

Tell the Commerce Commission about your phone and broadband experience

What do you like and dislike about your phone and broadband services?

What information would be useful to help you make choices about your phone and broadband options?

Help us help you

We are setting up a programme to provide useful information to consumers to help them choose phone and broadband services.

Your feedback will help us identify what information we should collect and publish to help consumers compare the quality of services from different providers.

We want to know what you think. To get you started, across the page are some examples of what we think might be important to consumers and some current phone and broadband experiences that we have seen.

To provide feedback, simply click the link at the top of the page and fill out our online form. Alternatively you can email us your feedback, or email us your contact details and we'll get in touch.

Our email is regulation.branch@comcom.govt.nz, please use the subject line 'Telco feedback'. Clearly mark any confidential information as we may publish consolidated feedback.

If you are letting us know your organisation's views, we'd prefer that you email us rather than filling out the online form.

[Click here to have your say](http://www.comcom.govt.nz/feedback)



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Why are we doing this?

The Commerce Commission monitors the performance, competition and development of phone (landline and mobile) and broadband services on behalf of New Zealanders.

The aim of our new programme is to help New Zealanders choose the best phone and broadband providers and services for them by publishing information about service quality. We also hope that promoting this information will encourage providers to compete on quality as well as on price.

We are starting with phone and broadband services, but we may expand our programme to other telecommunications services in the future.

More information can be found on our [website](http://www.comcom.govt.nz).*

What's next?

Following your feedback, we will hold workshops with telcos, consumer advocacy groups, and interested consumers to help decide what information we will collect and how we will collect it.

We will then seek advice on the best ways to provide that information to consumers.

**We need your feedback
by Wednesday 31 July**



What information would help you?

Here are some examples of what we think might be important to know when choosing your phone and broadband services.

[Click here to have your say](http://www.comcom.govt.nz/feedback)



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Customer service

- How long does it take to get a response to an issue via each contact method?
- How long does it take to resolve an issue?
- How satisfied are consumers with the customer service they receive?



Contracts

- How much does it cost to exit a contract?
- How much are late payment fees and how are they charged?
- Is the key information displayed upfront and are the terms and conditions easy to understand?
- How much does it cost to go over the data/minutes allowance?



Switching

- How easy is it to switch to a new provider?
- How much does it cost to join a new provider?
- How long does it take to switch services to a new provider?



Product disclosure

- How easy is it to compare phone and broadband offers?
- Do product offers meet consumer expectations?



Billing

- How easy is it to understand a bill and what is being charged for?
- Are usage notifications and spend limits available?
- What is the likelihood of experiencing an incorrect bill?
- How satisfied are customers with the resolution of billing disputes?



Availability, speed and performance

- What is the coverage of each broadband technology and mobile network?
- What is the measured speed/performance experienced on different phone and broadband services?



Faults

- How often do service interruptions occur?
- How long does it take to resolve service interruptions?
- How reliable is the supplied equipment? (eg, routers/phones)



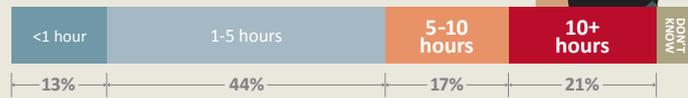
Installations

- How long does it take to set up a new phone or broadband connection?
- How satisfied are consumers with how the set up of their new connection went?

Observations of current phone and broadband experience

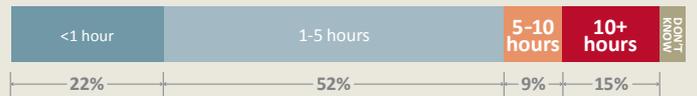
85% of landline and broadband consumers who experience an issue take action.

38% of those consumers spent more than 5 hours trying to resolve their issue.



Source: MBIE New Zealand Consumer Survey (2018)

74% of mobile consumers that take action get their issue resolved in less than 5 hours.



Source: MBIE New Zealand Consumer Survey (2018)

More than half of consumers experienced poor mobile coverage in 2018.

Source: Consumer NZ's survey of mobile consumers (2018)



Percentage of consumers who find it difficult to compare plans



Source: Consumer NZ's survey of mobile and broadband consumers (2018)

30% of fibre consumers had problems with their installation.

Source: Consumer NZ's survey of broadband consumers (2018)



The majority of [Telecommunications Dispute Resolution \(TDR\)](#) complaints are about billing, however customer service complaints have increased by **68%** in the last year.

Source: Complaints made to Telecommunications Dispute Resolution (2018/19)

Customer service has the biggest impact on whether a customer will recommend their service provider, followed by broadband speed.

Source: Analysis Mason Connected Consumer Survey—Australia and New Zealand fixed broadband (2018)



61% of Kiwis have experienced long wait times contacting their broadband provider, **20%** of these say they regularly experience this.

Source: Consumer NZ's survey of broadband consumers (2018)

47% of consumers had problems when switching broadband provider.

Source: Consumer NZ's survey of broadband consumers (2018)

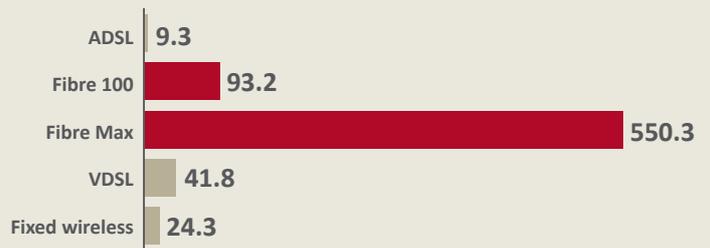
A landline or broadband problem is more likely to have a severe impact on everyday life than problems with water or power utilities.

Source: MBIE New Zealand Consumer Survey (2018)



Our Measuring Broadband NZ programme shows that fibre is the fastest technology.

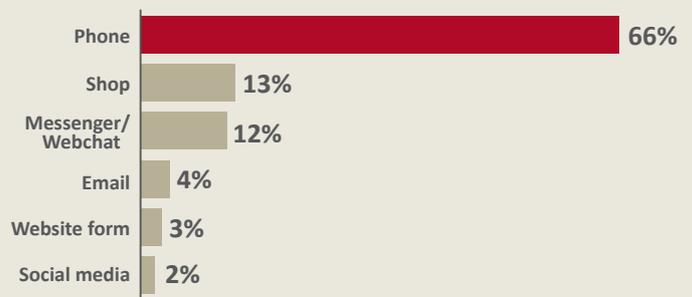
Download speeds (Mbps)



Source: Commerce Commission's Measuring Broadband NZ Autumn report (2019)

Data from Australia suggests that most consumers contact their provider by phone.

Method to contact customer services (%)



Source: ACCAN "Can you hear me?" survey of Australian telecommunications consumers (2018)

Consumers are happier with the overall experience of a new provider if they had no service interruption when switching to them.

Source: Australia's NBN consumer experience report: Households and businesses—the end-to-end journey (2018)

