

From: [REDACTED]
Sent: Thursday, 20 December 2018 4:27 PM
To: [REDACTED]
Subject: Consumer Safeguards Review - Part B: Proposals by Mr C Parsonage

Hi [REDACTED]

The TIO has received communications from a member of the public, Mr Craig Parsonage, regarding a proposal for management of NBN landlines issues and a broad forensic study of complaints.

This request is beyond the TIO's remit. However, to assist Mr Parsonage, the TIO has agreed to forward a copy of his correspondence to the Department for consideration in the context of Part B of the Consumer Safeguards Review. We note he has asked for his suggestions to be drawn to the attention of the Minister.

Please find the correspondence attached.

[REDACTED]
[REDACTED]
Phone [REDACTED] | Email [REDACTED] | Web www.tio.com.au



From: Craig Parsonage [REDACTED]
Sent: Friday, 23 November 2018 9:59 AM
To: [REDACTED]
Subject: RE: Correspondence re your proposal for management of NBN landline issues
Importance: High

Dear [REDACTED]

Thank you for the follow up. I still have your response on my desk to address when the next stage of the Consumer Safeguards Review is opened up for submissions.

However, I am of the view that your referral of my letter to the Review is a better approach as it will have greater impact.

With respect to my letter I have continued to have problems with the NBN and I make the following suggestion.

Unfortunately, customers currently only have two available options when there are difficulties with the NBN service, firstly to contact their Service Provider and then if they get so frustrated some may actually contact TIO.

However, the source of the problem is masked. I do not understand the technical relationship of the Service provider with the NBN, but apparently the Service Provider does have to get their "settings right" whatever that means, if they are okay then it is a NBN issue. Thus, I believe the TIO in conjunction with the Service Providers should undertake a forensic study of complaints (not only those referred to the TIO) to ascertain where the responsibility for the problem/s actually lie individually with the Service Provider or NBN and/or conjointly. If these statistics are weighted towards the NBN being the source of the problem then this gives greater weight to my correspondence.

Please advise if I can be of any assistance.

Regards,
Craig Parsonage

PS Re Complaints the TIO would only see the tip of the iceberg that is why it needs to dig deeper than just those referred to TIO.

23 October 2018

Ms. Patricia Faulkner
Chairperson
The Telecommunications Industry Ombudsman Limited
PO Box 276, Collins Street West,
VIC 8007

Dear Ms Faulkner,

I write to advise you of my recent experiences with a new NBN service, while the matter appears to have been resolved (at least for the time being), it placed an unnecessary work load on my Service Provider (Telstra) and an unnecessary expense on the Provider. To say the least it has been time consuming and exasperating for me as a customer.

In Summary my NBN service was connected on 20 September 2018, between this date and the 22 October 2018 I have on six separate occasions reported to Telstra my land line had dropped out and was not operational. An inordinate amount of time has been spent on phone calls, waiting on -line, explaining the same problem to a different person, "factory resetting" the Telstra modem etc. In addition, Telstra sent a new replacement modem, as at one stage in the process it was thought by the Customer Service Officer the modem may be the problem. It became quite apparent during the process the problem was a recurring fault and not due to the Service Provider, Telstra. Every instance was an NBN problem that most probably was occurring at the exchange.

The process used by Telstra is for a complaint to be received by a first level customer service officer, if it is not resolved it is then escalated to a more senior co-ordinator, who after verifying the problem then refers the matter to NBN. It is clear from my experience the process is cumbersome, time consuming and expensive for the Service Provider. Others confronted by such problems may not realise that the Service Provider is not at fault and this results in complaints to Telecommunications Industry Ombudsman. Subsequently Service Providers' reputations are being wrongly tarnished with the consequence they may lose market share.

After thinking about my experience, I offer for consideration the following proposal, which will improve NBN accountability, resolve complaints more quickly, improve Customer Service, reduce complaints to Service Providers and overall be less costly. Proposal-

When NBN land lines become operational these should become the responsibility of a Board that comprises Service Provider representation based upon the percentage of land line services provided (say a total of four Board members) and one or two independent Board members. The Board would oversee an organisation responsible for the maintenance of the "land line", resolving customer complaints (including modem issues), setting charges, customer service, and providing the Government with an appropriate return on its investment. For the customer, who has a complaint with their "land line", they would in the first instance telephone their Service Provider's number, on identification it is a "land line" issue the logged call would be automatically referred to "NBN land lines". "NBN land lines" would then resolve the matter.

After consideration, the Service Providers may wish to raise this matter with the Government.

Yours sincerely,

Craig Parsonage