new report highlights issues caused by phone and internet problems throughout Qld. Nearly half Qld's community legal sector workers reported their clients dealing with phone and internet-related issues

Rainbow FM A new report highlights issues caused by phone and internet problems throughout Qld. Nearly half Qld's community legal sector workers reported their clients dealing with phone and internet-related issues.

104.9 Sunshine FM A new report highlights issues caused by phone and internet problems throughout Qld. Nearly half Qld's community legal sector workers reported their clients dealing with phone and internet-related issues.

ABC Gold Coast The complaints about phone and Internet services in Qld have jumped by almost 43% in the last financial year, according to findings by the Telecommunications Industry Ombudsman and Qld's community legal

Radio Release grabs

Radio Release grabs were picked up by the following stations:

Adelaide (SA) - PBA FM

Albany (WA) - Albany Community Radio 100.9 FM

Albany (WA) - Gold MX

Albury/Wodonga (NSW/Vic) - 2REM FM 107.3

Armidale (NSW) - Tune FM 106.9

Augusta (WA) - 2 Oceans FM

Bacchus Marsh (Vic) - Apple FM

Bairnsdale & Lakes Entrance (Vic) - REG FM

Ballina (NSW) - Paradise FM

Bathurst & Orange (NSW) - 2MCE

Bathurst (NSW) - Life FM

Beaudesert (Qld) - Beau FM 101.5

Bellingen (NSW) - 2BBB FM

Bendigo (Vic) - Phoenix FM 106.7

Boonah (Qld) - Rim FM

Bordertown (SA) - 5TCB

Bribie Island (Qld) - 88.0 FM
Brisbane (Qld) - 4KQ
Brisbane (Qld) - 4MBS Classic FM
Brisbane (Qld) - 97.3 FM
Brisbane (Qld) - 98.9 FM
Brisbane (Qld) - Bay FM 100.3
Bunbury (WA) - 103.7 FM
Bundaberg (Qld) - Coral Coast Radio 94.7 FM
Byron Bay (NSW) - Bay FM
Caboolture (Qld) - 101.5 FM
Cairns (Qld) - Cairns FM 89.1
Campbelltown (NSW) - 2MCR
Canberra & Tuggeranong (ACT) - Artsound FM
Canberra (ACT) - 1WAY FM 91.9
Canberra (ACT) - 2XX
Carnarvon & Geraldton (WA) - Radio Mama
Casino (NSW) - 2COW 107.9 FM
Ceduna (SA) - 5CCR
Cessnock (NSW) - 2CHR FM
Coffs Harbour (NSW) - CHY FM 104.1
Collie (WA) - 1089 AM
Coonabarabran (NSW) - 2WCR FM 99.5
Coonamble (NSW) - 2MTM 91.9 FM
Coraki (NSW) - Richmond Valley Radio
Darwin (NT) - 97 Seven
Deepwater & Glen Innes (NSW) - 2CBD
Devonport (Tas) - 7RPH 96.1 FM
Dubbo (NSW) - 88.9 DC FM
Dubbo (NSW) - Rhema FM 94.3
Dunedoo (NSW) - Three Rivers Radio 101.5
Dungog (NSW) - FM 107.9
Echuca/Moama (Vic/NSW) - EM FM 104.7
Esperance (WA) - Hope FM
Fraser Coast (Qld) - Fraser Coast FM 107.5
Gayndah (Qld) - Burnett River Radio 91.5 FM
Geelong (Vic) - 94.7 The Pulse

Gilgandra (NSW) - 98.9 2WAR FM
Gippsland & Phillip Island (Vic) - 3MFM
Gippsland (Vic) - 3BBR FM
Gold Coast (Qld) - 94.1 FM
Goolwa (SA) - Alex FM 96.3
Gosford (NSW) - 94ONE
Gosford (NSW) - Radio Five-O-Plus
Goulburn (NSW) - FM 103.3
Grafton (NSW) - Big Rig Radio
Healesville (Vic) - Flow FM
Hepburn Springs (Vic) - Hepburn Community Radio
Hobart (Tas) - 7RPH 864 AM
Hobart (Tas) - 99.3 Edge FM
Holbrook (NSW) - 2GHR FM
Horsham (Vic) - Triple H 96.5 FM
Innisfail (Qld) - 4AY
Innisfail (Qld) - 4KZ
Innisfail (Qld) - Kool FM
Inverell (NSW) - STA FM
Ipswich (Qld) - River 94.9
Kadina (SA) - 89.3 Gulf FM
Kalamunda (WA) - KCR FM 102.5
Kandos (NSW) - KRR FM 98.7
Kangaroo Island (SA) - Kix FM 90.7
Katherine (NT) - 8KTR
Katoomba (NSW) - 89.1 RBM FM
Kempsey (NSW) - Tank FM 103.1
Kingaroy & Lower Burnett (Qld) - Crow FM
Lake Macquarie (NSW) - Radio Yesteryear 97.3 FM
Lameroo (SA) - 3MBR FM 107.5
Launceston (Tas) - 7RPH 106.9 FM
Launceston (Tas) - City Park Radio
Launceston (Tas) - Way FM
Lightning Ridge (NSW) - Opal FM
Lismore (NSW) - River FM 92.9
Lithgow (NSW) - Ezy FM

Loxton & Riverland (SA) - Life FM
Mackay (Qld) - 4CRM 107.5 FM
Mackay, Sarina & Whitsundays (Qld) - My 105.9 FM
Mallacoota (Vic) - 3MGB
Mansfield (Vic) - Radio Mansfield 99.7
Mareeba (Qld) - 4AM
Mareeba (Qld) - Kik FM
Maryborough (Vic) - Goldfields FM
Marysville (Vic) - Flow FM
Melbourne (Vic) - 3MBS 103.5 FM
Melbourne (Vic) - 3SER 97.7 FM
Melbourne (Vic) - 3WBC 94.1 FM
Melbourne (Vic) - Plenty Valley FM 88.6
Melbourne (Vic) - Southern FM
Millicent (SA) - 5THE FM 107.7
Moranbah (Qld) - 4RFM 96.9
Moruya (NSW) - 2EAR FM
Morwell (Vic) - Gippsland FM
Mount Beauty (Vic) - Alpine FM 96.5
Mt Gambier (SA) - Lime FM
Mt Isa (Qld) - Rhema FM 107.5
Murrayville (Vic) - 3MBR FM 103.5
Murrindindi/Marysville (Vic) - UGFM
Narrandera (NSW) - Spirit FM
National - ARN Affiliates*
Newcastle (NSW) - Radio 1629 AM
Newman (WA) - 6NEW
Nhulunbuy (NT) - Gove FM 106.9
Noosa (Qld) - Noosa Community Radio 101.3 FM
Nubeena (Tas) - Tasman FM
Oatlands (Tas) - Mid FM 97.1
Orange (NSW) - FM 107.5
Perth (WA) - 89.7 FM
Perth (WA) - RTR FM
Port Hedland (WA) - 101.3 FM
Port Pirie (SA) - Trax FM 105.1

Port Stephens (NSW) - Port Stephens FM
Qld/NT/SA/Tas - RadioTAB (91 locations)
Queanbeyan (NSW) - QBN FM 96.7
Regional SA - Flow FM (15 locations)
Rockhampton (Qld) - Radio 4YOU
Roxby Downs (SA) - Rox FM
Sanctuary Point (NSW) - Bay and Basin 92.7 FM
Seymour (Vic) - Seymour FM
Shoalhaven Coast (NSW) - Triple U FM
Southern Highlands (NSW) - Sounds of the Mountains
Stanthorpe (Qld) - Ten FM
Sunshine Coast (Qld) - Sunshine FM
Swan Hill (Vic) - Smart FM
Sydney (NSW) - 2SSR 99.7
Sydney (NSW) - Sky Sports Radio
Tanunda (SA) - Triple B FM
Taree (NSW) - 2BOB Radio 104.7 FM
Taree (NSW) - 2TLP 103.3 FM
Tasmania - Coast FM (4 Locations)
Tasmania - Star FM (3 Locations)
Temora (NSW) - Tem FM
Tennant Creek (NT) - Flow FM
Tenterfield/Stanthorpe (NSW/Qld) - Ten FM
Toogoolawah (Qld) - Valley FM 95.9
Townsville (Qld) - Triple T
Tuggeranong (ACT) - Valley FM 89.5
Tumbarumba (NSW) - Radio Upper Murray
Victor Harbor (SA) - Radio 5 EFM
Wagga Wagga (NSW) - Life FM
Walwa (Vic) - Radio Upper Murray
Wangaratta (Vic) - OAK FM 101.3
Warwick (Qld) - Rainbow FM
Wauchope (NSW) - 2WAY FM
Whyalla (SA) - 5YYY
Wollongong (NSW) - Vox FM 106.9
Yarra Junction (Vic) - 99.1 Yarra Valley FM

Yarraman (Qld) - 4WHO 99.7 FM

Yass (NSW) - Yass FM 100.3

York (WA) - 6YCR

Young (NSW) - 2YYY 92.3 FM