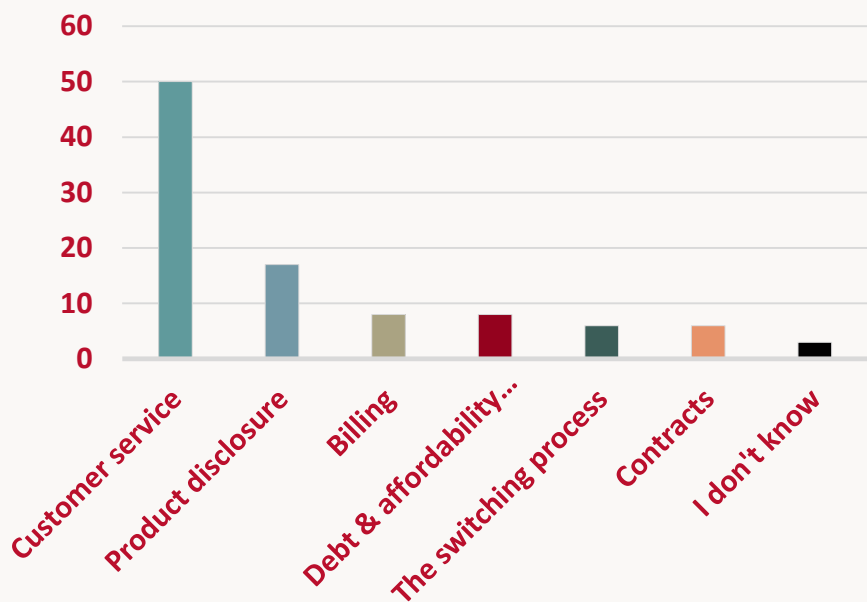


# Improving RSQ draft baseline report: Consumer feedback

**307**  
responses

## What RSQ category should we look to improve first?



Of the proposed key RSQ matters, which ones do you think we should address first?

### Customer service

- 51%** Consumers face long wait times and multiple transfers when dealing with their RSP.
- 19%** Consumers find it difficult to resolve issues.
- 13%** Consumers find it difficult to understand customer service representatives
- 8%** RSPs keep poor records of previous dealings with customers.
- 4%** Consumers lack information about the installation process.

... Customer service is where a consumer will go to resolve other errors ...

### Product disclosure

- 54%** Consumers find it difficult to compare plans
- 19%** "Up-to" advertised performance indicators do not give an accurate indication of expected performance.
- 15%** Product information and service quality do not always match or line up.
- 9%** Consumers find marketing of new technologies inconsistent and confusing.

..The various technologies are confusing, I just want a solution that matches my needs and delivers as promised..

### Billing

- 45%** Consumers struggle to understand their bills.
- 20%** Consumers experience bill shock.
- 20%** Consumers experience errors in their bills.

.. The bills can be confusing to read but I find most people don't actually even look at them..

### Debt & affordability practices

- 47%** RSPs do not appear to have adequate consumer support, or debt management policies.
- 28%** I don't know.
- 23%** RSPs do not appear to perform basic affordability checks.

..too many whānau are continually repeating the same ongoing debt practices and for many they are unaffordable..

### The switching process

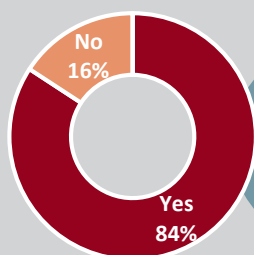
- 51%** Consumers experience issues with the switching process such as double-billing errors, long delays and unreliability.
- 30%** Consumers expect switching to be difficult.

..we're too scared to change because of the disruption of changing and the difficulty of getting any other Telco providers to believe we have fibre..

### Contracts

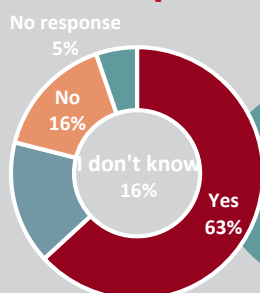
- 61%** Consumers face high exit and early termination fees.
- 23%** RSPs unilaterally vary contract terms.

Do you agree the proposed key retail service quality matters need improving?



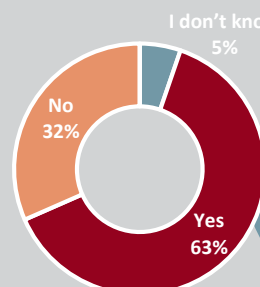
I have personally experienced 15 of the 17 matters above. In some cases multiple times a year.

Do you agree that debt and affordability practices within the scope of RSQ?



I have seen too many examples of seniors being sold a contact or a device that goes way beyond their needs, but costs are high

Do you agree that we should only maintain a watching brief over the matters excluded?



ETFs, LPFs, and contract notifications are critical elements to address, without these it will be very difficult or superficial to truly solve for bill shock.