



QUEENSLAND COMMUNITY LEGAL CENTRE

26 JULY 2017

Judi Jones Ombudsman

 **Telecommunications**
Industry Ombudsman

Agenda

- Role of the Telecommunications Industry Ombudsman
- What's happening in complaints
- Some key updates for members
- Questions

The Telecommunications Industry Ombudsman

Our Purpose

To provide a fair, independent and accessible dispute resolution service for the telecommunications industry that complies with Benchmarks for Industry Based Customer Dispute Resolution.

Benchmarks for Industry-based Customer Dispute Resolution

Independent

Accessible

Fair

Accountable

Efficient

Effective

Scope of service



Deal with individual and systemic complaints



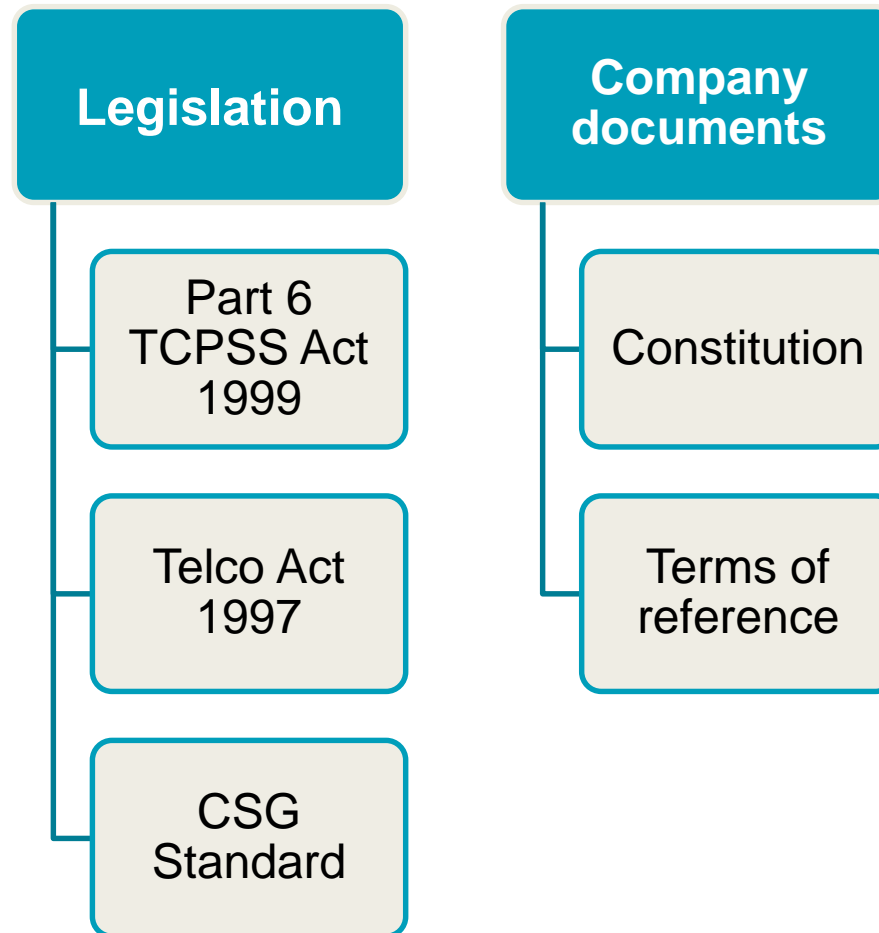
Promote the fair resolution of complaints



Provide information and analysis to stakeholders



Our mandate



Telecommunications industry

Regulator

Australian Communications and Media Authority (ACMA), along with the government, sets policy, regulates the industry

Industry Peak Body

Communications Alliance

Consumer Peak Body

Australian Communications Consumer Action Network (ACCAN)

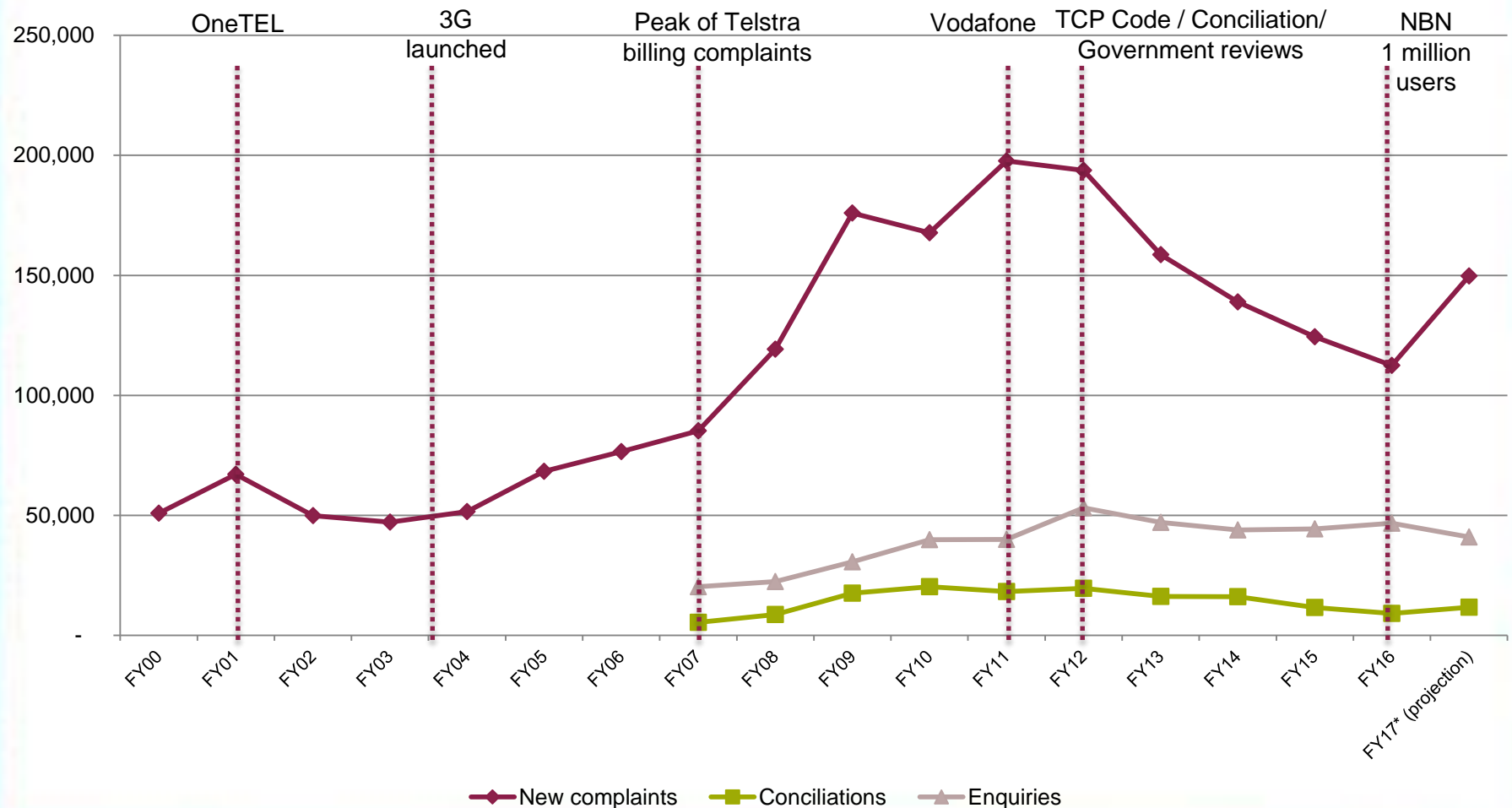
Telecommunications Industry Ombudsman

Dispute resolution

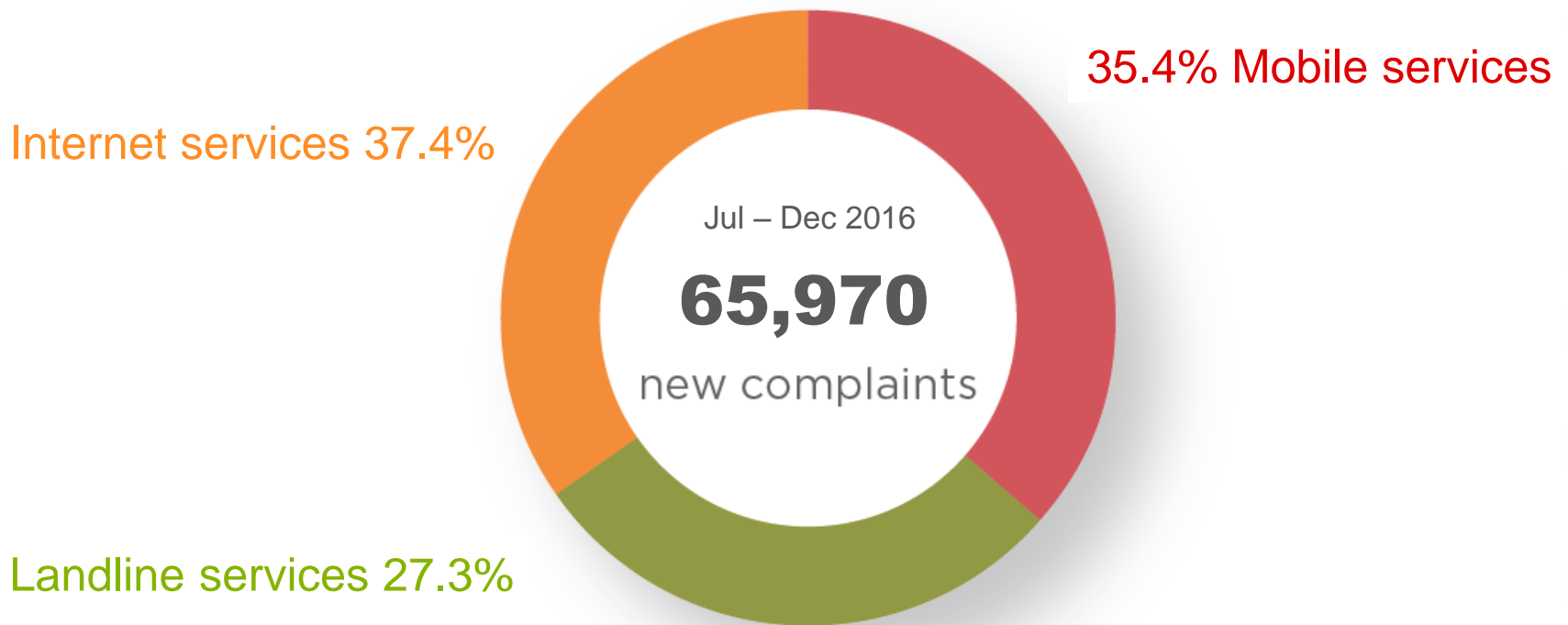
What's happening in complaints

- Changing pattern – and increasing demand
- Impact of complaints about services delivered over the NBN

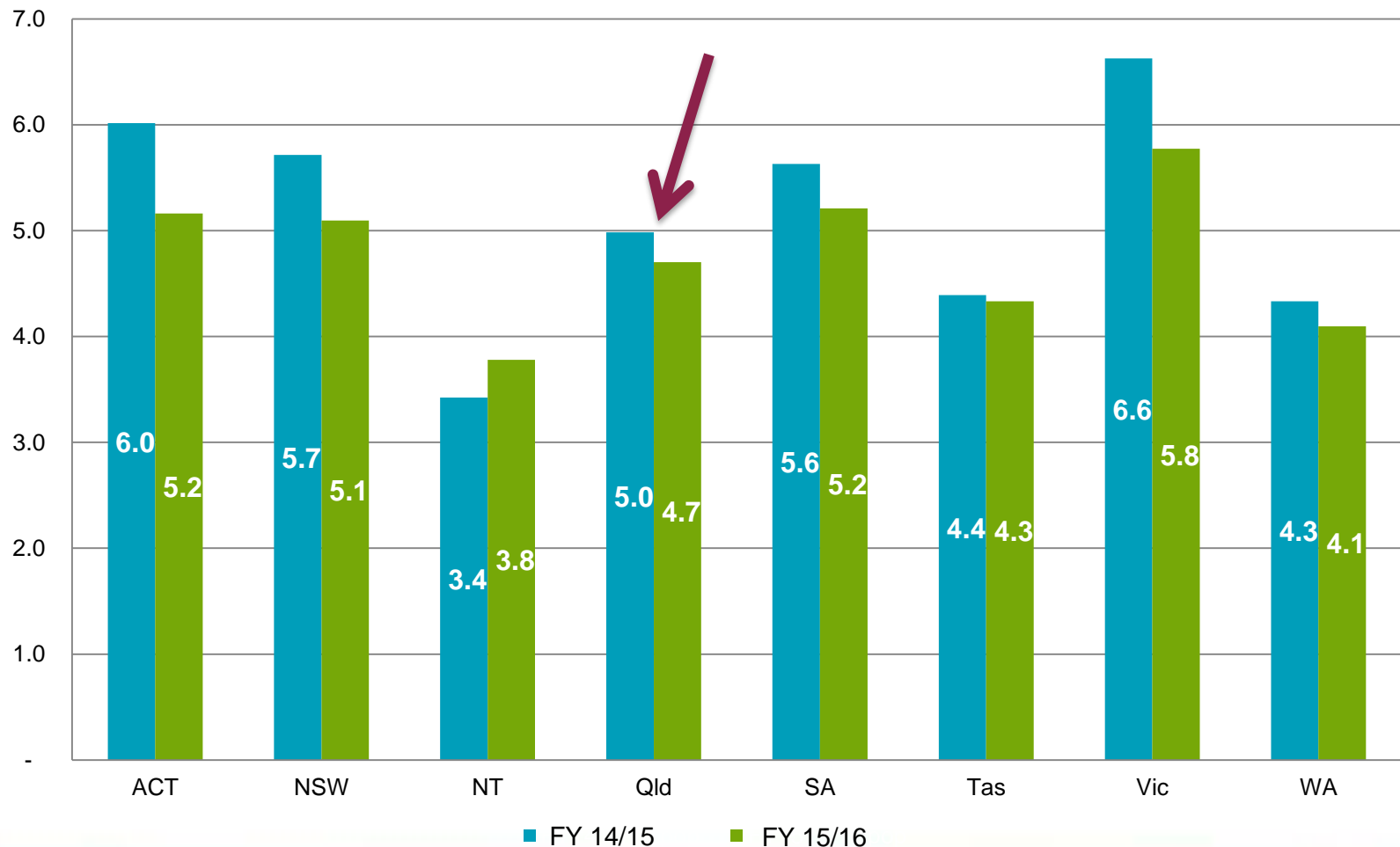
Complaint volume over time



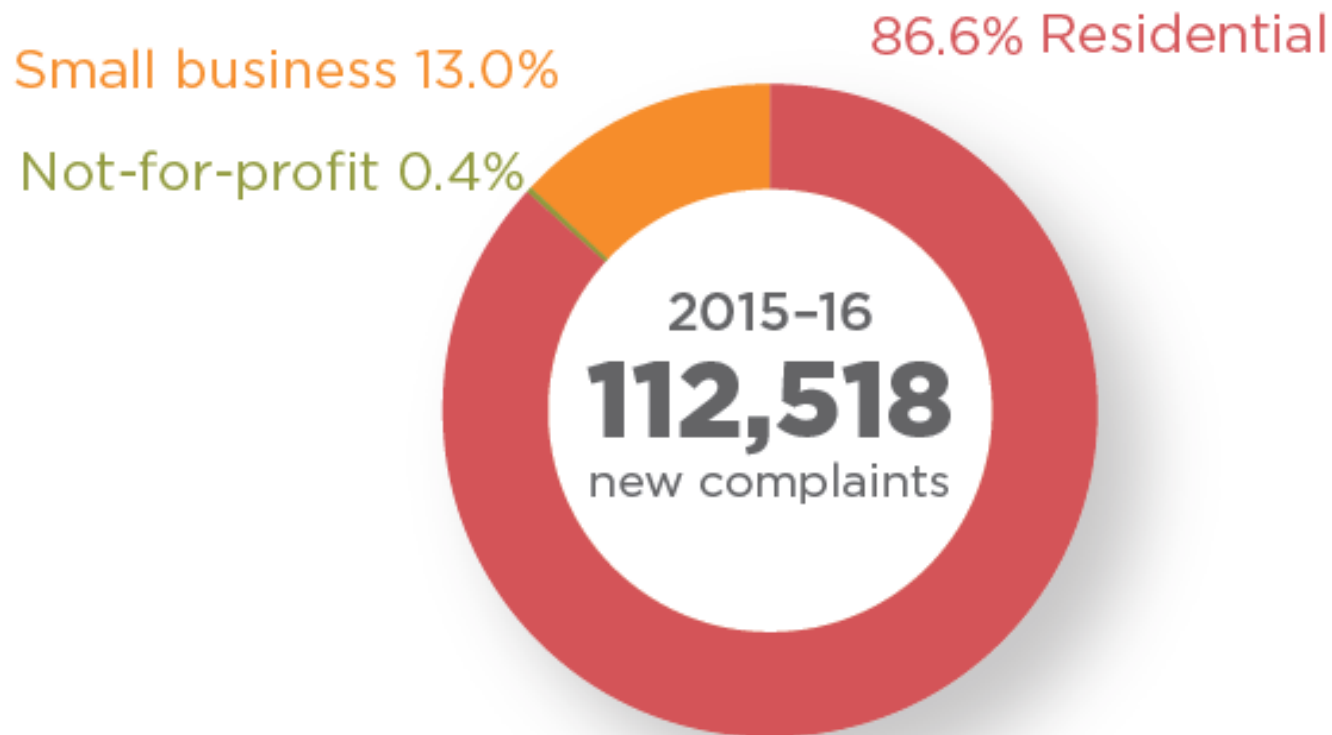
Types of Complaints



Complaints by state per 1k population



Sources of complaints



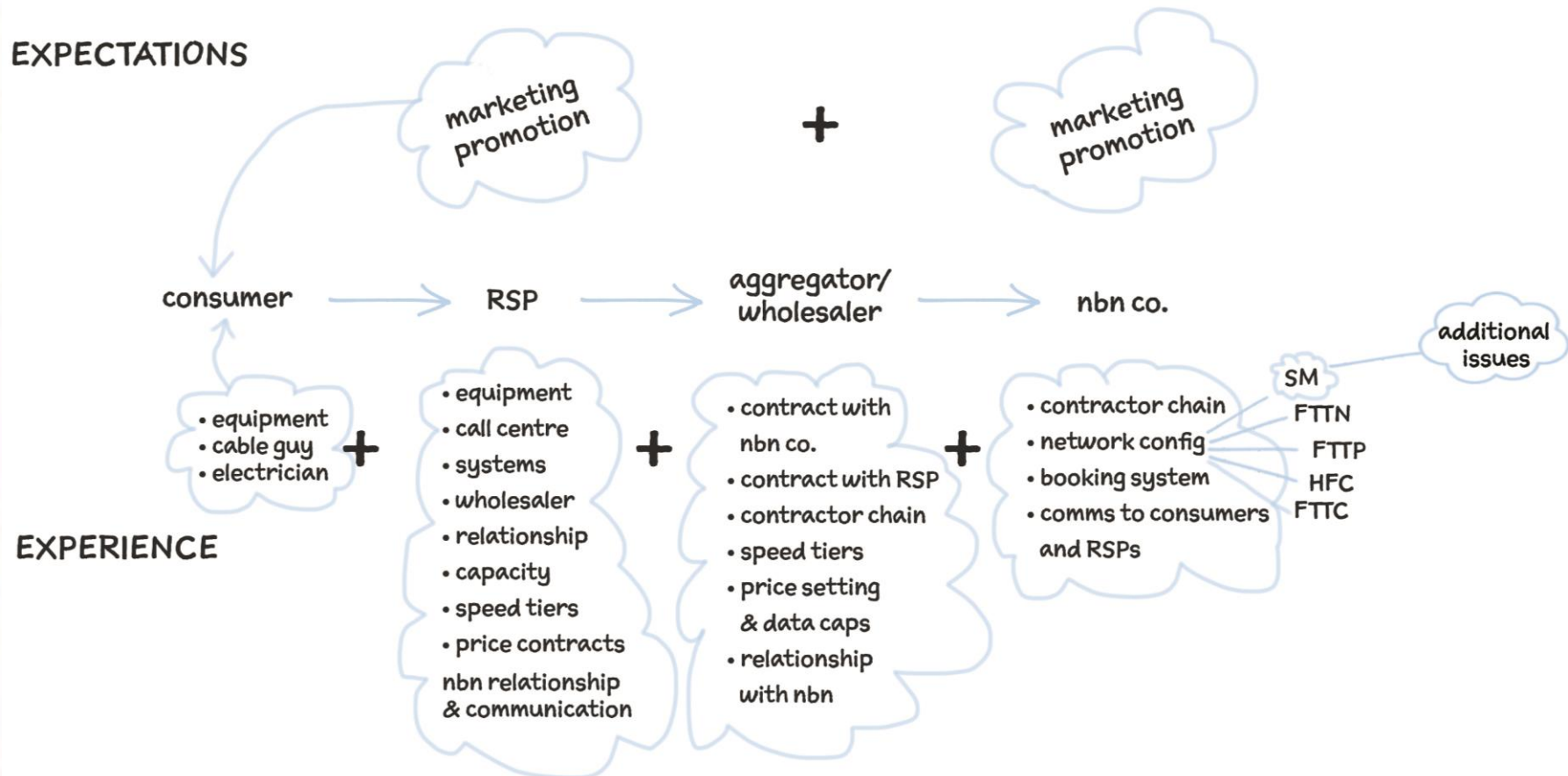
High complaint areas in Queensland

| FY15/16 | FY1516/1k pop | Suburbs |
|---------|---------------|----------------------|
| 422 | 10.0 | Northgate North |
| 137 | 8.0 | Bribie Island |
| 112 | 7.8 | Central Brisbane |
| 111 | 7.5 | Northgate Central |
| 289 | 7.4 | Mount Isa |
| 143 | 7.4 | Mango Hill, Brisbane |
| 245 | 7.2 | Underwood South |
| 101 | 7.0 | Clayfield, Brisbane |
| 113 | 6.8 | Maroochydore |
| 133 | 6.8 | Moorina, Brisbane |
| 189 | 6.5 | Burleigh |

Top complaint issues

| Queensland | |
|------------|-----------------------------|
| 1 | Disputed Bill |
| 2 | Poor Contract Info |
| 3 | Disputed Service Charges |
| 4 | Slow Internet Speed |
| 5 | Landline Connection Delay |
| 6 | Fully Unusable Internet |
| 7 | Internet Connection Dropout |
| 8 | Excess Data Charges |
| 9 | Internet Connection Delay |
| 10 | Fully Unusable Landline |

NBN expectations vs experience



Other work

- Funding model
- Independent review
- Hardship guidelines
- Services types and key words
- Submissions ... and work with community agencies

Funding model review

Consult Members

- Same funding model since 1993
- Specifics in the TIO Constitution
- Issues paper and member survey

Design Model Options

- Options include:
- Case fees
- Performance fees
- Membership fees

Next steps

- Engage with stakeholders before finalising a proposal for change
- Board proposes change to Constitution
- General meeting of members considers the change
- If vote in favour, Constitution changes

Independent review

- cameron ralph khoury
- Due end of August
- Analysing data and writing report



Revised hardship guidelines

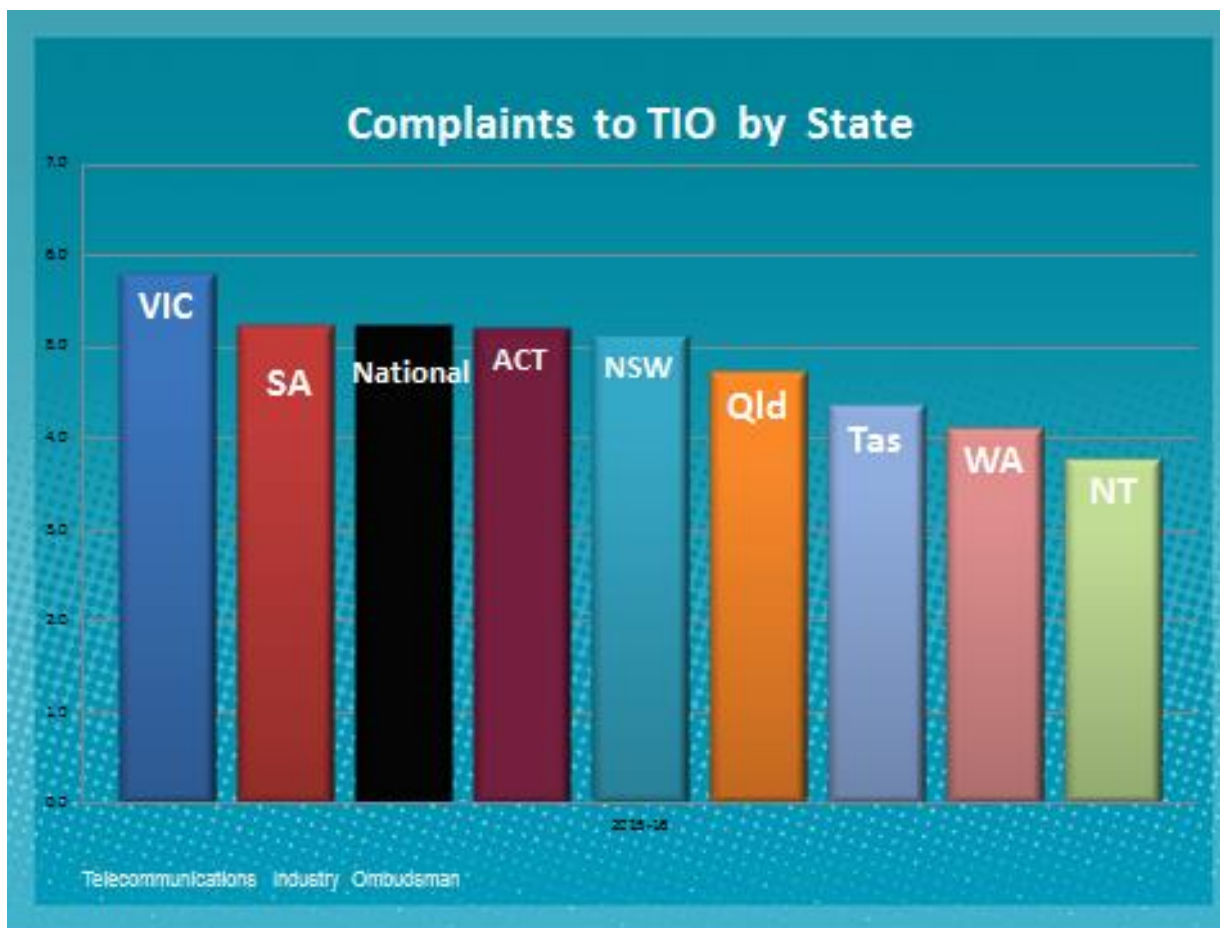


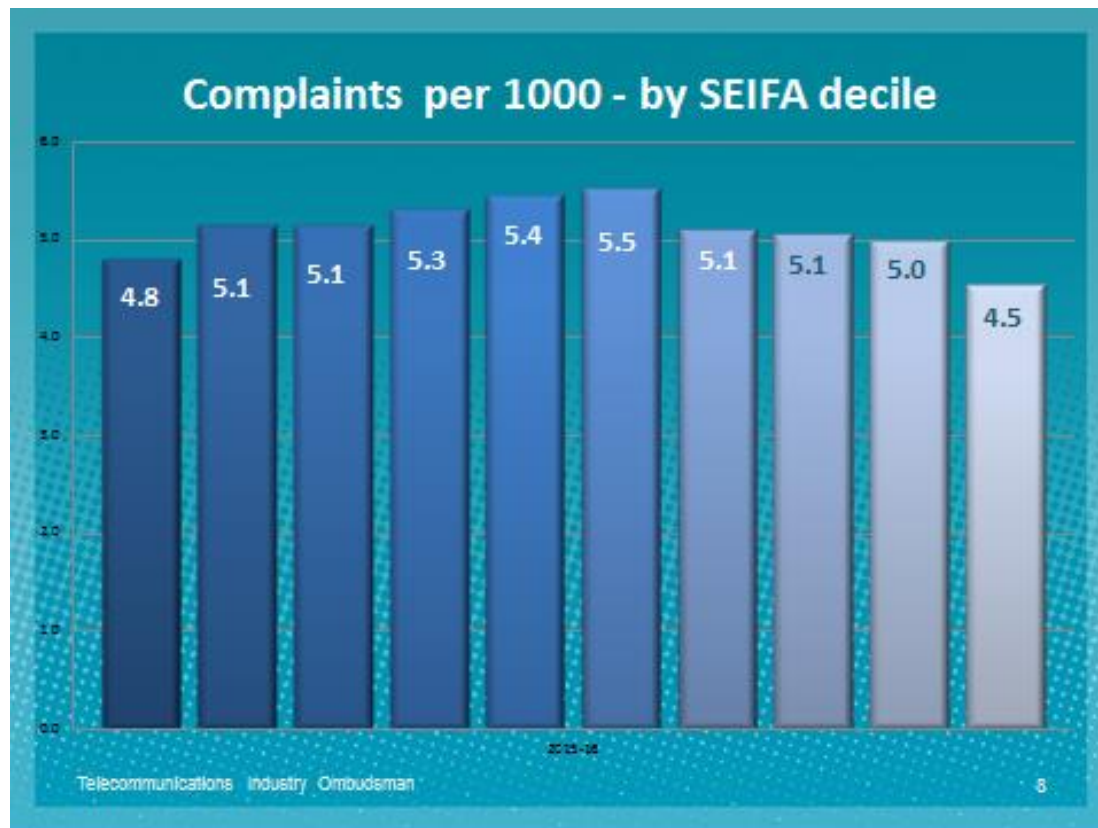
Revised service types and key words

- Based on consumer experience
- Reduced options → better data
- Better data → better reporting, and easier to see systemic issues

Submissions

- Joint House Inquiry to the NBN
- Universal Service Obligation
- Land Access – low impact facilities
- Priority Assist
- Comms Alliance Codes





Questions from the floor



"So, as you can see, customer satisfaction is up considerably since phasing out the complaint forms."