

Commerce Commission
Communications Commissioner

Mr Gilbertson

Unhelpful Provider:

Specific experience emphasising the above concerns and consideration to be given to formulating RSQ codes including customer service, fault service levels, installation issues, contract issues, product disclosure, billing, the switching process, service performance, speed and availability.

We have a fully functional desktop computer system in our home office and a corded phone system in our living area supported by 24/7 copper network available even when there is a power outage, This recently occurred twice in the last month for 2.5 and 7 hours when corded phone was our only means of communication,

On 30 April 2021 an open A4 letter was posted in our mailbox from Spark notifying disconnection of phone and broadband service from 30 September 2021, On contact with PSTN team was informed that fibre was only option as replacement, Repeated telephone communication with PSTN staff objecting to this inappropriate and dysfunctional replacement of existing copper system was unresolvable, They were unable to answer technical questions and Chorus would reroute questions back to PSTN. Chorus stated that they had no plans to withdraw copper from this area and would give 6 month notice when / if this was the case.

Subsequent marketing brochures have been included with monthly Spark accounts. These detail a 3 step plan, outlining their instructions. Failure to follow instructions will result in disconnection on 30 September 2021. Step 1 requires us to agree and sign contract with Chorus as to installation of fibre to house, ONT and Modem, all requiring 240 volt power for operation. Any wiring change requirements for computer / broadband and ethernet cabling will require engagement of electrician at our expense. Purchase of Smart Tv and computer configured as WiFi for WLAN would be additional expense. Step 2 is installation of plan by subcontractor eg Downer. Step 3 requires that we have cell phone for Chorus communications – we are in a 'black coverage area' for cellphones. Steps 1 and 2 require unacceptable physical intrusion.

Spark advise changing ISP, in case of failure to abide by their instructions, if we require 24/7 phone and broadband coverage as we have now.

It can be seen how distressing and formidable Spark's behavior is . We are original Telecom customers.

Spark are not conforming to any of your RSQ codes listed above.

We look forward to receiving your reply.



