



Australian Government

**Department of Infrastructure,
Transport, Regional Development,
Communications and the Arts**

Alternative Voice Services Trials

Summary Report to 30 June 2022 (update 2)

August 2022

Introduction

The Alternative Voice Services Trials (AVST) program aimed to identify different ways to deliver voice services in locations across rural and remote Australia, test them and raise awareness of them. The Trials also provided an opportunity to help providers refine their products and processes.

The Department undertook to report on the Trials. A first report to 31 December 2021 was published on 21 March 2022. A second report was published on 12 July 2022. This report updates both reports in some areas following further review of the data and provides information on the Trials to 30 June 2022. The Department plans a further report on lessons learnt from the AVST.

Background to the Trials can be found in the first report.

An independent survey company, Lonergan, collected feedback from triallists.

The results for the period to 30 June 2022 are generally consistent with those for the earlier periods.

New results in this report are in the table rows highlighted in yellow.

N/A=not applicable; n.a.=not available

Trial services

At the end of June 2022, the number of trial services is shown in Table 1.

Table 1: Recruitment targets for AVST and services provided to 30 June 2022

Service recruitment targets	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi	Total
Service recruitment targets	200	260	15	60	295	50	880
Trial services at 31/12/21	138	185	15	51	102	49	540
Trial services at 31/03/22	138	180	15	47	102	50	532
Trial services at 30/06/2022	138	175	15	47	99	50	525

NBN Co had five withdrawals during April-June 2022. Three of Telstra's triallists withdrew in May as the end of their trials was approaching. Consequently, by the end of the AVST at 30 June there were 525 active triallists.

Results reported by grantees

The following section provides key results reported by grantees to the end of the 30 June 2022.

Grantees started their trials and began providing services at different dates according to their approach, leading to some differences in data sets as shown in the tables below. Concerotel, Telstra and Zetifi started provided services in May-June 2021 and data for 12-13 months. Optus started installing services on 1 May 2021 but experienced delays and its trial ended on 30 April so its data covers 11 months. NBN Co and Pivotel started providing services from 1 July and ran their trials to 30 June 2022, providing 12 months of data.

Median connection times

Table 2 shows the median time for connection of the services, noting there is some variation of the period measured due to supply approaches (e.g. the extent to which installation depended on the grantee or retailer and the customer). All triallists completed their connections by the end of September 2021, so there is no change to report to 30 June 2022.

Table 2: Median connection time

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
July-Sept	15 minutes	25 days	34 days	18 days	9 days	32 days

Service uptime (availability)

Table 3 provides the uptime for the voice services (the percentage of time for which the voice service was reported as being available). Service uptime calculations for satellite-based trials may be affected by satellite outages or disruptions to transmission caused by bad weather.

Service uptime for April-June 2022 was generally high and consistent with previous reports. Satellite services experienced short outages due to weather events, which are known to affect satellite services. NBN Co reported 5 weather-based gateway outages in May, and 7 in June, that affected customers on Norfolk Island and in some locations in Western Australia and South Australia. NBN Co also reported that all trialists experienced degraded services during May due to network restoration down time for customers impacted by flooding. The impact of floods is reflected in its lower May service uptime score.

Pivotel observed that its network uptime was mainly impacted by temporary weather-based outages at NBN Co's satellite gateways. Concerotel reported a 4 hour outage on 18 May when the cloud provider experienced a major hardware failure.

Table 3: Service Uptime (%)

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
May	n.a	N/A	Establishing services	N/A	n.a	99.9
June	98 (NI) 85 (CKI)	N/A	100	N/A	100	98.59
July	99 (NI) 89 (CKI)	95	100	100	100	99.46
August	100 (NI) 94 (CKI)	98.33	100	100	100	99.54
September	100 (NI) 97 (CKI)	98.64	100	99.91	100	99.85
October	97 (NI) CKI*	99.13	100	99.95	100	99.22
November	97 (NI) CKI*	98.94	100	99.31	100	99.94
December	97 (NI) CKI*	98.54	100	98.85	100	98.42
January	99.5 (NI) CKI*	99.28	100	99.90	100	98.26
February	100 (NI) 100 (CKI)	99.59	100	99.92	100	99.05
March	100 (NI) 100 (CKI)	99.70	100	99.77	100	99.55
April	100 (NI) 100 (CKI)	99.76	100	99.92	100	99.81

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
May	100 (NI) 100 (CKI)	94.66	N/A	99.97	100	N/A
June	N/A	99.58	N/A	99.89	100	N/A

*Data for the Cocos (Keeling) Islands (CKI) not available due to a system issue.

Call volumes

Table 4 provides call volumes across all services in the Trials, by grantee.

Table 4: Total call volumes per month of the Trial across all trial services

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
May	n.a.	N/A	Establishing services	N/A	n.a.	n.a
June	n.a	N/A	48	N/A	4,613	n.a
July	418	431	53	0	5,257	n.a
August	1,487	895*	74	60	5,800	n.a
September	2,482	1,479*	57	158	4,852	n.a
October	2,638	2,106*	70	443	6,050	n.a
November	3,572	2,808*	48	628	5,865	n.a
December	3,772	2,163*	58	591	5,209	n.a
January	2,205	1,846*	50	615	4,771	n.a
February	2,373	1,729	30	667	5,025	n.a
March	2,203	2,397	67	584	5,349	n.a
April	2,537	1,712	126	569	4,767	n.a
May	2,293	1,619	N/A	403	4,630	N/A
June	N/A	1,072	N/A	260	2,756	N/A

*NBN Co has updated these numbers following data checking.

Call volumes include the total number of outgoing and incoming calls across all services, with the exception of Pivotel and MultiWave in the NBN Co trial, which only bill outgoing calls and therefore do not record incoming calls in their business systems. As the figures cover calls that were successfully connected and answered, they do not include calls that were made but not answered (for example, because the call recipient was away or busy).

NBN Co's call volumes from the previous report have been adjusted to reflect more accurate later data. Its results do not include calls for two smaller RSPs in certain months.

Optus's call volumes are low because it has only a small number of triallists (15), and because triallists also used over-the-top applications to make calls and send messages, which are not recorded by Optus's billing systems, as well as other voice services. Zetifi cannot directly monitor call volumes as it does not originate or terminate calls. Optus and Zetifi triallists also regularly used their services to access the Internet.

Average call success rate

Table 5 provides average call success rates. This is the percentage of calls able to be delivered, regardless of whether they are answered by the party called.

Table 5: Average Call Success Rate (%)

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
May	n.a	N/A	Establishing services	N/A	n.a	n.a
June	48 (CKI) 70 (NI)	N/A	100	N/A	99.01*	n.a
July	67 (CKI) 94 (NI)	94.76	100	N/A	99.33 (4G) 98.67 (Sat)	n.a
August	74 (CKI) 85 (NI)	99.76	100	75	99.37 (4G) 92.38 (Sat)	n.a
September	84 (CKI) 91 (NI)	99.86	100	97	99.17 (4G) 99.09 (Sat)	n.a
October	74 (CKI) 82 (NI)	93	100	91	99.31 (4G) 95.57 (Sat)	n.a
November	86 (CKI) 91 (NI)	95.43	100	98	99.28 (4G) 98.54 (Sat)	n.a
December	84 (CKI) 91 (NI)	94.76	100	99	99.41 (4G) 98.56 (Sat)	n.a
January	64 (CKI) 88 (NI)	82.28	100	99.84	99.41 (4G) 98.56 (Sat)	n.a
February	75 (CKI) 93 (NI)	93.98	100	91.75	99.31 (4G) 96.57 (Sat)	n.a
March	83 (CKI) 94 (NI)	95.28	100	100	99.35 (4G) 95.95 (Sat)	n.a
April	70 (CKI) 83 (NI)	97.98	100	98.59	99.48 (4G) 97.58 (Sat)	n.a
May	83 (CKI) 78 (NI)	95.88	N/A	100	99.54 (4G) 97.65 (Sat)	N/A

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
June	N/A	96.79	N/A	99.62	99.21 (4G) 99.00 (Sat)	N/A

* Telstra data for June 2021 was combined and not separated by 4G and satellite.

Generally, results from April-June 2022 were consistent with earlier results. NBN Co advised that its January results were significantly lower because two triallists received repeated call requests from the same number (which may have been a robotic dialler or a technical error), which registered in its systems as call failures. This was a one-off issue.

Zetifi cannot record average call success rates because it does not originate or terminate calls.

Mean Opinion Score (MOS)

Table 6 below gives the average Mean Opinion Score (MOS) reported for the trial services in the period. The MOS relates to the quality of the voice call as perceived by the parties and is a long-established measure. Services are rated from 1 to 5 where 1 equals the lowest perceived quality (as perceived by the parties) and 5 equals the highest perceived quality. While originally based on ratings by callers, network-based call monitoring is now generally used.

Table 6: Mean Opinion Score (MOS) 1 July 2021 to 30 June 2022

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
May	n.a	N/A	Establishing services	N/A	n.a	4.1
June	n.a	N/A	4.09	N/A	4.1	4.1
July	3.4 (NI) 3.7 (CKI)	3.88	4.10	3.7	4.1	4.1
August	3.2 (NI) 3.8 (CKI)	3.89	4.09	3.5	4.1	4.1
September	3.2 (NI) 3.7 (CKI)	3.85	4.10	3.67	4.1	4.1
October	3.4 (NI) 4 (CKI)	4.03	4.08	3.6	4.1	4.25
November	3.3 (NI) 4.2 (CKI)	3.94	4.10	3.6	4.1	4.25
December	2.9 (NI) 4.1 (CKI)	3.97	4.10	3.63	4.1	4.25
January	2.8 (NI) 4.0 (CI)	3.96	4.08	3.65	4.09	4.29
February	2.5 (NI) 3.8 (CI)	3.8	4.10	3.65	4.09	4.29

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
March	2.9 (NI) 3.8 (CI)	4.15	4.08	3.65	4.09	4.29
April	3.0 (NI) 3.8 (CKI)	4.20	4.09	3.65	4.09	4.31
May	3.2 (NI) 4.1 (CKI)	4.00	N/A	3.6	4.09	N/A
June	N/A	4.01	N/A	3.6	4.09	N/A

Note: Optus provided updated MOS results following further analysis of the data.

As Zetifi provides a platform to extend its customers' access to their existing mobile services, it cannot monitor call quality via its network and it surveys its triallists quarterly.

Faults and repairs

Data are collected on faults and repairs, including median repair times. Faults are primarily due to issues with networks or customer premises equipment (e.g. modems). Generally, few repairs or faults are reported to the services and the results for April-June 2022 were consistent with this. NBN Co reported one repair, for a FSG customer. Zetifi noted that during the quarter it replaced a ZetiCell to restore the primary Telstra connection. Zetifi also observed that it had had some SIM card failures in earlier months but had developed a new device in February 2022 with changed SIM card fittings and a new heat treatment cycle, and had had no further SIM card failures since implementing these changes.

Results from independent Lonergan surveys

Summary statistical data from Lonergan's monthly survey of triallists are at **Attachment A**. While triallists are strongly encouraged to participate in the survey, participation is ultimately voluntary. Overall participation rates are generally between 50-60 percent and vary between grantees and over time. Results are based on the cumulative responses of triallists over the twelve months from 1 July 2021 to 30 June 2022. As such, the results, while useful, should be seen as illustrative rather than definitive. In addition, by its nature the survey is qualitative and responses and results are necessarily subjective. The results are shared with grantees to help with product and process improvement.

Consumer expectations

During the June quarter a small number of triallists responded to surveys for the first time and, as a result, provided input on their expectations going into the trials. Table A.1 has been updated accordingly. However, there is little change from the last report in terms of actual expectations in joining the trials. Most triallists joined a trial to get a more reliable phone line and to get a better-quality voice service. Telstra and Zetifi triallists also stated that they joined trials to get better mobile reception at home.

Service quality and customer support

The majority of triallists by grantee rated their trial service as fair to excellent, with a smaller majority rating it from good to excellent—see Table A.2. The majority of triallists rated the quality of their trial service above that of their existing service—see Tables A.3 and A.4. The majority of triallists with an existing copper service

also rated the quality of their trial service as good or excellent, relative to their existing copper service—see Table A.4.

Issues raised about service quality and support were generally the same as in the previous report—see Tables A.5 and A.6.

Attachment A

Results from independent surveys of triallists by Lonergan

The survey covered participating triallists from 1 July 2021 to 30 June 2022. 1,808 surveys were completed over the 12 months. The data presented generally reflect the number of times a matter was reported to Lonergan. As such, the number of reports should be considered against the total responses over the 12 months, as in many cases the actual number of issues raised is relatively low in comparison to the total number of trial services and survey responses. An issue may also be raised in consecutive months by a triallist, either because it has not been resolved or because the triallist is reflecting their overall experience to date. Results for 1 July 2021 to 31 December 2021, and results for 1 July 2021 to 31 March 2022, are included for comparison.

Table A.5 focusses on the quality of the voice service itself, while Table A.6 focusses on customer support.

Table A.1: Top 6 reasons to be involved with the trial services — (a) From 1 July 2021 to 31 December 2021

Top 6 reasons to be involved	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi	Total
To get a more reliable phone line	(n=12)	(n=22)	(n=0)	(n=12)	(n=20)	(n=10)	(n=76)
To get a better-quality phone line	(n=9)	(n=17)	(n=0)	(n=9)	(n=21)	(n=9)	(n=65)
To get better mobile coverage	(n=7)	(n=9)	(n=0)	(n=6)	(n=8)	(n=15)	(n=45)
To get a better internet service	(n=7)	(n=7)	(n=0)	(n=2)	(n=7)	(n=0)	(n=23)
Financial incentive	(n=2)	(n=2)	(n=0)	(n=5)	(n=1)	(n=11)	(n=21)
I was invited/requested to/to help out	(n=5)	(n=3)	(n=0)	(n=2)	(n=6)	(n=0)	(n=16)
Other	(n=13)	(n=10)	(n=0)	(n=3)	(n=26)	(n=3)	(n=55)

Table A.1: Top 6 reasons to be involved with the trial services — (b) From 1 July 2021 to 31 March 2022

Top 6 reasons to be involved	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi	Total
To get a better-quality phone line	(n=21)	(n=43)	(n=2)	(n=10)	(n=34)	(n=18)	(n=128)
To get a more reliable phone line	(n=15)	(n=52)	(n=1)	(n=12)	(n=23)	(n=17)	(n=120)
To get better mobile coverage	(n=11)	(n=19)	(n=1)	(n=6)	(n=11)	(n=22)	(n=70)
To get a better internet service	(n=3)	(n=6)	(n=0)	(n=7)	(n=1)	(n=16)	(n=33)
Financial incentive	(n=7)	(n=9)	(n=0)	(n=2)	(n=8)	(n=0)	(n=26)
I was invited/requested to/to help out	(n=1)	(n=13)	(n=0)	(n=1)	(n=11)	(n=2)	(n=28)
Other	(n=19)	(n=35)	(n=2)	(n=3)	(n=30)	(n=5)	(n=94)

Table A.1: Top 6 reasons to be involved with the trial services — (c) From 1 July 2021 to 30 June 2022

Top 6 reasons to be involved	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi	Total
To get a better-quality phone line	(n=24)	(n=64)	(n=2)	(n=10)	(n=35)	(n=25)	(n=160)
To get a more reliable phone line	(n=19)	(n=73)	(n=1)	(n=12)	(n=25)	(n=24)	(n=154)
To get better mobile coverage	(n=14)	(n=26)	(n=1)	(n=6)	(n=12)	(n=26)	(n=85)
To get a better internet service	(n=15)	(n=24)	(n=2)	(n=2)	(n=8)	(n=0)	(n=51)
Financial incentive	(n=3)	(n=9)	(n=0)	(n=7)	(n=1)	(n=17)	(n=37)
I was invited/requested to/to help out	(n=8)	(n=18)	(n=0)	(n=2)	(n=8)	(n=1)	(n=37)
Other	(n=27)	(n=49)	(n=2)	(n=3)	(n=30)	(n=6)	(n=117)

Table A.2: Triallists' overall satisfaction with their trial service by provider — (a) From 1 July 2021 to 31 December 2021

Overall service rating	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
Excellent	19% (n=23)	19% (n=19)	20% (n=5)	28% (n=12)	28% (n=98)	44% (n=75)
Good	42% (n=52)	30% (n=31)	56% (n=14)	51% (n=22)	43% (n=152)	35% (n=60)
Total of excellent and good	61% (n=75)	49% (n=50)	76% (n=19)	79% (n=34)	71% (n=250)	79% (n=135)
Fair	28% (n=34)	25% (n=25)	16% (n=4)	12% (n=5)	21% (n=74)	15% (n=26)
Poor	10% (n=12)	14% (n=14)	8% (n=2)	9% (n=4)	6% (n=22)	4% (n=7)
Bad	2% (n=2)	13% (n=13)	0% (n=0)	0% (n=0)	2% (n=6)	2% (n=4)

Table A.2: Triallists' overall satisfaction with their trial service by provider — (b) From 1 July 2021 to 31 March 2022

Overall service rating	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
Excellent	21% (n=42)	20% (n=58)	20% (n=8)	15% (n=16)	30% (n=176)	42% (n=113)
Good	41% (n=83)	33% (n=98)	53% (n=21)	55% (n=61)	43% (n=253)	37% (n=98)
Total of excellent and good	62% (n=125)	53% (n=156)	73% (n=29)	70% (n=77)	74% (n=429)	79% (n=211)
Fair	27% (n=55)	22% (n=65)	20% (n=8)	18% (n=20)	19% (n=110)	15% (n=41)
Poor	9% (n=19)	13% (n=39)	8% (n=3)	10% (n=11)	5% (n=28)	4% (n=10)
Bad	1% (n=3)	11% (n=33)	0% (n=0)	2% (n=2)	3% (n=15)	2% (n=6)

Table A.2: Triallists' overall satisfaction with their trial service by provider – (c) From 1 July 2021 to 30 June 2022

Overall service rating	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
Excellent	21% (n=53)	21% (n=95)	20% (n=11)	14% (n=21)	31% (n=220)	44% (n=148)
Good	42% (n=105)	33% (n=154)	52% (n=28)	55% (n=83)	43% (n=306)	37% (n=125)
Total of excellent and good	62% (n=158)	53% (n=249)	72% (n=39)	69% (n=104)	74% (n=526)	81% (n=273)

Overall service rating	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
Fair	26% (n=67)	23% (n=104)	22% (n=12)	20% (n=30)	18% (n=128)	13% (n=45)
Poor	9% (n=23)	12% (n=56)	6% (n=3)	9% (n=13)	5% (n=32)	3% (n=11)
Bad	2% (n=5)	11% (n=48)	0% (n=0)	2% (n=3)	3% (n=21)	2% (n=7)

The June quarter was generally consistent with the previous results, with a majority of triallists rating services as fair to excellent and a smaller majority rating it good to excellent. Triallists rating the services as poor or bad were similar across the two periods.

Table A.3: Overall satisfaction with trial service versus existing voice service — (a) From 1 July 2021 to 31 December 2021

Satisfaction rating	Triallist satisfaction with...	Triallist satisfaction with...	Triallist satisfaction with...	Triallist satisfaction with...
	Previous landline	Previous landline	Previous landline	Overall service
	Copper Technology	Other technology	Total landline	AVST trial
Excellent	14% (n=15)	3% (n=1)	11% (n=16)	31% (n=67)
Good	38% (n=41)	35% (n=14)	37% (n=55)	39% (n=84)
Total of excellent and good	52% (n=56)	38% (n=15)	48% (n=71)	69% (n=151)
Fair	28% (n=30)	28% (n=11)	28% (n=41)	18% (n=40)
Poor	11% (n=12)	18% (n=7)	18% (n=7)	9% (n=19)
Bad	9% (n=10)	18% (n=7)	18% (n=7)	4% (n=8)

Table A.3: Overall satisfaction with trial service versus existing voice service — (b) From 1 July 2021 to 31 March 2022

Satisfaction rating	Triallist satisfaction with...	Triallist satisfaction with...	Triallist satisfaction with...	Triallist satisfaction with...
	Previous landline	Previous landline	Previous landline	Overall service
	Copper Technology	Other technology	Total landline	AVST trial
Excellent	14% (n=22)	7% (n=4)	12% (n=26)	29% (n=81)
Good	32% (n=51)	33% (n=20)	33% (n=71)	39% (n=111)

Satisfaction rating	Triallist satisfaction with...	Triallist satisfaction with...	Triallist satisfaction with...	Triallist satisfaction with...
	Previous landline	Previous landline	Previous landline	Overall service
	Copper Technology	Other technology	Total landline	AVST trial
Total of excellent and good	46% (n=73)	40% (n=24)	45% (n=97)	68% (n=192)
Fair	28% (n=44)	33% (n=20)	28% (n=61)	18% (n=52)
Poor	15% (n=23)	28% (n=17)	15% (n=33)	9% (n=25)
Bad	11% (n=17)	15% (n=9)	12% (n=26)	5% (n=14)

Table A.3: Overall satisfaction with trial service versus existing voice service – (c) From 1 July 2021 to 30 June 2022

Satisfaction rating	Triallist satisfaction with...	Triallist satisfaction with...	Triallist satisfaction with...	Triallist satisfaction with...
	Previous landline	Previous landline	Previous landline	Overall service
	Copper Technology	Other technology	Total landline	AVST trial
Excellent	12% (n=23)	6% (n=5)	11% (n=28)	28% (n=90)
Good	32% (n=60)	29% (n=23)	31% (n=83)	40% (n=129)
Total of excellent and good	45% (n=83)	35% (n=28)	42% (n=111)	68% (n=219)
Fair	26% (n=49)	33% (n=26)	28% (n=75)	18% (n=58)
Poor	18% (n=23)	15% (n=12)	17% (n=45)	9% (n=28)
Bad	11% (n=21)	16% (n=13)	13% (n=34)	5% (n=17)

Table A.4: Overall satisfaction of triallists with copper services with the trial service relative to their original services — (a) From 1 July 2021 to 31 December 2021

Satisfaction rating	Previous landline Copper Technology	Overall service AVST trial
Excellent	14% (n=15)	34% (n=53)
Good	38% (n=41)	41% (n=64)
Total of excellent and good	52% (n=56)	74% (n=117)
Fair	28% (n=30)	16% (n=26)
Poor	11% (n=12)	6% (n=10)
Bad	9% (n=10)	4% (n=8)

Table A.4: Overall satisfaction of triallists with copper services with the trial service relative to their original services — (b) From 1 July 2021 to 31 March 2022.

Satisfaction rating	Previous landline Copper Technology	Overall service AVST trial
Excellent	14% (n=22)	32% (n=65)
Good	32% (n=51)	40% (n=83)
Total of excellent and good	46% (n=73)	72% (n=148)
Fair	28% (n=44)	17% (n=34)
Poor	15% (n=23)	7% (n=15)
Bad	11% (n=17)	4% (n=9)

Table A.4: Overall satisfaction of triallists with copper services with the trial service relative to their original services – (c) From 1 July 2021 to 30 June 2022.

Satisfaction rating	Previous landline Copper Technology	Overall service AVST trial
Excellent	12% (n=23)	32% (n=74)
Good	32% (n=60)	40% (n=93)

Satisfaction rating	Previous landline Copper Technology	Overall service AVST trial
Total of excellent and good	45% (n=83)	72% (n=148)
Fair	26% (n=49)	18% (n=58)
Poor	18% (n=23)	6% (n=15)
Bad	11% (n=21)	5% (n=11)

The issues are ranked according to how often they were raised by triallists over 12 months. In some cases, an issue was raised more than once by the same triallist in different months. Phone call quality issues are generally minor, such as some echo or noise on the line.

Table A.5: Top 6 issues reported with the trial services (From 1 July 2021 to 31 December 2021)

— (a) From 1 July 2021 to 31 December 2021

Top 7 issues	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
1	Phone call quality issues (n=39)	Phone call quality issues (n=29)	Phone call quality issues (n=6)	Internet - any issues (n=14)	Phone call quality issues (n=60)	Internet - any issues (n=41)
2	Phone line/ connection patchy (n=24)	Phone line/ connection patchy (n=22)	Phone line/ connection patchy (n=1)	Phone call quality issues (n=13)	101/voicemail issues/ missed calls (n=36)	Phone line/ connection patchy (n=31)
3	Phone didn't work (n=17)	Phone didn't work (n=20)	Internet - any issues (n=1)	Phone line/ connection patchy (n=7)	Phone didn't work (n=23)	Phone didn't work (n=19)
4	Phone call dropped out (n=8)	Internet - any issues (n=17)		Phone call dropped out (n=6)	Phone line/ connection patchy (n=22)	Phone call dropped out (n=16)
5	Internet - any issues (n=7)	Phone call dropped out (n=17)		Phone didn't work (n=6)	Internet - any issues (n=9)	Phone call quality issues (n=4)
6	101/voicemail issues/ missed calls (n=2)	101/voicemail issues /missed calls (n=4)		101/voicemail issues/ missed calls (n=1)	Phone call dropped out (n=7)	101/voicemail issues/ missed calls (n=2)
7	Other (n=48)	Other (n=27)	Other (n=3)	Other (n=12)	Other (n=65)	Other (n=9)
Total	145	136	11	59	222	122

Table A.5: Top 6 issues reported with the trial services (From 1 July 2021 to 31 December 2021)**— (b) From 1 July 2021 to 31 March 2022**

Top 7 issues	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
1	Phone call quality issues (n=51)	Phone call quality issues (n=58)	Phone call quality issues (n=10)	Internet—any issues (n=27)	Phone call quality issues (n=74)	Internet - any issues (n=52)
2	Phone line/connection patchy (n=31)	Phone call dropped out (n=44)	Phone line/connection patchy (n=3)	Phone call quality issues (n=23)	Phone call dropped out (n=38)	Phone line/connection patchy (n=34)
3	Phone call dropped out (n=24)	Phone line connection patchy (n=39)	Internet - any issues (n=2)	Phone line/connection didn't work during power outage/weather (n=20)	Phone line connection patchy (n=30)	Phone call dropped out (n=25)
4	Phone line/connection didn't work during power outage/weather (n=23)	Internet—any issues (n=35)		Phone call dropped out (n=12)	Phone line/connection didn't work (n=16)	Phone line/connection didn't work (n=23)
5	Internet - any issues (n=16)	Phone line/connection didn't work (n=32)		Phone line/connection didn't work (n=10)	Phone line/connection didn't work during power outage/weather (n=15)	Phone call quality issues (n=7)
6	Phone line/connection didn't work (n=13)	Phone line/connection didn't work during power outage/weather (n=13)			Internet - any issues (n=12)	Phone line/connection didn't work during power outage/weather (n=3)
7	Other (n=34)	Other (n=85)	Other (n=4)	Other (n=34)	Other (n=173)	Other (n=26)
Total	192	305	19	126	358	170

**Table A.5: Top 6 issues reported with the trial services (From 1 July 2021 to 31 December 2021)
— (c) From 1 July 2021 to 30 June 2022**

Top 7 issues	Concerotel	NBN Co	Optus	Pivotal	Telstra	Zetifi
1	Phone call quality issues (n=70)	Phone call quality issues (n=92)	Phone call quality issues (n=10)	Internet – any issues (n=30)	Phone call quality issues (n=87)	Internet – any issues (n=57)
2	Phone line connection patchy (n=40)	Phone line/connection didn't work (n=60)	Internet – any issues (n=6)	Phone call quality issues (n=29)	Phone line/connection didn't work (n=50)	Phone line connection patchy (n=39)
3	Phone line/connection didn't work during power outage/weather (n=32)	Phone line connection patchy (n=59)	Phone line connection patchy (n=4)	Phone line/connection didn't work during power outage/weather (n=26)	Phone line connection patchy (n=37)	Phone call dropped out (n=30)
4	Phone line/connection didn't work (n=28)	Internet – any issues (n=55)	Phone line/connection didn't work (n=1)	Phone line connection patchy (n=14)	Phone call dropped out (n=17)	Phone line/connection didn't work (n=26)
5	Phone call dropped out (n=22)	Phone call dropped out (n=54)	Phone call dropped out (n=0)	Phone line/connection didn't work (n=14)	Phone line/connection didn't work during power outage/weather (n=16)	Phone call quality issues (n=7)
6	Internet – any issues (n=19)	Phone line/connection didn't work during power outage/weather (n=18)	Phone line/connection didn't work during power outage/weather (n=0)	Phone call dropped out (n=14)	Internet – any issues (n=12)	Phone line/connection didn't work during power outage/weather (n=4)
7	Other (n=49)	Other (n=117)	Other (n=6)	Other (n=41)	Other (n=210)	Other (n=31)
Total	(n=260)	(n=455)	(n=27)	(n=168)	(n=429)	(n=194)

The June quarter results are generally consistent with the previous ones. There are some slight changes in the ranking of some issues. Phone call quality issues were the main issue raised, along with 'other'. During the June quarter, 'other' issues raised by triallists were mostly concerns with installation and the performance of equipment (e.g. the volume of the ring tone, volume of the phone call, performance of voicemail or issues with mobile coverage in the home).

Table A.6: Triallists' reported issues with the provider support— (a) from 1 July 2021 to 31 December 2021

Triallists issues with support	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
1	There was no help/support/ felt fobbed off/ not taken seriously. (n=6)	They didn't contact me when they said they would/ follow up. (n=10)	It took too long to fix/ Issue still not fixed. (n=1)	They didn't contact me when they said they would/ follow up. (n=3)	It took too long to fix/ Issue still not fixed. (n=12)	It took too long to fix /Issue still not fixed. (n=7)
2	It took too long to fix/Issue still not fixed. (n=5)	Couldn't get through to them/ had issues getting through to them. (n=7)	Instructions provided were difficult/ confusing. (n=1)	There was no information/ I didn't know what was happening. (n=2)	Couldn't get through to them/ had issues getting through to them. (n=11)	They didn't contact me when they said they would/ follow up. (n=3)
3	There was no information/ I didn't know what was happening. (n=2)	It took too long to fix/Issue still not fixed. (n=6)		Couldn't get through to them/ had issues getting through to them. (n=1)	They didn't contact me when they said they would/ follow up. (n=7)	There was no help/support/ felt fobbed off/ not taken seriously. (n=2)
4	They didn't contact me when they said they would/ follow up. (n=2)	There was no help/ support/ felt fobbed off/ not taken seriously. (n=5)		It took too long to fix/Issue still not fixed. (n=1)	There was no help/support/ felt fobbed off/ not taken seriously. (n=7)	Couldn't get through to them/ had issues getting through to them. (n=1)
5	Couldn't get through to them/ had issues getting through to them. (n=1)	Instructions provided were difficult/ confusing. (n=2)			There was no information/ I didn't know what was happening. (n=7)	
6		There was no information/ I didn't know what was happening. (n=1)			Instructions provided were difficult/ confusing. (n=4)	
7	Other (n=1)	Other (n=1)			Other (n=9)	Other (n=2)

Triallists issues with support	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
Total	17	32	2	7	56	13

Table A.6: Triallists' reported issues with the provider support—(b) From 1 July 2021 to 31 March 2022

Triallists issues with support	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
1	There was no help/support/ felt fobbed off/ not taken seriously. (n=8)	It took too long to fix/ Issue still not fixed. (n=30)	It took too long to fix/ Issue still not fixed. (n=1)	It took too long to fix/ Issue still not fixed. (n=9)	It took too long to fix/ Issue still not fixed. (n=24)	It took too long to fix/ Issue still not fixed. (n=11)
2	It took too long to fix/ Issue still not fixed. (n=5)	They didn't contact me when they said they would/ follow up. (n=22)	Couldn't get through to them / had issues getting through to them. (n=1)	They didn't contact me when they said they would/ follow up. (n=9)	There was no help/support/ felt fobbed off/ not taken seriously. (n=15)	They didn't contact me when they said they would/ follow up. (n=5)
3	They didn't contact me when they said they would/ follow up. (n=4)	There was no help/support/ felt fobbed off/ not taken seriously. (n=18)	Instructions provided were difficult/ confusing. (n=1)	There was no information/ I didn't know what was happening. (n=7)	Couldn't get through to them / had issues getting through to them. (n=12)	There was no help/support/ felt fobbed off/ not taken seriously. (n=3)
4	Couldn't get through to them / had issues getting through to them. (n=3)	Couldn't get through to them/ had issues getting through to them. (n=15)		Couldn't get through to them / had issues getting through to them. (n=4)	They didn't contact me when they said they would/ follow up. (n=10)	Couldn't get through to them / had issues getting through to them. (n=1)
5	There was no information/ I didn't know what was happening. (n=3)	There was no information/ I didn't know what was happening. (n=5)		There was no help/support/ felt fobbed off/ not taken seriously. (n=2)	There was no information/ I didn't know what was happening. (n=9)	

Triallists issues with support	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
6		Instructions provided were difficult/confusing. (n=5)			Instructions provided were difficult/confusing. (n=6)	
7	Other (n=5)	Other (n=3)		Other (n=4)	Other (n=13)	Other (n=2)
Total	28	98	3	35	89	22

Table A.6: Triallists' reported issues with the provider support— (c) From 1 July 2021 to 30 June 2022

Triallists issues with support	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
1	There was no help/support /felt fobbed off/not taken seriously (n=10)	It took too long to fix/still not fixed (n=50)	It took too long to fix/still not fixed (n=1)	They didn't contact me when they said they would/follow up (n=13)	It took too long to fix/still not fixed (n=32)	It took too long to fix/still not fixed (n=14)
2	It took too long to fix/still not fixed (n=7)	There was no help/support /felt fobbed off/not taken seriously (n=29)	Couldn't get through to them/had issues getting through to them (n=1)	It took too long to fix/still not fixed (n=11)	There was no help/support/ felt fobbed off/not taken seriously (n=20)	They didn't contact me when they said they would/follow up (n=5)
3	They didn't contact me when they said they would/follow up (n=4)	They didn't contact me when they said they would/follow up (n=28)	Instructions provided were difficult/confusing (n=1)	There was no information/I didn't know what was happening (n=9)	Couldn't get through to them/had issues getting through to them (n=16)	There was no help/support/ felt fobbed off/not taken seriously (n=3)
4	Couldn't get through to them/had issues getting through to them (n=4)	Couldn't get through to them/had issues getting through to them (n=23)	There was no help/support/ felt fobbed off/not taken seriously (n=0)	Couldn't get through to them/had issues getting through to them (n=7)	They didn't contact me when they said they would/follow up (n=13)	Couldn't get through to them/had issues getting through to them (n=1)

Triallists issues with support	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
5	There was no information/I didn't know what was happening (n=3)	There was no information/I didn't know what was happening (n=10)	They didn't contact me when they said they would/follow up (n=0)	There was no help/support/ felt fobbed off/not taken seriously (n=4)	There was no information/I didn't know what was happening (n=9)	There was no information/I didn't know what was happening (n=0)
6	Instructions provided were difficult/confusing (n=0)	Instructions provided were difficult/confusing (n=5)	There was no information/I didn't know what was happening (n=0)	Instructions provided were difficult/confusing (n=0)	Instructions provided were difficult/confusing (n=6)	Instructions provided were difficult/confusing (n=0)
7	Other (n=8)	Other (n=6)	Other (n=0)	Other (n=5)	Other (n=14)	Other (n=2)
Total	(n=36)	(n=151)	(n=3)	(n=49)	(n=96)	(n=25)

Some respondents raised more than one issue. The results from the June quarter are consistent with the previous results. There are some slight changes in the rankings of issues. NBN Co's retail providers and Telstra experienced more issues than other grantees, noting they have the most triallists. The main issue raised was that a problem took too long to fix (n=115), followed by inadequate support (n=66) and not being contacted when promised (n=63).