

# MARKETING ALTERNATIVE SERVICES DURING COPPER WITHDRAWAL

## Summary of consumer feedback

Date of publication: 7 October 2021



## About this document

This document summarises the feedback we received from consumers on our marketing of alternative services to consumers during copper and PSTN withdrawal open letter. The open letter outlined the concerns we have with the marketing of alternative telecommunications services to residential consumers on copper-based services and provided a set of draft outcomes and principles.

We published the open letter on 4 August 2021 and invited consumers, via an online feedback form, to tell us their views on the proposed outcomes and principles and how they should be implemented to best achieve the outcomes. Submissions closed on 27 August 2021 and overall, 605 New Zealanders provided us with feedback.

This document includes:

- A foreword from the Telecommunications Commissioner;
- A summary of the key themes from the feedback we received;
- A copy of the information provided to consumers and the questions on the feedback form; and
- A copy of each completed feedback form.

We note that some of the feedback was marked as confidential, so we have removed these from this document, however all feedback has contributed to the key themes.

# Foreword

Tēnā koutou

Thank you for giving us your views on our proposed outcomes and principles for marketing alternative telecommunications during the withdrawal of copper-based services.

New Zealand is at the beginning of a once in a generation shift away from copper services to new network technologies. The older copper network will progressively be withdrawn over the next few years. Fibre and fixed wireless are the new technologies that will soon connect most households.

Consumers who haven't made the switch already will need to choose a new technology to connect to their home phone and internet. Having clear guidance for the industry to follow to support households through this change is important.

You clearly thought so too. Over 605 individuals and organisations responded to our open letter and commented on the draft outcomes and principles. The overwhelming majority supported the proposed outcomes and principles.

We appreciate your feedback and thank all those community groups and individuals who gave us information about their experiences and made suggestions for improvement.

Our team is now reviewing this feedback and will use it to shape and refine the outcomes and principles. Once revised, the outcomes and principles will be published as guidelines to the industry around the end of October 2021.

From there, we expect the industry body, the New Zealand Telecommunications Forum (the **TCF**), to prepare an industry code based on our guidelines. This industry code will translate our outcomes and principles into binding obligations on industry players.

We are giving the TCF 60 working days to complete this process and have indicated that we will move to issue a Commission code if the industry fails to deliver.

We've also been clear that we expect telecommunications providers bring their marketing into line with the outcomes and principles as quickly as possible in advance of any formal code.

This should ensure that consumers see changes coming through sooner rather than later and that there is a clear framework of rules put in place to protect consumers during this important transition.

Ngā mihi

Tristan Gilbertson  
Telecommunications Commissioner

# Marketing alternative services feedback form

Summaries of the outcomes and principles and questions to aid feedback

## Proposed outcome 1 and supporting conduct principles

**Outcome 1: Consumers are given appropriate notice of any change to their copper-based telecommunications services and should not have to make decisions under pressure of time.**

### *Conduct Principles*

- (a) *RSPs should provide consumers with as much notice as possible, and not less than four months' notice, of any change to their copper service.*
- (b) *RSPs should explain clearly to consumers the reasons why they need to move off their copper service and onto an alternative service.*
- (c) *RSPs should not give copper withdrawal as a reason for moving unless they can point to a formal notification from Chorus relating to that consumer's premises.*
- (d) *RSPs should not give PSTN withdrawal as a reason for moving unless they can point to a formal notification from Spark relating to that consumer's premises.*
- (e) *RSPs should be open with consumers about any commercial decisions they make to cease supplying copper services ahead of formal copper withdrawal by Chorus or PSTN withdrawal by Spark.*
- (f) *RSPs should avoid creating the impression that copper services (including re-sold PSTN services) are not available to consumers just because that RSP has decided to cease supplying them ahead of formal withdrawal by Chorus or Spark.*
- (g) *RSPs should respond in a timely and accurate manner to all requests for clarification or further information from consumers.*

**Do you agree that this outcome and these conduct principles address the issues faced by consumers?**

- Agree, Disagree, Neutral/ I don't know

**Please let us know why you agree or disagree or if you have any other comments?**

## Proposed outcome 2 and supporting conduct principles

**Outcome 2: Consumers are given sufficient information to decide what alternative telecommunications service is best for them as they transition off copper-based services.**

### *Conduct Principles*

- (a) RSPs should remind consumers that they are likely to have the choice of several competing options depending on their location – including different technologies, services and service providers.*
- (b) RSPs should encourage consumers to use independent information, such as Internet New Zealand's [www.broadbandmap.nz](http://www.broadbandmap.nz), to see what alternative services are available at their location.*
- (c) RSPs should ensure that consumers have information on their usage and spend profile so that they can meaningfully compare different services and service providers.*
- (d) RSPs should prompt consumers to use the information available to them to decide what technology, service and service provider is best for meeting their requirements.*
- (e) When promoting a particular service to a consumer RSPs must not create the impression that this is the only option available to that consumer.*
- (f) When promoting a particular service to a consumer RSPs must not create the impression that the consumer will lose their telecommunications service unless they move to the promoted service.*

**Do you agree that this outcome and these conduct principles address the issues faced by consumers?**

- Agree, Disagree, Neutral/ I don't know

**Please let us know why you agree or disagree or if you have any other comments?**

### **Proposed outcome 3 and supporting conduct principles:**

**Outcome 3: Consumers are given clear and accurate information about the technical and performance characteristics of alternative telecommunications services.**

#### *Conduct Principles*

- (a) RSPs should set appropriate expectations about what their alternative telecommunications services are likely to deliver for consumers.*
- (b) RSPs should ensure consumers are given upfront information about the factors known to affect the service performance of alternative telecommunications services.*
- (c) RSPs should avoid making “up to” speed claims or using maximum theoretical speeds in advertising.*
- (d) RSPs should use likely actual peak time download speeds when advertising alternative telecommunications services so that consumers understand what they can expect before making their purchasing decision.*
- (e) Likely actual speed indications should be objectively justifiable, and independently verifiable, such as by reference to the Measuring Broadband New Zealand programme.*
- (f) RSPs should allow consumers to move to a different service, or walk away from their service, without penalty, if the selected service does not meet expected requirements.*
- (g) Any comparisons that RSPs make to other telecommunications services should be made on a “like for like” basis and claims should be objectively justifiable and independently verifiable.*
- (h) Conditions, qualifications and disclaimers in advertising should not alter the nature of the service the consumer is otherwise led to expect.*

**Do you agree that this outcome and these conduct principles address the issues faced by consumers?**

- Agree, Disagree, Neutral/ I don't know

**Please let us know why you agree or disagree or if you have any other comments?**

**Proposed outcome 4 and supporting conduct principles:**

**Outcome 4: Consumers are given information on how moving from copper telecommunications services to alternative telecommunications services could impact the operation of their home equipment.**

*Conduct Principles*

- (a) *RSPs should remind consumers that in the transition to an alternative telecommunications service:*
- (i) *They may not be able to make emergency calls in a power cut without a suitable back-up;*
  - (ii) *They may need to work with their medical or home alarm provider to ensure continuity of services; and*
  - (ii) *They may need to make changes to their jack points to keep a home phone in the same location in their house.*
- (b) *RSPs must comply in all other respects with their obligations under the 111 Contact Code including that vulnerable consumers are made aware of their rights under the 111 Contact Code.*

**Do you agree that this outcome and these conduct principles address the issues faced by consumers?**

- Agree, Disagree, Neutral/ I don't know

**Please let us know why you agree or disagree or if you have any other comments?**

**Proposed outcome 5 and supporting conduct principles:**

**Outcome 5: Consumers are given clear information about the costs or fees associated with moving from copper-based telecommunications services to alternative telecommunications services.**

*Conduct Principles*

- (a) *RSPs should clearly communicate any costs or fees, such as termination fees, equipment fees or changes in contract price at the point of sale to allow consumers to make informed decisions.*

**Do you agree that this outcome and these conduct principles address the issues faced by consumers?**

- Agree, Disagree, Neutral/ I don't know

**Please let us know why you agree or disagree or if you have any other comments?**

### **Proposed outcome 6 and supporting conduct principles:**

**Outcome 6: Consumers understand their rights to their landline number.**

#### *Conduct Principles*

- (a) *RSPs should remind consumers that they can “port” or take their number with them to a new service or another RSP.*
- (b) *RSPs should not create the impression that consumers will lose their number unless they stay with that RSP.*
- (c) *RSPs should direct consumers to the Commission website’s number portability page, or to the [Number Administration Deed’s page on landline numbers](#), for more detailed information.*

**Do you agree that this outcome and these conduct principles address the issues faced by consumers?**

- Agree, Disagree, Neutral/ I don’t know

**Please let us know why you agree or disagree or if you have any other comments?**

### **Proposed outcome 7 and supporting conduct principles:**

**Outcome 7: Consumers should know where to go to resolve any issues associated with the marketing or performance of alternative services as they move off copper.**

#### *Conduct Principles*

- (a) *RSPs should endeavour to resolve any issues associated with the sales, marketing or performance of their alternative services promptly with consumers.*
- (b) *RSPs should remind consumers that they have access to independent dispute resolution services, including the Telecommunications Dispute Resolution service, if they cannot reach a resolution with their RSP.*

**How well do you think this outcome and conduct principles address the issues faced by consumers?**

- Agree, Disagree, Neutral/ I don’t know

**Please let us know why you agree or disagree or if you have any other comments?**

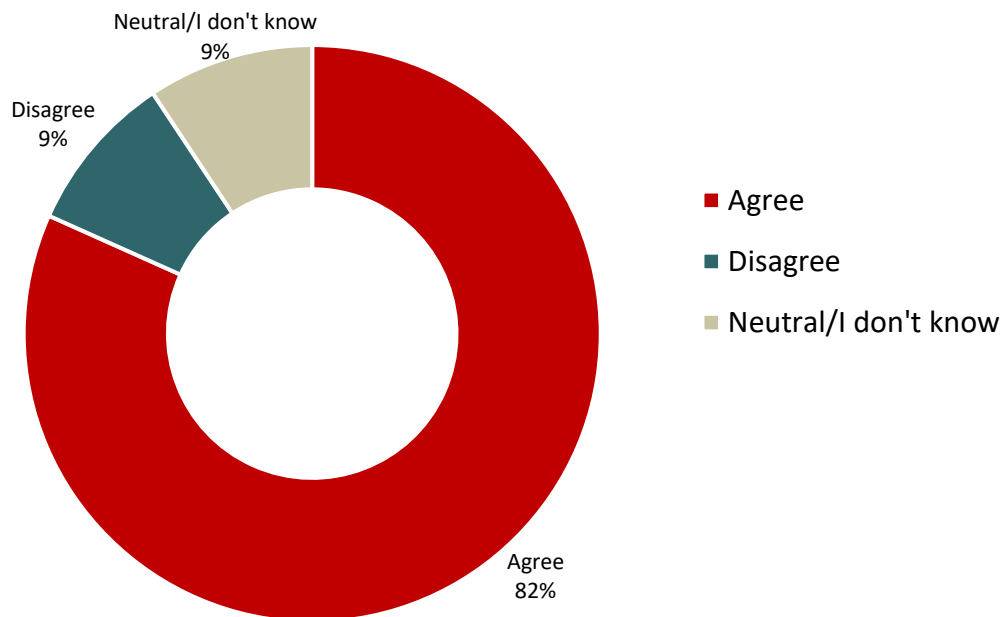
### **Overall**

**Do you have any other feedback?**



## Outcome 1: Key themes

**Outcome 1:** Consumers are given appropriate notice of any change to their copper-based telecommunications services and should not have to make decisions under pressure of time.



The majority of submitters agreed with that consumers should be given appropriate notice of any change to their copper-based service and not be pressured to make a decision.

For those that disagreed, many commented that wanted the outcomes and principles to go further with much stronger wording.

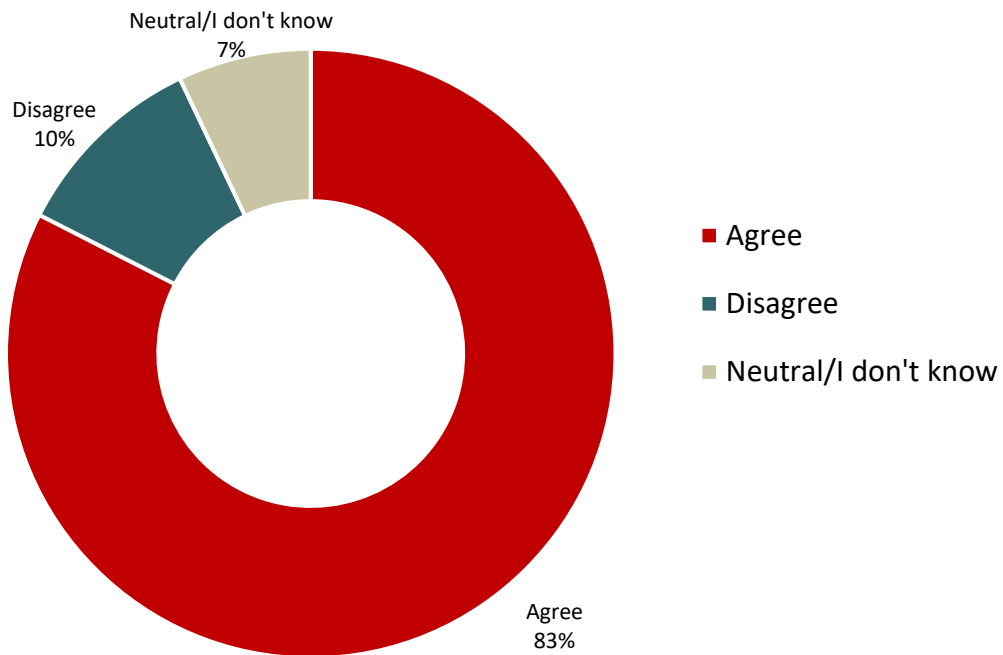
*“Transparency is key and consumers should be treated fairly”*

*“Having been on the receiving end of such claims I am very keen for this to happen”*

*“The outcome is appropriate, but the wording of the conduct principles are not sufficiently directive”*

## Outcome 2: Key themes

**Outcome 2:** Consumers are given sufficient information to decide what alternative telecommunications service is best for them as they transition off copper-based services.



The majority of submitters agreed that consumers should be given sufficient information about what alternative services are available to them so they can make an informed decision about what service is best for their circumstance.

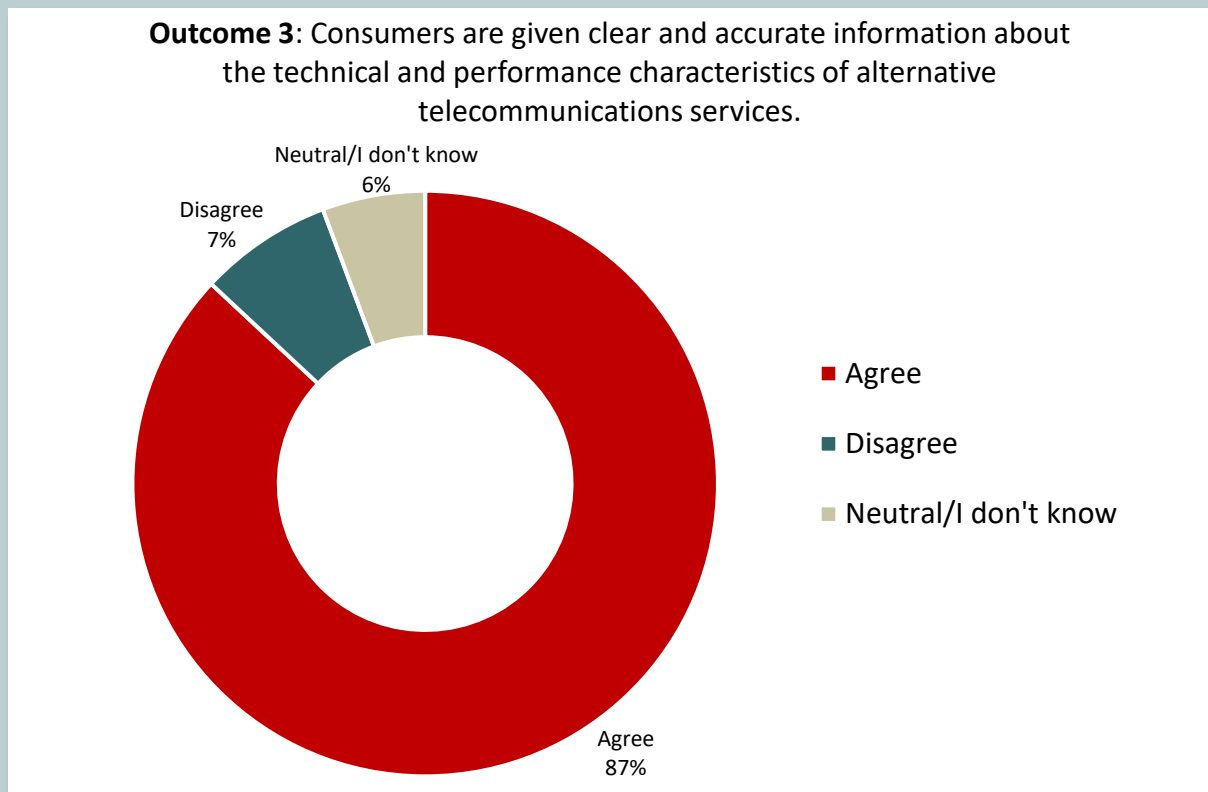
For those that disagreed, submitters suggested the principles go further and in some cases be more specific.

*"Principles are clear, complete and fair"*

*"Language is too vague"*

*"People seem to be being pushed into solutions they don't understand, and the timeframe is often very short"*

## Outcome 3: Key themes



The majority of submitters agreed that consumers should be given clear and accurate information about the technical and performance characteristics of alternative services. Some considered this a common problem and included specific examples of how they thought RSPs had misrepresented the speed and performance of services.

For those that disagreed, many commented the principles were too weak and the wording needed to be stronger and more direct.

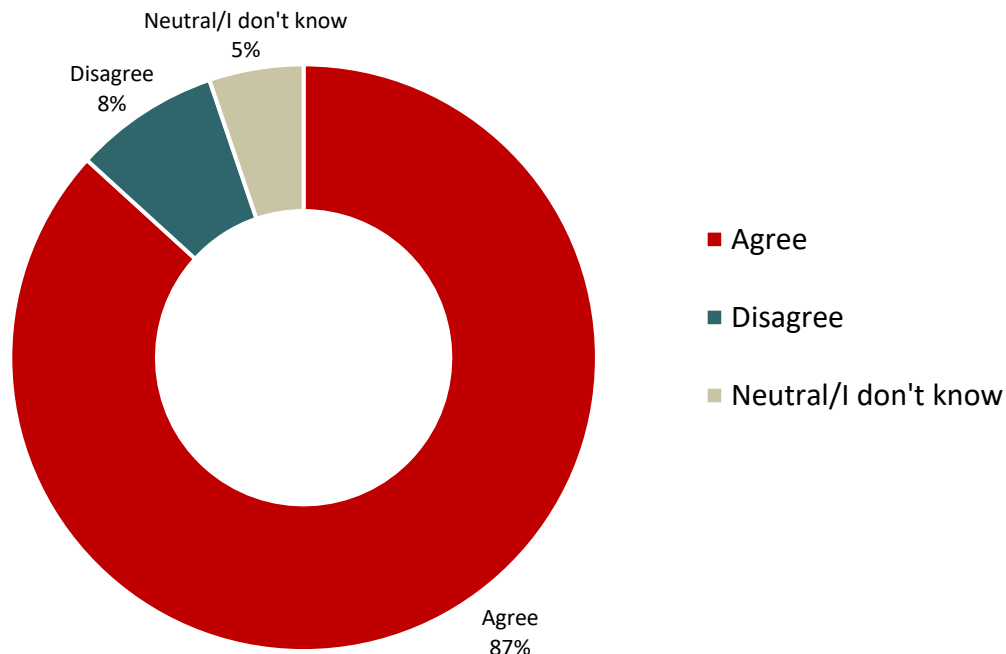
***"[The RSPs] need to be transparent in the services offered and not mislead people"***

***"All claims about speed are dubious, and most RSPs/Telcos advertise they have the best speed"***

***"Telling customers theoretical speeds is absolutely fine. As long as in the same breath they mention what most customers achieve"***

## Outcome 4: Key themes

**Outcome 4:** Consumers are given information on how moving from copper telecommunications services to alternative telecommunications services could impact the operation of their home equipment.



The majority of submitters agreed that consumers should be given information on how moving from copper telecommunications services to alternative services could impact the operation of their home equipment. Consumers had many examples of how they had experienced these issues in the past with the RSPs' customer service teams not giving them enough information on how their existing equipment would be affected.

For those that disagreed, submitters commented concerns about moving off copper and what that would mean in a natural disaster. Some also thought the principles could go further.

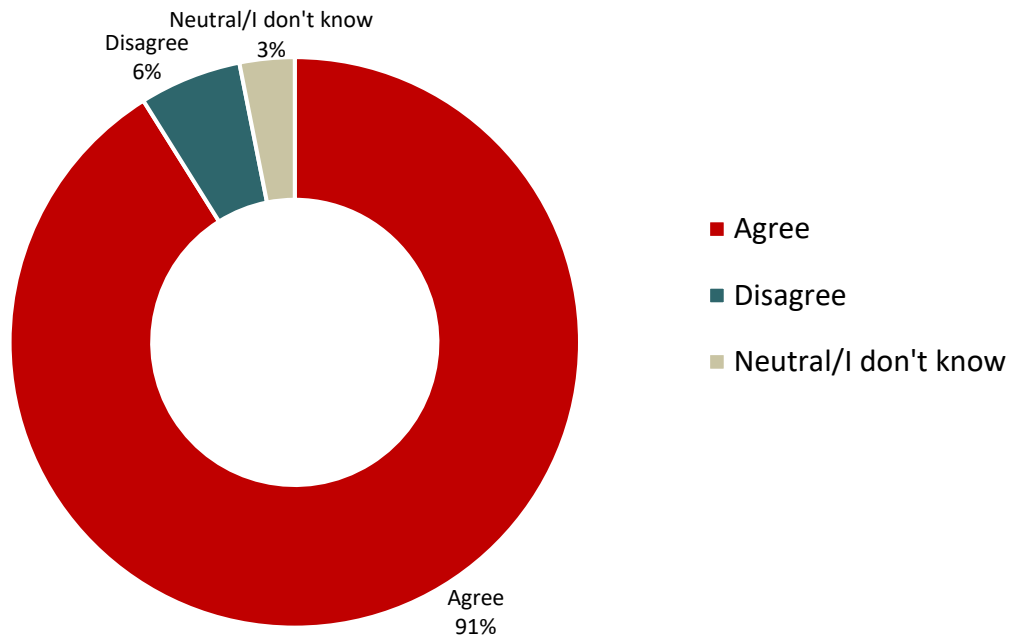
*"This certainly raises issues for some consumers especially the elderly who may be technologically challenged"*

*"Having relied on copper wire landline when cell towers failed after the Christchurch earthquakes, I am concerned about the move to wireless technology"*

*"I think if the principles are followed then it's good. But if they aren't is the wording strong enough to enforce?"*

## Outcome 5: Key themes

**Outcome 5:** Consumers are given clear information about the costs or fees associated with moving from copper-based telecommunications services to alternative telecommunications services.



The majority of submitters agreed that consumers should be given clear information about the costs or fees associated with moving from copper-based services to alternative services. For those that agreed, many included examples of how they felt they had been affected by not being given clear information about the costs and fees in the past.

For those that disagreed, submitters urged the principles were not strong enough.

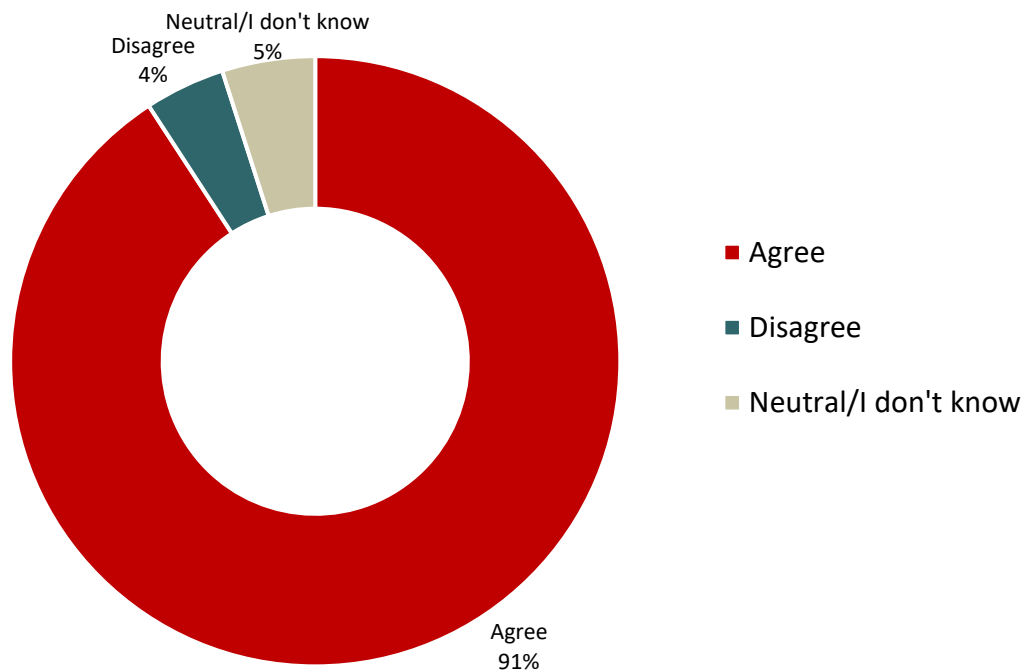
*“RSPs should clearly communicate the costs or fees for any broadband option available at the consumer's location”*

*“I have been caught out by companies who decide to hide the fact that promo price is not ongoing price”*

*“Missing are details around optional services such the old house wiring maintenance charge. These should be dropped or pointed out being a form of expensive insurance”*

## Outcome 6: Key themes

**Outcome 6:** Consumers understand their rights to their landline number.



The majority of submitters agreed that consumers should understand their rights to their landline number. For those that agreed, comments focussed on older people maybe not knowing they have this option. Consumers also suggested that there could be a place for the Commerce Commission to provide more awareness around keeping their number.

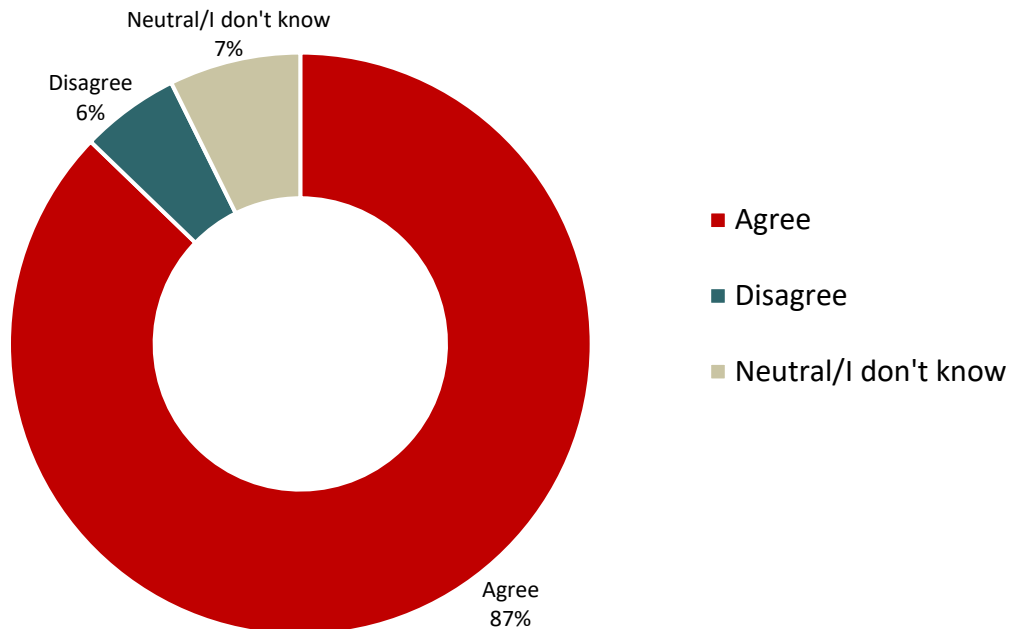
*“Consumers need to be aware of this - and awake to the sneaky practice”*

*“The ability to port appears hidden and many elder friends could have cheaper services but fear losing their contacts”*

*“A Commerce Commission handout would solve that communication loophole”*

## Outcome 7: Key themes

**Outcome 7:** Consumers should know where to go to resolve any issues associated with the marketing or performance of alternative services as they move off copper.



The majority of submitters agreed that consumers should be given information as to where to go to resolve any issues associated with the marketing or performance of alternative services as they move off copper. For those that agreed, many commented there needed to be more awareness of the Telecommunications Disputes Resolution Scheme (TDRS).

For those that disagreed, the main theme from comments was that consumers thought the TDRS had not been effective in the past in upholding complaints.

*“Having somewhere to go for help other than the RSP is important”*

*“Customers need recourse. The balance of power in the relationship is heavily in the telcos favour”*

*“Wish I had known about the TDRS why don't you advertise it more?”*

## Marketing Alternative Technology: Consumer feedback

Ref: 1

Date: 27/08/2021

**Outcome 1: Agree**

**Outcome 2: Disagree**

My problem is with Chorus not really the retailer. Chorus have visited me and they showed me their digital modem which works the same as my analog modem but I am not allowed to use any of the ethernet ports. I am told Spark will provide a modem that they plug into the DSL plug and are then able to slow to speed of the data provided. Consumers need direct access to the Chorus modem.

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Spark should allow consumers to keep their xtra email addresses free of charge for 12 months after they switch to another landline/broadband provider. Spark have told me they are withdrawing my landline/broadband/email address on the 15 September 2021 in the middle of a Covid 19 level 4 lockdown.





## Marketing Alternative Technology: Consumer feedback

Ref: 2

Date: 27/08/2021

### Outcome 1: Agree

Having been on the receiving end of such claims I am very keen for this to happen

### Outcome 2: Agree

Fibre arrived in our street weeks before our supplier, Vodafone, was notified by Chorus and we were unaware of any other options

### Outcome 3: Agree

Once we actually manage dot get fibre enabled we found the speeds were about the same as we had been getting on VDSL which, in turn, was no faster than the ADSL we had at the start. we are now paying more for the same service - and are getting far more "dropouts" than we did on the cable supply :(

### Outcome 4: Agree

These are all very obvious points that might escape consumers otherwise

### Outcome 5: Agree

Absolutely we need to know about these sneaky add-on fees

### Outcome 6: Agree

Again consumers need to be aware of this - and awake to the sneaky practice

### Outcome 7: Agree

Vodafone have ignored our complaints about speed, claiming it is because we are "too far" from the hub, but that didn't stop them and Chorus promising us the earth before we signed to fibre

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 3

Date: 27/08/2021

### Outcome 1: Agree

### Outcome 2: Agree

The Broadband map is not usually up to date and does not include all technologies, such as LEO or GEO satellite options. To have this as a source means the map needs to be proactively updated / more time and process invested in it.

### Outcome 3: Agree

I feel there should be minimum performance standards to allow for continuity of service & efficient investment in infrastructure. Fixed wireless RSPs oversell leaving consumers without usable technology ongoing. Inertia selling is an issue for consumers. It becomes too hard to change.

### Outcome 4: Agree

PSTN withdrawal potentially leaves consumers unable to make voice calls over alternative but congested technologies - referring back to my earlier comment that we need minimum performance standards.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Disagree

This is in place already and it doesn't work. The TDRS rarely holds up complaints. We need a better and independent complaints service. RSPs tend to blame the technology provider (i.e. Farmside blames Vodafone, Vodafone blames Chorus) and TDRS rule there is nothing that can be done.

### Do you have any other feedback?

We've been informed by our RSP that they cannot provide phone service in our area with PSTN withdrawal. They say the Chorus technology doesn't support the type of VOIP they offer. They do not appear to want to subscribe to a better Chorus offering that allows our phones to keep working. We are one of many communities (we are 160 households, 400 people, no mobile coverage) that will no longer have a phone service if this isn't addressed.



## Marketing Alternative Technology: Consumer feedback

Ref: 4

Date: 27/08/2021

### Outcome 1: Agree

People need to have an actual choice. As well as the copper line of communication is NOT a broken system and can still be used if cells are down

### Outcome 2: Agree

Balanced information is key to a good decision

### Outcome 3: Agree

Again, proper balance of key information help us consumers make an informed decision. "Up tp" dosen't cut it and implies it is a lesser quality

### Outcome 4: Neutral/ I don't know

These raise the question. How safe and reliable is the new system. I wouldn't get it on the section alone

### Outcome 5: Agree

Yeah they should. However it also create a monopoly on the product and service, let alone creating a new price war that doesn't benefit the user

### Outcome 6: Agree

The original number is basically a form of identification. Changing that number crestes a slight loss of identity until the new number is ingrained

### Outcome 7:

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 6

Date: 27/08/2021

### Outcome 1: Agree

### Outcome 2: Agree

Agree with conduct principles. Am very concerned that there has been no communication when the area where we live, Myros Bush Invercargill is likely to get connection to the Fiber network which is just down the road!! Teleco's are pushing people to connect to wireless broadband which slows down as more people connect.

### Outcome 3: Agree

Please see my previous comment. The surrounding areas of Invercargill don't seem to be on Chorus radar of when they are likely to get Fiber

### Outcome 4: Agree

The shortfall in fiber service is the need for backup power for emergency communications. The option should be there for people that may need emergency comms i.e. no cellphones to have a backup system.

### Outcome 5: Agree

Arbitrary cost increases need to be justified given past expenditures of public money! The Kiwi share principle should still apply.

### Outcome 6: Agree

### Outcome 7: Agree

People should have the right to keep existing phone numbers.

### Do you have any other feedback?

There has been a lot of misleading sales encouraging people even in fiber enabled premises to switch to wireless broadband for inferior service.



## Marketing Alternative Technology: Consumer feedback

Ref: 7

Date: 27/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 8

Date: 27/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 9

Date: 27/08/2021

### Outcome 1: Neutral/I don't know

I don't know because this survey lacks basic information. You've promoted this through Facebook, so you cannot assume that respondents already have an understanding of the issue. This means only those familiar with the subject can usefully comment. Comms 101 is to write out acronyms in full in the first instance. I have a tertiary education and even worked peripherally in the IT industry. I had to look up PSTN and go back to your original post to find out what RSP meant. Why don't you just say "provider"?

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 10

Date: 27/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 12

Date: 27/08/2021

### Outcome 1: Neutral/I don't know

Is this survey therefore centred on the actions of Spark and not all telco's?

### Outcome 2: Agree

### Outcome 3: Agree

I am very interested in seeing 'upfront information about the factors known to affect the service performance of alternative telecommunications services.' Made mandatory because as yet no one during the almost monthly visits I receive to coerce me into changing has asked or mentioned how these changes will effect my monitored house and medical alarms

### Outcome 4: Agree

These are points that are vital for consumers to understand before they commit especially given the on going cost to the consumer to ensure their lifelines are in place.

### Outcome 5: Agree

Also the need for a large permanent fixture to be stuck to a wall within their home

### Outcome 6: Agree

### Outcome 7: Agree

The person doing the 'selling' at the door should not say 'Yes, yes' the wiring of the new system will be able to be installed along side the existing system when Chorus are not willing to go under long concrete driveways and carport bases because of 'issues' they may encounter given the makeup of the local terrain, instead wanting to run unsightly installations through above ground conduit and/or exposed wired across the outside of existing structures

### Do you have any other feedback?

I do feel that it should be mandatory that all marketers must ensure that the more vulnerable people in our community (whether through age or other circumstances) have a support person with them before they make any decisions, whilst some vulnerable people may appear to be able to understand the full implications of what they are agreeing to, often they do not and sadly those promoting their product either do not have the skills to recognise their vulnerability or choose to ignore it.



## Marketing Alternative Technology: Consumer feedback

Ref: 13

Date: 27/08/2021

### Outcome 1: Agree

Seem perfectly reasonable. Although four months seems a long time perhaps 3 months.

### Outcome 2: Agree

3rd party reference website info good. But some people may prefer printed information sent to them.

### Outcome 3: Agree

Though clause F could have a brief timeframe for proof not up to standard and no penalties even a refund

### Outcome 4: Agree

Common sense

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 14

Date: 27/08/2021

### Outcome 1: Agree

They are providing a service. Good faith between provider and customer should maximise the customer's options and ability to make an informed choice in good time.

### Outcome 2: Agree

See previous comment

### Outcome 3: Agree

See previous comment.

### Outcome 4: Agree

See previous comment

### Outcome 5: Agree

See previous comment.

### Outcome 6: Agree

See previous comment.

### Outcome 7: Agree

Please see previous comment.

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 15

Date: 27/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 16

Date: 27/08/2021

### Outcome 1: Agree

There is a big push to gain as many Fibre users on their books

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 17

Date: 27/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?

The reality was so very disapointing



## Marketing Alternative Technology: Consumer feedback

Ref: 18

Date: 27/08/2021

### Outcome 1: Agree

### Outcome 2: Agree

RSP should provide advice about suitable replacements for a given customers needs like a monitored alarm, home wiring etc

### Outcome 3: Agree

More work is needed on the reported speed, speed at peak times is complex.

### Outcome 4: Agree

Oh good that covers some of my concerns

### Outcome 5: Agree

The use of contracts on new services should be reviewed, perhaps this should be prevented. Let the products stand on their own merits and offer discounts for prepaying to encourage customers to stay but they should be able to walk away from a poor service

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

We need to educate people and make sensible choices with new technologies. Let's not over regulate and cause the RSPs to stop innovating



## Marketing Alternative Technology: Consumer feedback

Ref: 19

Date: 27/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

People are being sold wireless broadband and thinking they are getting fibre. You should make it clear about the contention on wireless services

**Outcome 3: Agree**

This is a challenge for understanding for most of the population

**Outcome 4: Agree**

Again, understanding will be the issue. Telcos can be compliant with your rules and still people will be sold the wrong thing.

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

You need independent technology advisers so that the telcos are not the only ones marketing to customers. The telcos will always push wireless broadband over fibre as their margins are better even though the technology is worse.

**Do you have any other feedback?**





## Marketing Alternative Technology: Consumer feedback

Ref: 20

Date: 27/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 21

Date: 27/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 22

Date: 27/08/2021

### Outcome 1: Disagree

We live in a rural area in south Auckland. Currently we use wireless rural broadband which has very low data caps and is expensive. We want to switch to Spark fixed wireless 4G, which we know works at our site but Spark won't allow us to get it at our address. Spark is restricting access to the fixed wireless service in rural areas; this should not be allowed.

### Outcome 2: Neutral/I don't know

### Outcome 3: Neutral/I don't know

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 23

Date: 26/08/2021

### Outcome 1: Agree

I live in an isolated community on the Whanganui River and this is the first I have ever heard of this

### Outcome 2: Agree

Because of our rural location the cost factors for alternative providers would be a major factor

### Outcome 3: Agree

### Outcome 4: Agree

Any transition to alternative tele ser6would have dire consequences for those communities along the Whanganui river.....

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

No



## Marketing Alternative Technology: Consumer feedback

Ref: 24

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 26

Date: 26/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

Spark told us to change to Fibre. Chorus installed the fibre line in a tree. Now Chorus want us to pay \$4700 to move the line.

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 27

Date: 26/08/2021

### Outcome 1: Agree

Retailers need to give customers all the reasons and time frames for the removal of services so that customers can make informed choices and not be pressed into what the retailers want

### Outcome 2: Agree

This gives the customers the best information to make an informed choice

### Outcome 3: Agree

Customers need to know what they are getting and what is on offer in such a way that they can compare it so they can make informed choices

### Outcome 4: Agree

People need to be made aware of the service that they will be getting

### Outcome 5: Agree

Full costs need to be known to make an informed choice

### Outcome 6: Agree

many people do not know that they can keep their number so stay with RSP so that they do not lose their number

### Outcome 7: Agree

Consumers need to be told their rights and where to find the people that can help them

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 28

Date: 26/08/2021

### Outcome 1: Agree

Communication and clarity over take greed!!!

### Outcome 2: Agree

An honest appraisal and information is highly significant to me.

### Outcome 3: Agree

Re (f) - does not meet expected requirements. Maybe better "does not meet indicated requirements"?

### Outcome 4: Agree

Surely!!!

### Outcome 5: Agree

Anything less than this is the same camp as 'false advertising, surely?

### Outcome 6: Agree

No further comment.

### Outcome 7: Agree

It is sad that these principles have to be spelt out in such detail.

### Do you have any other feedback?

Done.





## Marketing Alternative Technology: Consumer feedback

Ref: 29

Date: 26/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Disagree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 32

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Disagree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 33

Date: 26/08/2021

**Outcome 1:** Neutral/I don't know

**Outcome 2:** Neutral/I don't know

**Outcome 3:** Neutral/I don't know

**Outcome 4:** Neutral/ I don't know

**Outcome 5:** Neutral/I don't know

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 34

Date: 26/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

I think that in remote rural areas the providers withdrawing the copper line services should have to provide the suitable infrastructure to provide an alternative at a fair price. Where we live we were told cooper line was our only option for a phone line as we are in a dead spot. They should be obligated to provide a satisfactory alternative.

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 35

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 37

Date: 26/08/2021

### Outcome 1: Agree

A while ago we got a letter saying the copper connection would stop so we had to arrange another internet connection. Initially thought fibre and so got Chorus sub contractor to call. Indian esol and VERY pushy. We had wanted aerial link but he said that wasn't possible. Don't quite know why. Scoped a route through garden, down a couple of retaining walls. Would have needed concrete path cut through and awkward route into house. He told me (my husband was not at home) that we would have to dig the trench through the steep part of the garden. He called his supervisor to get permission for the installation because apparently it was a difficult one - left a message- i think the supervisor wasn't available right then. At the end he told me that he would start work steaight away. I asked about the permission from the supervisor - he said that was just a formality. I said i had expected to get a written summary of the route, how it would be done, path replacement, timeframe etc. so we could discuss it. He said we had already discussed it and he needed to start work. I felt really uncomfortable that he refused to give me the details in writing, that he hadn't got his supervisor's permission yet, and that he wasn't giving time to think about it, and that he wanted us to dig a trench ourselves. He was keeping on talking at me, quite unpleasant both greasy and bullying. So I asked him to leave the property. Had to ask several times before he finally left. Still gives me the creeps remembering it - it was a really horrid situation. So my husband cancelled Chorus. Never found out why they refused the aerial option - seems to have been common other places - do the subcontractors not have the skill level? We eventually found that wireless was another option - we hadn't known that was possible and the Chorus people certainly didn't tell us! So my husband made the arrangements, got sent a modem, he plugged it in and it works. The Chorus people made a couple more approaches - a phone call saying that we had booked in for work to be done - no we had cancelled. Another cold call at the door, different guy but also Indian and stated that he was there because government had got Chorus in to do the work. He obviously had the notes from the previous person and was all ready to start work. Ugh! Now, one serious concern I have about the loss of our copper wire connection is emergency situations. We used to have a plug in phone in the cupboard which we could get out, plug in, and use to phone up when the electricity etc failed. A few months ago the electricity was off and the cellphone connection was also off - we had no way of phoning out. No way of phoning the council to find out when the electricity might be restored. We know that in an emergency the cellphone connections get overloaded and fail. Made me think of my grandparents phone around 1930-40s. my grandfather was a foreman at the Petone railway workshops and a volunteer firefighter - so a responsible member of the community - so his phone was the Korokoro emergency phone. My mother said that people would arrive at their house and use the phone to contact the doctor etc. At some stage there will be emergencies where wireless and cellphones are off. So some thought should be given to community emergency phones which don't need electricity or cellphone towers.

### Outcome 2: Agree

If only we had known our options before we contacted Chorus! Would be useful to have that info in every advertisement by a provider - important to advertise the links to different options.

### Outcome 3: Agree

We techno- naive consumers need protction - we are often older people - poorer people will also be more vulnerable.

### Outcome 4: Agree



Akso should mention that our adult son was also approached by Chorus about installing fibre. They wanted to dig a trench through the garden so he said no... but our don is not the home owner and the Chorus people had not checked that basic point.

**Outcome 5: Agree**

All agreements and details need to be in writing, to allow consumers to make comparisons.

**Outcome 6: Agree**

**Outcome 7: Agree**

Again, this information needs to be in writing. And no pressure selling!

**Do you have any other feedback?**

I know one person who has had a fairly positive installation by Chorus - he is an electrician supervised the Chorus guy for the whole installation and made sure it was just as he wanted it. Oddly enough this is the only Chorus person I've heard of who was NZ-born. All the others are foreign -born Philipino or Indian. Philipinos are neater apparently while Indians are always sloppy in their work. But the Chorus people on the ground are sub-sub-contractors. They have virtually no profit margin so have to do the quickest dirtiest job possible or they lose money. So the system is shonky - some company at the top is making money, but we've got cheap and nasty imported labour (not training up any Aotearoa apprentices so killing our own children's futures) and we end up with rubbish infrastructure and consumers who are basically being defrauded.

## Marketing Alternative Technology: Consumer feedback

Ref: 39

Date: 26/08/2021

### Outcome 1: Agree

Need to have full facts before making any decision on what services to change to and time frames

### Outcome 2: Agree

Stops the pressure of person at door to coerce a consumer to change immediately without due diligence being offered or available

### Outcome 3: Agree

Ability to compare apples not orange/apple scenario. And an opportunity to seek measurable differences not "possible" differences which may actually not be able to be achieved where an alternative could have been better

### Outcome 4: Agree

To be able to consider alternate plans in the context of civil or natural disaster and who could provide them

### Outcome 5: Agree

Be upfront with true costs of package not extras which some telcos currently rip people off with Vodafone for example with the 86c plus gst per month pricing adjust meant fee

### Outcome 6: Agree

Disclose all options transparently to stop fear tactics that you lose something if you change

### Outcome 7: Agree

Who to go to if their is an issue that the telco doesn't fix satisfactorily

### Do you have any other feedback?

No





## Marketing Alternative Technology: Consumer feedback

Ref: 40

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 41

Date: 26/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 42

Date: 26/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

There may not be any other option available or might be expensive to go to another supplier

**Outcome 3: Agree**

I see copper poor the furthest away from an exchange . I see wireless slow down as sites reach capacity or more people get on the network be pretty hard to get a guarantee of speed

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

Everyone should be transparent about porting ability

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 45

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 46

Date: 26/08/2021

**Outcome 1: Agree**

**Outcome 2:**

"Must not create the impression" this wording is too vague. It should state quite clearly that RSPs have a duty to be specific and detailed in providing correct information and options to customers.

**Outcome 3:**

**Outcome 4:**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 48

Date: 26/08/2021

### Outcome 1: Agree

Covers the interest of consumer while at the same binds providers to certain points

### Outcome 2: Agree

Covets the consumers interest

### Outcome 3: Agree

Missing steps in case the provided service does not fulfil the contractual obligations

### Outcome 4: Agree

All covered

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

What happens if the product / service is not fit for purposes

### Do you have any other feedback?

What happens if a provider "hides" behind the failure of third party providers i.e. Farmside blames Vodafone is responsible for overselling their mobile data network leading to slow internet speeds'. Farmside is owned by Vodafone!!!!!!



## Marketing Alternative Technology: Consumer feedback

Ref: 50

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 51

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 52

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 53

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 54

Date: 26/08/2021

### Outcome 1: Disagree

We have no other option but copper

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 55

Date: 26/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

Also shouldn't hold email and other services hostage

**Outcome 4: Agree**

Also make sure they know will need enough bandwidth to handle calls and normal usage at same time, and shouldn't use wifi to connect phone.

**Outcome 5: Agree**

**Outcome 6: Agree**

Need to be advised will need new home phones, and possibly faster connection. Should have independent info about what is needed, so ISP's not tempted to bullshit.

**Outcome 7: Agree**

Users also independently advised differences in new and old phone situation and possible issues, how to resolve them and who to go to for help, etc.

**Do you have any other feedback?**

Setup independent website that people can go to for info, bypass ISP's marketing department. Make sure ISP's point people to it.



## Marketing Alternative Technology: Consumer feedback

Ref: 56

Date: 26/08/2021

### Outcome 1: Neutral/I don't know

No definition of timely or accurate manner in (g).

### Outcome 2: Disagree

point (f) is incorrect? If the customer does not move to another solution the copper will still be removed and the customer will lose service.

### Outcome 3: Disagree

Points (C) and (D) could be argued to be the same thing. Poorly worded.

### Outcome 4: Disagree

"(ii) They may need to make changes to their jack points to keep a home phone in the same location in their house." Is incorrect. Using an ATA connected to the master socket no other changes should be required.

### Outcome 5: Agree

Missing are details around optional services such the old house wiring maintenance charge. These should be dropped or pointed out being a form of expensive insurance.

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Please stop using a wording that sounds like it's from a lawyer in the in 1950s. Modernise language and layout please.



## Marketing Alternative Technology: Consumer feedback

Ref: 57

Date: 26/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 58

Date: 26/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

### **Do you have any other feedback?**

I think this is a great piece of work. I have an elderly neighbour who is not tech savvy and worried about using her landline so this will be great. I know it is probably beyond the remit of this but not being able to have a landline that works without power is a rather worrying e.g. after ChCh earthquake landlines continued to work while cell towers were overloaded.



## Marketing Alternative Technology: Consumer feedback

Ref: 59

Date: 26/08/2021

### Outcome 1: Agree

Seems reasonable to keep the customer informed.

### Outcome 2: Agree

All part of good service, I would think.

### Outcome 3: Agree

Speed is a very dodgy concept in this context. My 30mbps fibre tests at that speed, but I've yet to see an actual download that got anywhere near it. Sometimes the speed is down to kbps.

### Outcome 4: Agree

Basic service again

### Outcome 5: Agree

More basic service expectations.

### Outcome 6: Agree

Same as before. It's basic service.

### Outcome 7: Agree

This is getting murky. I've never had this sort of row with a provider.

### Do you have any other feedback?

No. I've been on fibre and mobile for a while now. No problems.





## Marketing Alternative Technology: Consumer feedback

Ref: 60

Date: 26/08/2021

### Outcome 1: Disagree

The survey is not clear - it sounds as though withdrawal of copper is a given, is it?

### Outcome 2: Disagree

Not clear whether it is a given that copper will be withdrawn. I disagree with withdrawing it.

### Outcome 3: Agree

All communications should be honest and clear.

### Outcome 4: Disagree

Nobody should have to make any changes that will impact their ability to operate landline phones and/or medical alarms during a power cut.

### Outcome 5: Disagree

Nobody should be forced to incur any costs if these changes are imposed upon them.

### Outcome 6: Neutral/I don't know

### Outcome 7: Disagree

Consumers should not need to have to do this at all.

### Do you have any other feedback?

Why withdraw copper at all? Consumers pay for the maintenance of this in their phone bill.



## Marketing Alternative Technology: Consumer feedback

Ref: 61

Date: 26/08/2021

**Outcome 1: Disagree**

**Outcome 2: Agree**

**Outcome 3: Disagree**

If I buy a 100 megabit service I want to know I should expect 100 megabits. I don't want Super Fast or High Velocity or any of the other marketing claptrap.

**Outcome 4: Disagree**

You can't make a phone call if the power is out today. Why should the new tech be any different?

**Outcome 5: Agree**

They do this today. I don't see any reason why they won't do it tomorrow.

**Outcome 6: Neutral/I don't know**

**Outcome 7: Agree**

They already do this today. I'm not sure adding in regulation saying 'do what you already do' is going to make much difference.

**Do you have any other feedback?**

This all smacks of looking for a problem to solve. The phone companies should be rolling out in new parts of NZ, making sure rural customers get access to services, and making sure we are up with the rest of the world. This just looks like make work to me.



## Marketing Alternative Technology: Consumer feedback

Ref: 62

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Neutral/ I don't know

Outcome 5: Agree

Outcome 6: Agree

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 63

Date: 26/08/2021

### Outcome 1: Agree

It is obviously not possible to trust Telcos and ISPs to do this.

### Outcome 2: Agree

The Telcos and ISPs are commercial organisations and have internal targets to meet. They no longer have the best options for the consumer as a focus.

### Outcome 3: Agree

Also the issue of installation practices need to be covered. Chorus is world famous for being terrible at this.

### Outcome 4: Agree

### Outcome 5: Agree

If service providers are pushing people onto fibre from copper it should be at no cost to the consumer since it is their business to roll out the infrastructure, the change has not been sought by the consumer.

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

ISP land is truly the wild west, subject to very little regulation regarding service delivery and the consumer.



## Marketing Alternative Technology: Consumer feedback

Ref: 64

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 65

Date: 13/08/2021

Outcome 1:

Outcome 2: Disagree

Service to boundary, not happy with independent installers

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 66

Date: 26/08/2021

### Outcome 1: Agree

Spark has been forcing a lot of my older friends to move onto the mobile network of Copper, say it's been turned of now, where this is not the case in Nelson at this time. They are also being told fibre is not available, where it is. So this rules should hopefully make it clearer and fairer for everyone.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 68

Date: 26/08/2021

**Outcome 1: Agree**

**Outcome 2: Disagree**

Language is too vague. "Should" is not good enough and will result in some consumers being taken advantage of.

**Outcome 3: Disagree**

Again, "should" isn't good enough. Otherwise, fine.

**Outcome 4: Agree**

**Outcome 5: Agree**

This is going to be a big one, it can be very expensive for people to adjust the fixed wiring etc in their house and/or replace technology.

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**





## Marketing Alternative Technology: Consumer feedback

Ref: 69

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 70

Date: 26/08/2021

### Outcome 1: Agree

Agree every telecommunications provider SHOULD give customers ALL options. Not just the one they have been told to push. I.e most expensive, or one where customer service reps get bonus for each one they upsell

### Outcome 2: Agree

It is all too easy for every company to push their own agendas on customers. Not everyone is tech savvy

### Outcome 3: Agree

So many companies lie to consumers. I mean, just look at the advert on TV where it is okay to "steal" neighbours broadband so no wonder these companies think it's ok not to be upfront

### Outcome 4: Agree

How are folk going to manage or afford an UPS if they rely on power for their medic alarms etc. UPS is very expensive purchase and people who use these services such as elderly disabled etc need to know the relevance of changing.

### Outcome 5: Agree

I have been caught out by companies who decide to hide the fact that promo price is not ongoing price.

### Outcome 6: Agree

Tech savvy folk have no idea they can take their number if they leave. Also think charging an early termination fee is very very wrong. If you want to leave because of cost or other factors, there should be no termination fee. It's just a rort.

### Outcome 7: Agree

### Do you have any other feedback?

Tell the truth Give all facts Give all costs Ditch the " free gifts" to new customers when loyalty means nothing



## Marketing Alternative Technology: Consumer feedback

Ref: 71

Date: 26/08/2021

### Outcome 1: Disagree

a) should be six months, not four - the people most affected by this are generally in positions requiring a substantial amount of time to comprehend, digest and make informed decisions

### Outcome 2: Disagree

f) should be a) - it is the most important aspect and should be the guiding principle. b) should be more explicit and state "such as, but not limited to..." as the people most affected by this by and large do not have the internet or digital skills necessary to navigate to a website

### Outcome 3: Agree

### Outcome 4: Disagree

a) (iii) should include "at the RSPs expense - the consumer is being forced into a change at no fault or request of their own. If the RSP is forcing a change in service, it must be at their cost to implement it.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Yes. This is the very first I - as a fully technologically literate millennial - have heard of the survey and what it relates to, only happening to stumble across a Facebook ad one day before it closes. This hardly strikes me as sufficient and with the best interests of the people - let me reiterate that, people - most at risk, at heart. Have you held any in-person focus/consultation groups?



## Marketing Alternative Technology: Consumer feedback

Ref: 72

Date: 26/08/2021

### Outcome 1: Disagree

There is no provision for consumers to force cross lease neighbours to permit installation of alternatives to copper. With withdrawal of copper, fibre installation should be mandated as not requiring permission from other cross lease owners. As long as installers meet proper installation standards, conflict with other cross lease owners interests should not occur. Case in point due to a shared driveway, on cross lease land and an absentee neighbour I can not obtain the required permission to install fibre. So far attempts have been made over more than a year. Confusing the issue the crosslease neighbouring property is under probate with many luddite "owners", none of who seem to understand the reason why fibre might need to be installed. Some have given verbal permission under duress, but as yet none of the required paperwork signed by an authorised trustee of the estate has materialised. The legal framework for handling cross lease fibre installation issues is clearly inadequate. The only impediment in my case is the difficulty obtaining the legal permission to install. And installation would not interfere with the use rights of my crosslease neighbours, and indeed would not conflict with any other service or utility supplied to the shared property. And disruption to the shared gravel drive would be minimal. I am keenly aware that I am attached to the last viable copper pair in the roadside post. (All the other pairs have suffered embrittlement, and breakage due to age). I am motivated, but the means to sort the problem are not at my disposal due to the requirement to obtain written permission to install fibre on shared crosslease residential property.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Disagree

Consumers will need to be notified that they will need to install the fibre hardware next to an existing power point, or have one installed. The electricity costs of running a fibre ONT have also not been clearly articulated to customers.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Disagree

"independent dispute resolution services, including the Telecommunications Dispute Resolution services" have proven to be an utter waste of time for most consumers. Ineffectual!

### Do you have any other feedback?

The fibre rollout, and alternatives have been poorly managed, and the legislative provisions protecting



consumer and homeowner interests and welfare have been sub par. The advantages of fibre have been over emphasised, and exaggerated over those of copper. And the reliability has been spotty. Though the last is primarily due to poor quality fibre installation that didn't meet the required standard, by low paid subcontractors who didn't comprehend the work standards expected of them.



## Marketing Alternative Technology: Consumer feedback

Ref: 74

Date: 26/08/2021

### Outcome 1: Agree

Fully concur with the commissions statements on how the companies are pushing the changes, railroading customers for a decision and not providing guarantees about the replacement service. Some being offered whilst technically possible from a services map perspective are not physically possible on the ground due to house location/local topography etc but are still be offered as an alternative! Copper is simple, effective and reliable even in natural disasters when a wire can be run very quickly and the line has its own power. The same cannot be said for newer technologies

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

No....other than I think its a backward step to lose such a simple reliable system



## Marketing Alternative Technology: Consumer feedback

Ref: 75

Date: 26/08/2021

### Outcome 1: Agree

Fair reasoning, quality communication and efficient time-frames are exactly what is necessary to enable customers to make their decisions/changes needed.

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 76

Date: 26/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 77

Date: 26/08/2021

### Outcome 1: Neutral/I don't know

What is RSPs

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 78

Date: 26/08/2021

### Outcome 1: Disagree

Rsp should be able to cease in any area where it makes sense to at any time. 4months is heaps of time. Other options will exist.

### Outcome 2: Agree

Maybe not f

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Would like a copy of the questions emailed..



## Marketing Alternative Technology: Consumer feedback

Ref: 81

Date: 26/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 82

Date: 26/08/2021

### Outcome 1: Agree

It is necessary to "protect" vulnerable customers from undue pressure from RSPs.

### Outcome 2: Agree

### Outcome 3: Agree

Clause 'c' could be stronger e.g. "must not make..."

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

For elder or more vulnerable customers, keeping their number is seen as important to them.

### Outcome 7: Agree

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 83

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 84

Date: 26/08/2021

### Outcome 1: Agree

Comprehensive

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 86

Date: 26/08/2021

### Outcome 1: Agree

It's fair

### Outcome 2: Agree

Again fair

### Outcome 3: Agree

Again fair

### Outcome 4: Agree

Very good

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 87

Date: 26/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 88

Date: 26/08/2021

**Outcome 1: Agree**

**Outcome 2: Disagree**

6e and 6f should be expressed in the positive eg "...must make it clear that this may not be the only option available to the consumer."

**Outcome 3: Disagree**

Strengthen c by saying "must not make" instead of "must avoid making"

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Disagree**

Change "should" to "must"

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 89

Date: 19/08/2021

### Outcome 1: Agree

When I changed from copper to fibre, i didn't think to discuss the possible problems. Possibly naively I trusted Spark and Chirus

### Outcome 2: Agree

I prefer to trust the experts

### Outcome 3: Agree

I knew that help was there if I neede it

### Outcome 4: Disagree

e.g. it was not explained to me that there would be issues with WiFi passing thru walls distant from the modem.

### Outcome 5: Agree

We need to know the cists, if any.

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Nil cincerns or issues



## Marketing Alternative Technology: Consumer feedback

Ref: 90

Date: 25/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 91

Date: 25/08/2021

### Outcome 1: Agree

Anything that makes this clearer would be good. This is the first I have even heard about copper services being withdrawn. My provider has not told me. I don't understand why copper services would be withdrawn without first replacing them with fibre. If they told me I had to upgrade to fibre I would jump at the chance!

### Outcome 2: Agree

I think I liked the first one better though

### Outcome 3: Agree

I suspect that speed claims will be the hardest conduct to stamp out. Lots of my friends and neighbours think that by changing ISP they will get faster broadband speeds over the same copper infrastructure. That claim should definitely be stamped out!

### Outcome 4: Disagree

(a)(i) is confusing. Why would only emergency calls be affected in the transition. You might not be able to make \*ANY\* calls is, I assume, the truth of the matter?

### Outcome 5: Agree

### Outcome 6: Agree

I turned down a VoIP phone last time I changed provider because they wouldn't let me keep my number. I was over a week without the landline while they sorted it out having given me a VoIP phone when I didn't ask for one. This one is certainly a current is

### Outcome 7: Agree

Doesn't this one go without saying ?

### Do you have any other feedback?

I'm not sure the format of this survey was the best for gaining opinions of the various options. Were they alternatives for each other (e.g. options) or are they all going ahead. They didn't seem alternatives to each other.



## Marketing Alternative Technology: Consumer feedback

Ref: 93

Date: 25/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 94

Date: 25/08/2021

### Outcome 1: Agree

The Consumers Guarantees Act should information these principles.

### Outcome 2: Disagree

The consumer has a right to be protected against such blase behaviours

### Outcome 3: Agree

Onsumers have a choice.

### Outcome 4: Agree

Consumers need good information.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Be honest.



## Marketing Alternative Technology: Consumer feedback

Ref: 95

Date: 25/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 96

Date: 25/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

Yes, this appears to cover the big annoyance I've had here in Wellington. I'm on the Vodafone hybrid cable network, and have had a succession of non-Vodafone door-knockers trying to get me to change "from copper to ultra-fast broadband" while failing to mention that it'd mean booting out Vodafone as my network provider in favour of Chorus.

**Outcome 3: Agree**

**Outcome 4: Neutral/ I don't know**

It's good as far as it goes, but I'm aware that Skype has a long-standing disclaimer that it's not to be used for emergency calls. So, as well as the power cut thing, I'm keen to know whether 111 calls will still be possible during denial-of-service attacks.

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Neutral/I don't know**

How good are the dispute resolution services? Does a consumer have to be highly tenacious in order to benefit from them?

**Do you have any other feedback?**

Door knockers should clearly state up front which company they represent. I often have trouble discerning whether they're from Chorus itself or some Chorus-aligned retailer.





## Marketing Alternative Technology: Consumer feedback

Ref: 97

Date: 25/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 99

Date: 25/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Very well done



## Marketing Alternative Technology: Consumer feedback

Ref: 101

Date: 25/08/2021

### Outcome 1: Agree

It's the right thing to do. RSP always seem to use scare and pressure tactics.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

I have had older people call me and tell me the lies that the call centre staff told them to try get a sale. There should be serious penalties for these sort of tactics.



## Marketing Alternative Technology: Consumer feedback

Ref: 103

Date: 25/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

Vodafone cut off my copper without notification

**Outcome 5: Agree**

I think all of this is a little late, telco's have basically bullied people over to VOIP over the course of 3 years, my mother is 88 and they cut her homephone, she's got a cell phone now that she can't operate very well, it causes her endless stress..

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

I think this survey and any resulting actions are about 4 years too late, they'll just shrug and say "it's done now", where I live gets frequent and quite extended power cuts, VOIP is useless then.



## Marketing Alternative Technology: Consumer feedback

Ref: 104

Date: 25/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 105

Date: 25/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

Services need technical elements described in normal terms. E.g why fibre is better product than wireless, great consistency on speed and QoS

**Outcome 3: Agree**

Agree, however some services purchased wholesale such as RBI gives the RSP little indication of capable speeds at the CPE. "Up to" in that case is the only possible reference to speed that is fully outside RSP control

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 107

Date: 25/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 108

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 109

Date: 25/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 110

Date: 25/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 112

Date: 25/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 113

Date: 25/08/2021

### Outcome 1: Agree

These should stop the hiding behind "we have to do this" and implying if it not done will lead to loss of telephone services.

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 114

Date: 25/08/2021

### Outcome 1: Agree

Very important in areas where there is NO option available and withdrawal of the copper network will deprive us of reasonable options that are comparable to the cost of access at present.

### Outcome 2: Agree

At present all that is being offered to replace a copper connection where there is no fibre, is a very costly alternative. Also we are being charged higher cost to connect the home phone to the copper network, and the only alternative is to use then Huawei router which seems to be recognised as having poor security.

### Outcome 3: Agree

### Outcome 4: Agree

There will be a significant issue with medical alarms and security alarms which presently alarm only over the copper network, and do not appear to be able to offer any alternative.

### Outcome 5: Agree

This needs to be read in conjunction with the prior outcomes especially relating to quality of supply.

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

More work needs to be done to ensure that areas without fibre can still retain good communications at costs no greater than experienced at present. As an example, we live less than 1km from the end of the fibre network on a street of over 12 houses (potential connections) and there is no plan to allow us connection to the network. This scenario is likely repeated many times throughout the country especially in rural areas. Already as I enquire about alternatives, these are limited and those that area available are costly and do not provide an equivalent quality and performance to that presently available, (unlimited broadband connection, free calling throughout NZ etc.)



## Marketing Alternative Technology: Consumer feedback

Ref: 115

Date: 25/08/2021

### Outcome 1: Agree

Telcos should never have the right to place time pressure on forced changes without informed consent

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 116

Date: 25/08/2021

### Outcome 1: Neutral/I don't know

What is a RSP And PSTN?

### Outcome 2: Neutral/I don't know

Still no explanation of RSP or PSTN

### Outcome 3: Neutral/I don't know

Need definitions.

### Outcome 4: Neutral/ I don't know

This is a waste of my time.

### Outcome 5: Neutral/I don't know

â€¡.

### Outcome 6: Neutral/I don't know

PSTN !

### Outcome 7:

RSP!

### Do you have any other feedback?

That survey clearly was not intended for the public, but for those who work in the industry. What on earth is an RSP and PSTN? Complete waste of my time.



## Marketing Alternative Technology: Consumer feedback

Ref: 117

Date: 25/08/2021

### Outcome 1: Disagree

They are good, but missing some things - e.g edon't make consumers take up tech options with limited lifespan, or ones that require dependent technologies or software

### Outcome 2: Agree

Think about the target market, mostly older folk or people who live in places where options are limited information about options is used to confuse or create too many choices. broadbandmap.nz isn't always right. Standardising language may help

### Outcome 3: Agree

Claims that are made should include information about if the service is throttled or capped.

### Outcome 4: Agree

These are the reason most people keep landlines - so during earthquakes or medical emergencies they have a phone line. Perhaps there should be a base, minimum service that is offered to all customers ahead of any switch to avoid loss of 111 or medical ser

### Outcome 5: Agree

Modems - some charge, some don't, some you pay delivery some you don't, some you rent. Same for wiring protection / insurance will this be a thing of the past? how is this monitored or regulated?

### Outcome 6: Agree

number portability content on Commission website or Number administration Deed page should be easy to find and easy to understand - not just link to a whole lot of PDFs <https://comcom.govt.nz/regulated-industries/telecommunications/regulated-services/copp>

### Outcome 7: Neutral/I don't know

### Do you have any other feedback?

Information should be accessible for people using assistive devices and or software





## Marketing Alternative Technology: Consumer feedback

Ref: 118

Date: 25/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

What should I do if my current RSP has not complied with the expectations outlined in this survey?



## Marketing Alternative Technology: Consumer feedback

Ref: 119

Date: 25/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Agree**

Seems logical

**Outcome 3: Agree**

They need to be transparent in the services offered and not mislead people.

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 120

Date: 25/08/2021

### Outcome 1: Agree

Four months gives people time to find another service provider, hopefully at a better cost.

### Outcome 2: Agree

Service providers must give people the choice.

### Outcome 3: Agree

Most providers up their promised speeds, this should not happen.

### Outcome 4: Agree

All forms of communication require power to operate, this is not guaranteed. The ability to be able to contact emergency must be explained.

### Outcome 5: Disagree

If a service is be changed it should be free of charge as the consumer has no choice in the matter.

### Outcome 6: Agree

This is logical.

### Outcome 7: Agree

This is logical.

### Do you have any other feedback?

The cost of change should not rest with the consumer.



## Marketing Alternative Technology: Consumer feedback

Ref: 121

Date: 24/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 122

Date: 24/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

Consumers should be made aware of the costs associated with repairs to their internet/phone service and its vulnerabilities (e.g. fiber optic vermin attack)

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Neutral/I don't know**

**Do you have any other feedback?**

Suppliers should make clear how to contact them in the case of poor/no service and not have to pre-agree with unspecified costs of resolution of service.



## Marketing Alternative Technology: Consumer feedback

Ref: 123

Date: 24/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

Early termination fees, the option to supply your own equipment and the cost to move services in the case of moving house are often skipped by providers. It would be an idea to provide this to users.

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 124

Date: 24/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 126

Date: 24/08/2021

### Outcome 1: Agree

Clarity is important for informed decisions. these look good

### Outcome 2: Agree

Points e) & f) are particularly relevant

### Outcome 3: Agree

Strongly agree about this and theoretical claims Vs reality

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Im concerned not enough is being done to assist elderly and non technical users with the change and transition to more complex and often confusing services. Would also like to see CSP's being required to setup indirect booking/ticket/call back support channels to measure quality of support services rendered and the time consumers waste waiting on hold to seek help or to make changes to their service.





## Marketing Alternative Technology: Consumer feedback

Ref: 127

Date: 24/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Important to explain 111 call provision, particularly in power outage situations, earthquakes.



## Marketing Alternative Technology: Consumer feedback

Ref: 128

Date: 24/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Agree**

I am an older person living alone with no one to help with this techno stuff. I just get so muddled.

**Outcome 3: Agree**

**Outcome 4: Agree**

I have no need for a mobile phone but I have to have one so I can do banking. Plus I like my home phone.

**Outcome 5: Agree**

**Outcome 6: Neutral/I don't know**

I am confused already !!!!!!!

**Outcome 7: Neutral/I don't know**

**Do you have any other feedback?**

I guess after taking this survey I will need to contact and pay someone to help me. Perhaps Jacinda will up my pension to pay for it. !!!!!!!



## Marketing Alternative Technology: Consumer feedback

Ref: 129

Date: 24/08/2021

Outcome 1: Agree

Outcome 2: Disagree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Disagree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 130

Date: 24/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 131

Date: 24/08/2021

### Outcome 1: Disagree

In some locations fibre speed is no quicker than copper so why waste anyone's money upgrading these areas. Creating inequity as private users do not pay and businesses are expected to pay ALOT to upgrade lines

### Outcome 2: Disagree

Great having these rules but who's going to monitor and hold entities accountable?

### Outcome 3: Agree

### Outcome 4: Disagree

If like for like service can not be provided then copper shouldn't be withdrawn. Why be forced to move to an inferior service? Fibre is supposed to be an 'upgrade'!

### Outcome 5: Disagree

If we don't want the upgrade it shouldn't be changed or charged

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Shouldn't go ahead if service isn't improved. Speeds of Internet should not be controlled by providers. Should be equal for all. Not just the rich



## Marketing Alternative Technology: Consumer feedback

Ref: 132

Date: 24/08/2021

### Outcome 1: Agree

While the individual choice was made at home I believe we were misled by our provider at work in the Christchurch CBD. We were told that the copper connection was being permanently withdrawn and the copper connection we were using was no longer available, only to find out through an immediate neighbour business that they had a copper connection or in place at a later date through another provider.

### Outcome 2: Agree

### Outcome 3: Agree

Yes, our home connection speed is rarely what we were advised it would be.

### Outcome 4: Agree

Yes, we were advised regarding alarms but not in relation to jackpoints and phone positioning.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Fault resolution is a real issue particularly with phone lines on switching and took months to resolve now being only marginally better than when the charge over first occurred and it is seemingly a known issue

### Do you have any other feedback?

The push to fibre is substantial with lots of false claims to reliability and performance. There are no warnings of the potential landline phone quality issues or limitations that can apply to the modern positioning with installers taking the easiest and immediate route into the dwelling. For us this meant having our modern art the furthestest point from our main living area creating a very unstable service. Our anticipation was that the modern would be in the living area and we would have substantially faster and more stable service. We can only achieve this now if we pay our RSP an additional monthly charge to install a WiFi extender.



## Marketing Alternative Technology: Consumer feedback

Ref: 133

Date: 13/08/2021

### Outcome 1: Agree

We need to know what is happening, when why as we are paying for the service, contract changes service changes, cost increase.

### Outcome 2: Agree

We need to know the options available, costs, services offered, hidden cost modems so wifi can reach all areas of the home.

### Outcome 3: Agree

Need to know what we are getting for the price

### Outcome 4: Agree

We need to know

### Outcome 5: Agree

We need to know

### Outcome 6: Agree

Need to know all options

### Outcome 7: Agree

Yes, should be part of agreement unlike current providers

### Do you have any other feedback?

Provider's need to be more open and visible on plan's, options, services, costs,.



## Marketing Alternative Technology: Consumer feedback

Ref: 134

Date: 24/08/2021

### Outcome 1: Agree

So long as these principles are regulated and enforceable on the RSPs.

### Outcome 2: Agree

So long as the principles as outlined are regulated and enforceable on the RSPs.

### Outcome 3: Agree

Perhaps the Conduct Principles should be from an independent body rather than tempting self serving interests of RSPs to cloud the issue.

### Outcome 4: Agree

Rather than just say "suitable back-up" (refer (a)(i)), that the RSPs actually provide some examples of what that might be.

### Outcome 5: Agree

Goes without saying. Any costs/fees incurred should be disclosed and outlined/detailed clearly. Again, maybe these should be provided by an independent source.

### Outcome 6: Agree

A ComCom handout would solve that communication loophole.

### Outcome 7: Agree

A ComCom handout would solve this.

### Do you have any other feedback?

Have seen very little of any 'marketing' to date from any RSP. With a commencement date of 1 Sept 2021, prior notification of any withdrawal of the Copper Service is already somewhat compromised. Sceptical at best.





## Marketing Alternative Technology: Consumer feedback

Ref: 135

Date: 24/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

The more information inseminated, the better



## Marketing Alternative Technology: Consumer feedback

Ref: 136

Date: 24/08/2021

### Outcome 1: Agree

Seems clear enough as long as a good amount of notice is given both in media and by direct communication

### Outcome 2: Agree

Agree, must not show bias toward any provider

### Outcome 3: Agree

must be able to back up claims of service

### Outcome 4: Agree

Must also advise on alternative technologies to allow these to continue functioning

### Outcome 5: Agree

Hidden fees etc have appeared in our own current system much to our annoyance. Clarity is important especially when dealing with the elderly or less tech savvy

### Outcome 6: Agree

This still happens clarity must be there

### Outcome 7: Agree

alt B is hardly ever mentioned to customers as a way of avoiding complaints

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 137

Date: 24/08/2021

### Outcome 1: Agree

Apart from the principle of transparency for consumers, ISPs and network infrastructure providers should not be pressuring consumers to change services. Historically the telecom industry in NZ has been notorious for misinforming consumers and deliberately issuing confusing information about service prices. Frankly anything that keeps the bastards honest is a good thing.

### Outcome 2: Agree

I think these principles are generally sound- of course service providers should not be obliged to advertise the services of their rivals, but it is reasonable to direct consumers to independent advisory services where they can be assisted in making informed decisions.

### Outcome 3: Agree

These principles are really an extension of trading obligations under current consumer laws- the fact that they need to be reiterated is actually indicative that the existing statutes are not really adequate. I think disclosure of realistic peak-time bandwidth rates needs to be mandatory and based on actual means of recent online activity in a region, not just a estimate. This is especially important for wireless services including mobile.

### Outcome 4: Agree

Not only should consumers be informed, the retail service provider should provide assistance in helping consumers adjust their home infrastructure- you, know, like the old days when someone from the telephone company would actually come round in a van and

### Outcome 5: Agree

How come they don't do this already?

### Outcome 6: Agree

Two words: Clear Communications.

### Outcome 7: Agree

### Do you have any other feedback?

Yes, something that has been very annoying and quite problematic is the very poor records being kept by the RSPs and the network providers. They don't seem to have any idea who actually has copper or fibre. This is a problem because we live in a new development which has only ever had fibre. Apart from the fact that Chorus of Vector keep sending people round to see if we'd like fibre installed, there is only one company which can provide our internet service (orcon). All the others tell us that we don't have fibre when we



call up to check options for switching providers. In fact we were with Spark when we moved and they told us they couldn't provide a service to our new residence (Newlands in Wellington) because, according to their records, fibre had not been rolled out. Our new neighbours were without phone/internet services for 2 months because of this. Bet we're not the only ones.



## Marketing Alternative Technology: Consumer feedback

Ref: 138

Date: 24/08/2021

### Outcome 1: Agree

They seem to be fair and reasonable requirements

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

All are sensible

### Outcome 5: Agree

This is an absolute must!!!!

### Outcome 6: Agree

### Outcome 7: Agree

Should solve problems quickly

### Do you have any other feedback?

Now to get them to follow along!!



## Marketing Alternative Technology: Consumer feedback

Ref: 139

Date: 24/08/2021

Outcome 1: Neutral/I don't know

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 140

Date: 24/08/2021

### Outcome 1: Agree

I am guessing that the older generation would be the predominant fixed landline user and they will be impacted the most by change

### Outcome 2: Agree

Non biased option must be presented if a particular service is to be discontinued .

### Outcome 3: Agree

Certain services on offer may not be the ideal outcome for someone coming off copper fixed line. Unfamiliar technology that a certain demograph will never understand.

### Outcome 4: Agree

The lack of connectivity in the event of power outage could be of a concern to people who require a level of contact due to medical conditions etc.

### Outcome 5: Agree

It's always the hidden catch that pisses people off the most.

### Outcome 6: Agree

### Outcome 7: Agree

As long as there is an independent authority to deal with complaints

### Do you have any other feedback?

Most people that i know of haven't used copper based services in years. I feel it will be the older generation that will suffer from the change to fibre/ voip type telecommunications and internet service.



## Marketing Alternative Technology: Consumer feedback

Ref: 142

Date: 24/08/2021

### Outcome 1: Agree

What is pstn

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

I have already gone to fibre and had to cover all these points

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Having changed to fibre I have had to cover all the points raised





**Marketing Alternative Technology: Consumer feedback**

**Ref: 144**

**Date: 24/08/2021**

**Outcome 1: Agree**

**Outcome 2:**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

no all very clear thanks



## Marketing Alternative Technology: Consumer feedback

Ref: 145

Date: 24/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 148

Date: 24/08/2021

### Outcome 1: Agree

It will stop confusion in the marketing approach.

### Outcome 2: Agree

Again sorts any confusion and misleading information being used.

### Outcome 3: Agree

Up to speeds are not worth anything. Actual is accurate.

### Outcome 4: Agree

Again clarity and obligation

### Outcome 5: Agree

Clarity of service

### Outcome 6: Agree

Again clarity

### Outcome 7: Agree

Again clarity if they have problems with the telco.

### Do you have any other feedback?

Overall these requirements should sort and clarify the whole process from marketing to install to problem solving.



## Marketing Alternative Technology: Consumer feedback

Ref: 149

Date: 24/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 150

Date: 24/08/2021

### Outcome 1: Agree

Clear rights to the consumer, gives enough time for the consumer to research, engage with a vendor and get chorus out to make any changes.

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 151

Date: 24/08/2021

### Outcome 1: Disagree

Think notice should be six months not four

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 152

Date: 24/08/2021

### Outcome 1: Disagree

Was sent letter telling me devices were being disconnected from copper due to change over to wireless. Approx 1 month notice.

### Outcome 2: Disagree

No info re usage given until I asked. all plans were for unlimited broadband. Not what I needed or wanted. Told I would lose connection

### Outcome 3: Disagree

No info given

### Outcome 4: Disagree

No info re emergency calls in power cut.

### Outcome 5: Disagree

No info given

### Outcome 6: Disagree

No info giive

### Outcome 7: Disagree

Have asked for my issues to be escalated to upper management. This has been refused twice. Waiting for answer to third request

### Do you have any other feedback?

Have a list of issues sent to company. None addressed not offered \$40 plan until informed them I would move. Agent said they have to offer higher costing plans only Was left with no internet approx 4weeks or phone 3weeks. Customer service not good. Still contemplating moving



## Marketing Alternative Technology: Consumer feedback

Ref: 154

Date: 24/08/2021

### Outcome 1: Disagree

All of this points towards allowing people to delay as long as possible before making a decision. In my professional experience that's the very worst thing that can be done.

### Outcome 2: Agree

This is all good stuff but realistically shouldn't be limited to people migrating from copper. It would also be a radical departure for a lot of providers - Spark are notorious for letting people stay on deprecated plans.

### Outcome 3: Disagree

The provider determines their speeds based on their core switching hardware - to whistle up any other number is equally pure theory. In almost every situation I encountered in the field, low speed was commonly attributed to the end user's equipment, not the connection itself.

### Outcome 4: Agree

Oooh I've seen this one in the flesh! This is actually a two-fer. The RSPs actually DO make most of these statements, but it's a fast talking call centre operator rattling them off. Beyond that, it's the fine folks at Chorus who once used to perform all

### Outcome 5: Agree

The hidden termination fee has long been problematic.

### Outcome 6: Agree

Customer retention team scare tactic #582 - you'll lose your number if you leave.

### Outcome 7: Agree

All logical stuff.

### Do you have any other feedback?

I spent a decade as a mobile IT worker and have seen most of these scenarios play out in front of me - I frankly worry that, on the flip side, the RSPs aren't going to be hung out to dry because of the inevitable belligerent clients who are given all this information then outright ignore it and still make it the provider's problem. It happens all... the... time.





## Marketing Alternative Technology: Consumer feedback

Ref: 155

Date: 24/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?

Nope



## Marketing Alternative Technology: Consumer feedback

Ref: 156

Date: 24/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 157

Date: 24/08/2021

### Outcome 1: Agree

We are being forced to install Fibre at our rugby club, which requires 300m of trenching and a big bill we simply can't afford. I'd imagine many community groups face the same dilemma.

### Outcome 2: Agree

WE have not been given any alternatives.

### Outcome 3: Agree

We have no issues with speed on the current service

### Outcome 4: Agree

We have fire alarms, sprinkler systems, eftpos and security all running through our existing network. No provision has been made for their change.

### Outcome 5: Agree

We have only been quoted for the work, not all the other costs that will be incurred

### Outcome 6: Agree

We have been given no alternatives

### Outcome 7: Agree

### Do you have any other feedback?

We have been railroaded into making a call on the installation of fibre and all the changes that will entail, within 2 months, at great cost. We have been backed into a corner. Community groups should get some relief at least.



## Marketing Alternative Technology: Consumer feedback

Ref: 160

Date: 24/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 162

Date: 24/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 163

Date: 24/08/2021

### Outcome 1: Agree

Only asking for consumers to be treated fairly, not a strength of the industry

### Outcome 2: Agree

fairness again

### Outcome 3: Agree

seems again fair

### Outcome 4: Agree

### Outcome 5: Agree

tranperancy needed

### Outcome 6: Agree

honesty needed

### Outcome 7: Agree

chance to get a fair hearing if given this information

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 164

Date: 24/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Neutral/I don't know**

As I have moved to fibre optic cable a year ago this doesn't directly affect me. We have ceased use of our landline during a year of house renos and are using our mobiles

**Outcome 3: Neutral/I don't know**

**Outcome 4: Agree**

This certainly raises issues for some consumers especially the elderly who may be technologically challenged

**Outcome 5: Agree**

**Outcome 6: Agree**

The portability of number is an important issue a constant in a changing world otherwise consumers feel trapped or locked in to a RSP who does not provide a competitive pricing package

**Outcome 7: Agree**

It's obvious clear method of addressing issues and resolving disputes. Will this be an independent body ? How will consumers be reminded who/what this is and how to contact this body

**Do you have any other feedback?**

It raised issues for me about power cuts and emergency contact in Medical situations. Fortunately as campers we asolar backup for lighting and charging our mobiles that addresses some of these issues bet in a natural disaster how robust will the new system be?? Previously with copper wiring being above ground it seemed to be a quicker fix to repair and even cooper wiring below ground than fibre optic in an earthquake type event



## Marketing Alternative Technology: Consumer feedback

Ref: 165

Date: 24/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

RSPs should guarantee any advertised speed claim, and specify what compensation will be given if the speed claim is not achieved. Consumers have the right to walk away from the RSP without penalty, if the RSP fails to achieve the guaranteed speed claim.

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**





## Marketing Alternative Technology: Consumer feedback

Ref: 166

Date: 23/08/2021

### Outcome 1: Agree

Consumers need time to change ahead of copper being discontinued

### Outcome 2: Agree

Address needs of consumers in choosing an alternative

### Outcome 3: Agree

Consumers currently on copper need information on options as they likely are not aware of pros and cons of the options

### Outcome 4: Agree

Consumers will need support to work through issues | the change over

### Outcome 5: Agree

Costs must be transparent

### Outcome 6: Agree

Taking a number with consumer will reduce issues

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 167

Date: 23/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 168

Date: 23/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

### **Do you have any other feedback?**

when fibre was installed by Chorus the speed was 10x what it ended up with Spark and the new modem. Very disappointing and controlling given year premium monthly fee for usage



## Marketing Alternative Technology: Consumer feedback

Ref: 170

Date: 23/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Disagree**

Installation costs and if installed in a well tradesman-like manner? If fiber optic connection is available at the street, how much and how well can the installation be done? Running the line along the fence in plain sight for burglar theft (snipping the

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Fiber optic installers do need to meet the demand of home owners wanting a quality installation, instead of a lazy installation. There have been cases of houses been burglarized by simply sniping the fiber line because the cable is exposed in plain sight (ie along the fence line, near the driveway, etc). Proper installation should be done underground bore drill. It's also important to note that many homes have an existing conduit underground where the copper line is installed. A lot of these installations can be avoided if a competing fiber installer (ie Enable), can buy ownership of the copper line conduit (ie Chorus) and Enable can blow their fiber line in through the existing conduit. Alternatively, Chorus should look into converting these copper lines by blowing through their own fiber connection if viable.



## Marketing Alternative Technology: Consumer feedback

Ref: 171

Date: 23/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2:**

**Outcome 3:**

**Outcome 4:**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 172

Date: 23/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 173

Date: 23/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 175

Date: 23/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 176

Date: 23/08/2021

**Outcome 1: Agree**

**Outcome 2: Disagree**

Not many people realise the change is happening

**Outcome 3: Neutral/I don't know**

**Outcome 4: Agree**

**Outcome 5: Agree**

They always make it seem like a deal when in actuality it is the same cost as so called competitors

**Outcome 6: Agree**

It is important that the older generation is able to keep to what they know. Change is hard for some

**Outcome 7: Agree**

It should also be NZ help and shorter wait times.

**Do you have any other feedback?**

Overall broadband is expensive in NZ



## Marketing Alternative Technology: Consumer feedback

Ref: 179

Date: 23/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

How do I know if/when our district is affected by these changes?



## Marketing Alternative Technology: Consumer feedback

Ref: 182

Date: 23/08/2021

### Outcome 1: Neutral/I don't know

Have scenarios of earthquakes been thought through? In emergencies such as earthquakes, floods, or a strong solar flare, how reliable is copper compared to other forms of connections? Also, given the untested health dangers of an exponential increase in wifi radio frequency, I think that wired connections should be encouraged above wireless. For more info on the dangers of too much wireless radio frequencies, see: <https://www.safeictnz.org/>

### Outcome 2: Neutral/I don't know

Again, consider the potential health dangers of too much exposure to wifi, 5G and other wireless radiation.

### Outcome 3: Agree

Wired broadband and wired connections are generally faster, more efficient, and more reliable than wifi.

### Outcome 4: Agree

Emergencies need to be considered, especially in earthquake prone New Zealand. If one form of connection is significantly more reliable in an emergency, it should be encouraged and/or retained.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Be mindful of how well infrastructure options can cope in emergencies and of the health risks of too much exposure to wifi, 5G and other forms of wireless radiation. See: <https://www.safeictnz.org/>



## Marketing Alternative Technology: Consumer feedback

Ref: 183

Date: 23/08/2021

### Outcome 1: Disagree

We cannot get Fibre here even though we live in the village but are not considered residential.

### Outcome 2: Disagree

This is all so technical you should be asking real questions. You should be providing Fibre for all. Everyone in the towns cities got for free. But you live just outside these areas you are expected to pay.

### Outcome 3: Disagree

Why don't you ask what we actually need. Your not even looking at how many people will be adversely affected by this.

### Outcome 4: Disagree

Like I said your not even asking us what we want. You will leave lots of people with no access to the internet and for us we also live in an area where cell ph reception is also bad.

### Outcome 5:

They should pay for it all. It's not the consumers fault. What a joke.

### Outcome 6: Neutral/I don't know

### Outcome 7: Neutral/I don't know

They will just do this and no matter what the commerce commission will do nothing. You guys are just another government department who don't perform. Look at our supermarket problem. You let that happen.

### Do you have any other feedback?

Do you job look after New Zealanders. Fibre should be free for everyone to access. How can you justify people having to pay because they don't live in the urban areas.



## Marketing Alternative Technology: Consumer feedback

Ref: 185

Date: 23/08/2021

### Outcome 1: Agree

Services should be increased as an incentive. Copper withdrawal should not be used as a stick. Fibre installation should be a carrot.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 186

Date: 23/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4:**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 188

Date: 23/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 190

Date: 23/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 192

Date: 23/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 193

Date: 23/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Agree**

The REP's have to and are obliged to keep their customers informed

**Outcome 3: Neutral/I don't know**

**Outcome 4: Neutral/ I don't know**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 194

Date: 23/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 195

Date: 23/08/2021

### Outcome 1: Agree

I am elderly and rural, living alone. I am dependent on internet and landline access for many things like frequent medical advice, grocery orders, etc. I have had little or no information from anyone except when I have complained because of faults. Chorus actually made a faulty connection, but even now my internet is very slow, no access to fibre, no copper wire ( ? ) and my mobile reception very erratic and faint. I do not know what a RSP is . But nothing leads me to expect that I will get as good a reception or service as my relations in a city.

### Outcome 2: Agree

Is a RSP same as an ISP ? What is PSTN ? See, I have had no information from anyone. I have heard nothing of all these changes. And I do not want to leave NZ to get service, or to die just waiting. ( which seems likely ).

### Outcome 3: Agree

I have had no information. I want clear information . These services are essential.

### Outcome 4: Agree

Of course I want technical information about all this. I may be old, but I still run a business, still want to live in my home of many years with facilities that are normal just a few kilometres down the road. If adjustments are going to be needed, it

### Outcome 5: Agree

Both my private life and my business need to have information with which to work out a budget for the future. Does Teverone need this information, well in advance, too.

### Outcome 6: Agree

These queries about my landline is amazing. I am 'hard of hearing' and with extremely poor mobile phone reception, so landline is way I prefer to have , say, a phone consultation with my doctor or my orchard manager.

### Outcome 7: Agree

I have spent several years trying to find out and getting in touch with anyone. I get told to ask my ISP, who keep me waiting for 48 hours before allowing me to contact Chorus. Who when they eventually come often do not improve things . Though one worker did tell me the copper wire was corroded! but only in passing, nothing official, no explanation.

### Do you have any other feedback?

Going through this I am angry with myself for not having realised how badly I am being served. I had no idea of possibility of changes in "copper and



PSTN withdrawal” . Who is responsible for informing us ? I would like to thank the Commerce Commission for at least drawing my attention to this matter.



## Marketing Alternative Technology: Consumer feedback

Ref: 196

Date: 23/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

People on contracts with their supplier must not be forced to move to an unsatisfactory alternative



## Marketing Alternative Technology: Consumer feedback

Ref: 197

Date: 23/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 198

Date: 23/08/2021

Outcome 1: Agree

Outcome 2: Neutral/I don't know

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 199

Date: 23/08/2021

### Outcome 1: Disagree

There are a lot of rural and some urban areas where there is no cell phone or internet access. LEAVE COPPER LINES IN AND WORKING, because that's the only way to get help in an emergency and the only way of communication for many. ONE SIZE DOES NOT FIT ALL.

### Outcome 2: Disagree

Leave copper services in, ONE SIZE DOES NOT FIT ALL

### Outcome 3: Agree

ONE SIZE DOES NOT FIT ALL. Copper services are the only communication some people have.

### Outcome 4: Disagree

In some areas there is no alternative to make 111 calls to copper. LEAVE COPPER ALONE, ONE SIZE DOES NOT FIT ALL. Not everyone lives in cities and towns.

### Outcome 5: Disagree

People ARE NOT GETTING ANY CHOICE in losing their copper communications. There are many people living in areas where there is no other way of communicating but with copper. ONE SIZE DOES NOT FIT ALL.

### Outcome 6:

COPPER LINES SHOULD NOT BE MADE REDUNDANT UNTIL THERE IS ANOTHER VIABLE AND COST EFFECTIVE ALTERNATIVE THAT WILL PROVIDE 24/7 ACCESS TO EMERGENCY SERVICES in the areas where there are no alternatives.

### Outcome 7:

Don't remove copper services where there are no alternative services.

### Do you have any other feedback?

There are many areas where copper is the ONLY service people have. Do not remove copper services.



## Marketing Alternative Technology: Consumer feedback

Ref: 200

Date: 23/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 201

Date: 23/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

6f may need clarity around timing. Is service is withdrawn by Chorus/Spark then consumer will lose access.

**Outcome 3: Agree**

F) ability to move with out penalty - must sure allow RSPs to set a time frame. Eg if not happy in first xx days then no penalty. Contract terms allow waiving of one offs etc but if you force an open term, these costs will likely be passed on creating a barrier.

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Neutral/I don't know**

Asking one RSP to make statements such as a) above effectively pointing out the option to change is unlikely - they will not want to advertise their competitors.

**Outcome 7: Agree**

Not all RSPs are part of the TDRS as I understand it. Are other options mentioned too?

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 202

Date: 14/08/2021

Outcome 1: Neutral/I don't know

Outcome 2: Neutral/I don't know

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 203

Date: 23/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Disagree**

As the consumer is being "forced" to change the way they connect into the telecommunications system by the Service Providers, then there should not be any charge to the consumer providing all other things remain equal.

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 205

Date: 23/08/2021

Outcome 1: Disagree

Outcome 2: Disagree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 206

Date: 23/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

We already have rubbish internet performance at peak times

**Outcome 4: Agree**

RSP's are rubbish at explaining that you can actually keep using their existing phones in the house by plugging the phone port of the modem into the existing cabling via a double adaptor and that they don't need to rush out and buy cordless phones

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

This is too top level. Customers need to understand in lay terms about, you have a phone, do you need to anything to keep it working as it has for decades. All they care about is making and receiving calls in the same way they always have done so. Also no mention at all of the rural community who have only one really crap option, RBI



## Marketing Alternative Technology: Consumer feedback

Ref: 207

Date: 23/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 208

Date: 23/08/2021

### Outcome 1: Agree

They appear clear enough to ne

### Outcome 2: Agree

Again very clear

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 209

Date: 23/08/2021

### Outcome 1: Agree

We had no idea the copper lines were being withdrawn. We're rural and no fiber here.

### Outcome 2: Agree

I'm particularly concerned about the elderly or those who are not tech savvy who could be easily misled into thinking they will lose their internet unless they took the more expensive option and not necessarily the best option for them.

### Outcome 3: Agree

Internet speed varies and we all know telcos like to advertise their 'best' speed which is more likely at low peak times. In a round about way this is deceptive and they need to be more honest and use speed times when people are more likely to be using the internet.

### Outcome 4: Agree

Dialling 111 means there is an emergency, more likely a life or death situation. Consumers have to know they have access to 111 at all times. Consumers on oxygen have to have that peace of mind and know they will be safe. They have enough worries and s

### Outcome 5: Agree

Consumers have to know what the cost is so they can be prepared for it. No hidden clauses or surprises!

### Outcome 6: Agree

Changing numbers, especially for businesses can be expensive. Advertising and loss of business for starters. Taking your number with you is a no brainer.

### Outcome 7: Agree

Consumers need to know they have an arbitrator who can act as a middle person when communications break down with the telco.

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 211

Date: 23/08/2021

Outcome 1: Agree

Outcome 2: Disagree

Outcome 3: Agree

Outcome 4: Disagree

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 212

Date: 23/08/2021

### Outcome 1: Agree

Customers deserve to know why changes are being made

### Outcome 2: Disagree

Customers should do their own research on alternatives

### Outcome 3: Agree

Information should be complete and accurate

### Outcome 4: Disagree

Providers should not have to know about every possible piece of equipment. The supplier of the equipment should give the advice

### Outcome 5: Agree

Costs should always be disclosed

### Outcome 6: Agree

Customers should not be misled

### Outcome 7: Agree

It's basically the same as now

### Do you have any other feedback?

No



## Marketing Alternative Technology: Consumer feedback

Ref: 213

Date: 23/08/2021

### Outcome 1: Agree

Supports older people or the ones who are not very familiar with industry

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Great initiative



## Marketing Alternative Technology: Consumer feedback

Ref: 214

Date: 23/08/2021

Outcome 1: Neutral/I don't know

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 219

Date: 22/08/2021

### Outcome 1: Agree

Because they are common sense

### Outcome 2: Agree

Because they are common sense

### Outcome 3: Agree

Because they are common sense

### Outcome 4: Agree

Because they are common sense

### Outcome 5: Agree

Because they are common sense

### Outcome 6: Agree

Because they are common sense

### Outcome 7: Agree

Because they are common sense

### Do you have any other feedback?

There is nothing here that it not basic common sense



## Marketing Alternative Technology: Consumer feedback

Ref: 220

Date: 22/08/2021

### Outcome 1: Agree

Customers must also be told about changes in technology the global industry, this way they can make informed decisions

### Outcome 2: Disagree

RSP's must ensure they break down the information into simple understanding for consumers.

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 221

Date: 22/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 223

Date: 22/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 226

Date: 22/08/2021

### Outcome 1: Agree

I work in the security alarm industry and have spoken to many people confused by this change.

### Outcome 2: Agree

People seem to be being pushed into solutions they don't understand and the timeframe is often very short.

### Outcome 3: Agree

Just true statements.

### Outcome 4: Agree

I haven't heard of anyone being offered an uninterruptible power supply for their systems. Confusion is commonplace.

### Outcome 5: Agree

True statement.

### Outcome 6:

True statement.

### Outcome 7: Agree

True statement.

### Do you have any other feedback?

There needs to be an independent education campaign about the changes and a lot more time given for the change to take place. People need to understand the full implications of the changes. Thanks for doing something about this issue.



## Marketing Alternative Technology: Consumer feedback

Ref: 227

Date: 22/08/2021

### Outcome 1: Agree

They should not be getting rid of copper or pstn. The quality of the alternative on landlines is terrible!

### Outcome 2: Agree

### Outcome 3: Agree

We were told that If we got fibre installed that the internet would be quicker. Rang Vodafone to switch - because chorus was offering\$ incentives. Vodafone said there was not point switching. And have not noticed any difference to work- we we are on chorus fibre too.

### Outcome 4: Agree

It is appalling that in a power cut there will be no emergency calls available. What if the cellphone network is down or overloaded, or your phone is simply flat? Not everyone wants to use cell or wifi anyway.

### Outcome 5: Agree

### Outcome 6: Agree

Consumers should own their landline phone numbers outright. Not Telcos!

### Outcome 7: Agree

### Do you have any other feedback?

Please do not let telcos remove copper or PSTN!



## Marketing Alternative Technology: Consumer feedback

Ref: 228

Date: 22/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 229

Date: 22/08/2021

### Outcome 1: Agree

I think you've put it clearly and I particularly like (f)

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 230

Date: 22/08/2021

### Outcome 1: Agree

People need all the information to make the best choice for them.

### Outcome 2: Agree

People make changes and are more often methane not surprised they can't go back.

### Outcome 3: Agree

People need to trust their rsp.

### Outcome 4: Agree

Changes to services , especially jackpoints and 111 services are big decisions for customers to make

### Outcome 5: Agree

All fees & costs should be upfront.

### Outcome 6: Agree

Numbers are important to people & portability is important

### Outcome 7: Agree

Having somewhere to go for help other than the rsp is important

### Do you have any other feedback?

No



## Marketing Alternative Technology: Consumer feedback

Ref: 231

Date: 22/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 232

Date: 22/08/2021

### Outcome 1: Agree

Clearly articulates the why, where and when

### Outcome 2: Neutral/I don't know

### Outcome 3: Neutral/I don't know

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Neutral/I don't know

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 234

Date: 22/08/2021

**Outcome 1: Agree**

**Outcome 2: Disagree**

There doesn't appear to be sufficient independent information available on the relative properties of different PSTN alternatives, eg availability during power cuts, call quality, etc.

**Outcome 3: Disagree**

**Outcome 4: Neutral/ I don't know**

These principles appear reasonable, but don't appear to have helped in my parents recent experience with a Vodafone cable upgrade.

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Neutral/I don't know**

**Do you have any other feedback?**

The PSTN withdrawal feels rushed and ill-considered.



## Marketing Alternative Technology: Consumer feedback

Ref: 235

Date: 22/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Very poor communication by provider on this subject.



## Marketing Alternative Technology: Consumer feedback

Ref: 236

Date: 22/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6:**

**Outcome 7: Agree**

**Do you have any other feedback?**

RBI for areas currently served by ADSL is not an acceptable substitute. Up to 700% more expensive. More fiber needed.



## Marketing Alternative Technology: Consumer feedback

Ref: 237

Date: 22/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 238

Date: 22/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2:**

**Outcome 3:**

**Outcome 4:**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 240

Date: 22/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 241

Date: 22/08/2021

### Outcome 1: Agree

Despite being advised PSTN would be retained, Chorus disconnected it when fibre installed

### Outcome 2: Agree

Voip is a viable alternate, and Chorus ONT/Modem includes PSTN ports

### Outcome 3: Agree

Fibre speeds have been no better or even worse than copper

### Outcome 4: Agree

Many alarms, POS etc still use PSTN

### Outcome 5: Agree

There should be no cost changes nor charges for customers.

### Outcome 6: Agree

Porting to alternate providers should be explained, but is not

### Outcome 7: Agree

It would if Telcos actually advised customers of their rights up front, not hidden in the small print

### Do you have any other feedback?

Overall bad experience





## Marketing Alternative Technology: Consumer feedback

Ref: 242

Date: 22/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

People don't necessarily know the questions to ask nor be able to do their own research.

**Outcome 4: Agree**

Many people don't understand the reliance on electricity which is not relied upon now

**Outcome 5: Agree**

**Outcome 6: Agree**

People will simply believe they have to take another number if it's offered

**Outcome 7: Agree**

It needs to be clearly told to customers not left for them to discover

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 244

Date: 22/08/2021

### Outcome 1: Agree

Consumers deserve to be told the truth, and not be misled.

### Outcome 2: Agree

Consumers deserve to have all available options explained to them in language they understand.

### Outcome 3: Agree

We have the right to receive honest, unbiased information so we can make informed decisions.

### Outcome 4: Agree

We are entitled to know what we will be paying for and what we can expect from new services.

### Outcome 5: Agree

We need honest cost analysis so we can make informed financial decisions.

### Outcome 6: Agree

We deserve honesty, not information that only serves the interests of the company.

### Outcome 7: Agree

It is important to know where we can go for help when issues are not resolved in a company to consumer basis.

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 245

Date: 22/08/2021

### Outcome 1: Neutral/I don't know

Like many other older people I have difficulty understanding a lot of techno talk... I was told I HAD to change to fibre because copper was no longer available in my neighbourhood.

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 246

Date: 19/08/2021

### Outcome 1: Disagree

It's too hard to some

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 247

Date: 22/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 250

Date: 22/08/2021

### Outcome 1: Agree

### Outcome 2: Agree

I think it is also important to note which options would work in a natural disaster or power cut. For example, in our town, 4G does not work in a power cut due to cell phone towers not having backup batteries that work.

### Outcome 3: Agree

I agree, however I note that there should also be more said about the service provider hardware. For example, often the modem shipped (and that is charged for sometimes) is a low end device that won't enable you to get the speeds advertised with the plan

### Outcome 4: Agree

### Outcome 5: Agree

Yes - noting that for elderly the whole thing is super stressful. Monitored alarms are complex to get changed and often non-elderly friendly - e.g the whole thing is stressful

### Outcome 6: Agree

### Outcome 7: Agree

I note that in the past Vodafone 'door knockers' are pushy and aggressive, and what they say in person is hard to regulate

### Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 251

Date: 22/08/2021

### Outcome 1: Agree

I live 5 minutes out of Upper Hutt. No fibre and no cell coverage. I rely solely on a copper line

### Outcome 2: Neutral/I don't know

### Outcome 3: Agree

Copper shouldnt be withdrawn until cell coverage has been improved

### Outcome 4: Neutral/ I don't know

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Dont forget about those who have no cell coverage and rely on copper connection



## Marketing Alternative Technology: Consumer feedback

Ref: 252

Date: 22/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**





## Marketing Alternative Technology: Consumer feedback

Ref: 254

Date: 22/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 255

Date: 22/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 256

Date: 22/08/2021

### Outcome 1: Agree

Seem to cover a good range of scenarios

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 257

Date: 22/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

Because a lot of elderly only use a landline phone and have no other way of contacting people. People really shouldn't have to upgrade/purchase a new alarm because of this, the line company should be made to replace functioning alarm systems that require

**Outcome 5: Agree**

All termination fees and charges that a customer has to pay because of the changes should be paid by the company removing the copper wire lines.

**Outcome 6: Agree**

**Outcome 7: Neutral/I don't know**

**Do you have any other feedback?**

They need to pay for any fees and charges a customer gets because they want to change the copper wire, also pay for any upgrade or replacement of alarm systems that will require to be replaced due to them removing copper wire service.



## Marketing Alternative Technology: Consumer feedback

Ref: 259

Date: 22/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Neutral/ I don't know

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Neutral/I don't know

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 261

Date: 21/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 264

Date: 21/08/2021

### Outcome 1: Disagree

We live rural. Don't get a mobile signal and there is no fibre in the area. We get good service via copper. The only other option for broadband is expensive satellite connection. If there is no alternative to copper it should stay

### Outcome 2: Agree

Would happily move to fibre if it was made available. Would be even happier if a mobile mast was put nearer to my home. As stated before there is no viable alternative to copper at our address

### Outcome 3: Agree

Companies should be made accountable for their claims

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

The loss of a land line number would effectively cut us off from all communication

### Outcome 7: Agree

### Do you have any other feedback?

We already struggle because we don't get a mobile signal. Smart meters don't work, many websites rely on text code verification. We would not have the means to contact emergency services without a reliable land line



## Marketing Alternative Technology: Consumer feedback

Ref: 265

Date: 21/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 266

Date: 21/08/2021

### Outcome 1: Agree

All of these steps should be taken so the customer gets full understanding of what is changing - many consumers are of the older generation.

### Outcome 2: Agree

It is necessary to follow this process to create a full understanding of the situation.

### Outcome 3: Agree

Commonsense.

### Outcome 4: Agree

It is important to work closely with people and guide them through the changes. Some elderly do not like change.

### Outcome 5: Agree

There should not be any fees to effect this change - only, perhaps, a change in accounting for the new product.

### Outcome 6: Agree

It is normal to be able to retain your phone number.

### Outcome 7: Agree

There should be no disputes.

### Do you have any other feedback?

No.



## Marketing Alternative Technology: Consumer feedback

Ref: 267

Date: 21/08/2021

### Outcome 1: Agree

It's plain good sense

### Outcome 2: Agree

But they don't do this. I had no choice but to change to wireless when a shared copper connection was damaged unless I was prepared to pay for reinstatement

### Outcome 3: Agree

But what a pity they don't do this

### Outcome 4: Agree

But why do they not also have to cover all cost to sort problems

### Outcome 5: Agree

But they don't

### Outcome 6: Agree

### Outcome 7: Agree

Again .. It sounds good but they won't do it

### Do you have any other feedback?

I live on the outskirts of Akaroa and while that is part of Christchurch City we do not get city services (but pay city rates). Apparently fibre is due soon but we have been given no information. Our service has never been good and I fear it will get even worse. When I asked several years ago I was told we were outside the 95% who were guaranteed good service. I have zero confidence that any telecom will look after the expensive marginal consumer and no more confidence that any agency will support us.



## Marketing Alternative Technology: Consumer feedback

Ref: 268

Date: 21/08/2021

### Outcome 1: Disagree

If customer wishes to keep copper it MUST be available

### Outcome 2: Disagree

Only physical connectivity that can provide emergency services during a power outage should be offered

### Outcome 3: Agree

### Outcome 4: Disagree

111 services should always be available during a power cut or a fibre outage

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Replacement services need to be available in the case of a major emergency or power outage. Wireless services with fibre back haul have many of the same issues as FTH services. 111 calls have to always be available



## Marketing Alternative Technology: Consumer feedback

Ref: 269

Date: 21/08/2021

### Outcome 1: Neutral/I don't know

I do not see any reason to remove copper service at all. It is already in place so why can we not keep this service?

### Outcome 2: Neutral/I don't know

Same as previous page

### Outcome 3: Neutral/I don't know

### Outcome 4: Neutral/ I don't know

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 270

Date: 21/08/2021

### Outcome 1: Disagree

They should also give options and pricing for new services which should be the same across the whole industry

### Outcome 2: Disagree

They should also provide cost per MBS and data amount across the industry

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Disagree

Not enough information. There should be a pricing standard so people can compare across providers

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 271

Date: 21/08/2021

### Outcome 1: Agree

Have been harrassed by Vodafone about allegedly changing before I was even the authorized account holder. Told it was mandatory to change and urgent; this a couple of weeks after my father (the original account holder) died. It was awful. They rang 3 days in a row and did not listen.

### Outcome 2: Agree

Vodafone have been awful about this during a tough time during which my father died and the account was being transferred to my name. Told me it was mandatory and urgent ... but had not yet transferred the account to my name.

### Outcome 3: Agree

This is feeling repetitive and confusing

### Outcome 4: Agree

Yes, learned more about this from guy doing maintenance on the security system than from Vodafone. Told me copper line no longer possible; but modem plugs into copper line???

### Outcome 5: Agree

Well, they're always dodgy about fees

### Outcome 6: Agree

This seems to be OK these days

### Outcome 7: Agree

Customer service is an oxymoron these days

### Do you have any other feedback?

Glad you are looking into it. Have recently taken over my late father's accounts. Applied to do so ... no response. Harrased 3 days running by Vodafone telling me I had to change to copper line. But modem is plugged into copper line. No sign of fibre in this rural area. Doesn't make sense, but I was told it was mandatory and urgent.



## Marketing Alternative Technology: Consumer feedback

Ref: 272

Date: 21/08/2021

### Outcome 1: Agree

4 months is a reasonable time to transition

### Outcome 2: Neutral/I don't know

### Outcome 3: Agree

Up to speeds are meaningless they should state and deliver an agreed capacity.

### Outcome 4:

### Outcome 5: Neutral/I don't know

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 274

Date: 21/08/2021

### Outcome 1: Agree

RSPs should also not ignore valid information which warns of negative bioeffects from certain technologies such as wireless. The copper landline is the safest and most reliable form of telecommunication services and should not be discontinued.

### Outcome 2: Agree

RSPs should also not ignore valid information which warns of negative bioeffects from certain technologies such as wireless. The copper landline is the safest and most reliable form of telecommunication services and should not be discontinued.

### Outcome 3: Agree

RSPs should also not ignore valid information which warns of negative bioeffects from certain technologies such as wireless. The copper landline is the safest and most reliable form of telecommunication services and should not be discontinued.

### Outcome 4: Agree

However, the above points also highlight that the copper network should be retained and maintained alongside fiber. Wireless technology should be halted and its harmful bioeffects should be investigated.

### Outcome 5: Agree

RSPs should also not ignore valid information which warns of harmful bioeffects from certain technologies such as wireless. The copper landline is the safest and most reliable form of telecommunication services and should not be discontinued.

### Outcome 6: Agree

RSPs should also not ignore valid information which warns of negative bioeffects from certain technologies such as wireless. The copper landline is the safest and most reliable form of telecommunication services and should not be discontinued.

### Outcome 7: Agree

RSPs should also not ignore valid information which warns of negative bioeffects from certain technologies such as wireless. The copper landline is the safest and most reliable form of telecommunication services and should not be discontinued.

### Do you have any other feedback?

Thank you for ensuring that the telecommunication companies operate in an honest way and in the interests of the consumers as they move forward





with new technologies. HOWEVER, I draw your attention to a recent court case against the FCC by the Environmental Health Trust. Press release headline: EHT WINS IN HISTORIC DECISION, FEDERAL COURT ORDERS FCC TO EXPLAIN WHY IT IGNORED SCIENTIFIC EVIDENCE SHOWING HARM FROM WIRELESS RADIATION. Please look into this and do everything in the Commission's power to halt progression of further wireless technology until further investigation has been done. Please do everything that you can to retain the copper network and to bring the discussion to the right people in government. With thanks.



## Marketing Alternative Technology: Consumer feedback

Ref: 276

Date: 21/08/2021

### Outcome 1: Agree

I agree. - we walked away from copper almost 10 years ago.

### Outcome 2: Agree

Said it before

### Outcome 3: Agree

### Outcome 4: Agree

Pardon. Most copper users use a powered phone now.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

The end of copper will bring many challenges. Especially to the group who can't understand why. The change is as complex as this survey. But I'm not sure why the change needs to be so complex.



## Marketing Alternative Technology: Consumer feedback

Ref: 277

Date: 21/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

There should be no new costs to customers as a result of copper or PSTN withdrawal.

**Outcome 6: Agree**

**Outcome 7: Agree**

There should be dedicated lines of contact for consumers in this situation, not just the normal tier-1 support line.

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 280

Date: 21/08/2021

Outcome 1: Neutral/I don't know

Outcome 2: Neutral/I don't know

Outcome 3: Neutral/I don't know

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 281

Date: 21/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

It is great to have consumers considered in FIRST place.



## Marketing Alternative Technology: Consumer feedback

Ref: 282

Date: 21/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

This must be compulsory

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 283

Date: 21/08/2021

### Outcome 1: Agree

We were disconnected from copper during last Lockdown when Sparks service was so appalling we changed to Vodafone. Vodafone put us on VOIP with no notice whatsoever. We were left without a landline during lockdown as our phone was not appropriate and we couldn't buy one. The whole situation was a nightmare and neither company accepted responsibility

### Outcome 2: Agree

Good luck on all those! Most of the call centre staff have no idea themselves; are located out of the clintry and are extremely difficult to even understand let alone know what they are talking about

### Outcome 3: Agree

I just cant imagine any NZ telco either doing or being able to do this. They are the original cowboys.

### Outcome 4: Agree

Of course I agree... again good luck with this.

### Outcome 5: Agree

So we agree the price; know what the charges for those services are then the bill arrives. All the extras they dont tell you about. 2x mobles; landline and wifi \$199 pm. Without all the rubbish they add on

### Outcome 6: Agree

Yes but they never tell you this !!

### Outcome 7: Agree

You need a dedicated UDL service . It will never work otherwise

### Do you have any other feedback?

Good luck!! I am on UDL Adiviry Board plus other dedicated boards. Dealing with the Twlco Cowboys is a whole new ball game. How can Kogan offer \$250 pa for a mobile with good data when the minimum I can get from Spark or Vodafone is \$480?



## Marketing Alternative Technology: Consumer feedback

Ref: 286

Date: 21/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 287

Date: 21/08/2021

### Outcome 1: Neutral/I don't know

I do not understand the jargon

### Outcome 2: Neutral/I don't know

There is no choice..?

### Outcome 3: Neutral/I don't know

Impossible to understand

### Outcome 4: Neutral/ I don't know

Whatever the outcome the consumer will have to pay for the changes...

### Outcome 5: Neutral/I don't know

And again a cost to the consumer..what if you cannot afford to pay to keep connected ???

### Outcome 6: Disagree

Not everyone is computer literate..

### Outcome 7: Disagree

Who would have the time to take things to a dispute

### Do you have any other feedback?

I DON'T want to change..the only ones who will benefit are the providers \$\$\$



## Marketing Alternative Technology: Consumer feedback

Ref: 289

Date: 21/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

RSP's must advise how to maintain current phone extensions / utility when connecting over IP phone network via router / fibre Otherwise IP phones are a backward step in utility to the customers current setup and don't meet the TSO standard.

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

RSP's must advise how to maintain current phone extensions / utility when connecting over IP phone network via router / fibre Otherwise IP phones are a backward step in utility to the customers current setup and don't meet the TSO standard.



## Marketing Alternative Technology: Consumer feedback

Ref: 290

Date: 21/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

What Service Level Agreement (SLA) is offered?

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Disagree**

There needs to be a clause about sales to elderly people or others who struggle to understand all the implications of a change. eg Is there someone (relative, friend) who you trust to help you make these decisions? I say this, because of an unscrupulous salesperson who changed my mother's internet to an inferior deal, taking advantage of her poor hearing and comprehension and her good manners.

**Do you have any other feedback?**

no



## Marketing Alternative Technology: Consumer feedback

Ref: 291

Date: 21/08/2021

### Outcome 1: Agree

We recently renewed our broadband/home phone contract with Vodafone and we were told that we had to shift to VOIP immediately.

### Outcome 2: Agree

In Pegasus Town, Vodafone have a monopoly for home broadband unless we move to wireless. We have no real choice.

### Outcome 3: Agree

The person I spoke to on the phone to renew the contract gave me different speed information than the Downer tech who came to our house.

### Outcome 4: Agree

Having relied on copper wire land-line when cell towers failed after the Chch Earthquakes, I am concerned about the move to wireless technology.

### Outcome 5: Agree

Unfortunately due to the monopoly in Pegasus Town, we have little option.

### Outcome 6: Agree

No further comment.

### Outcome 7: Agree

It didn't happen when I renewed my contract.

### Do you have any other feedback?

Why does Vodafone have a monopoly in Pegasus Town. We don't have fibre. The government put fibre to the school in the centre of the town but not available to the general community.



## Marketing Alternative Technology: Consumer feedback

Ref: 292

Date: 21/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 293

Date: 21/08/2021

### Outcome 1: Agree

not all society can afford the alternative to copper, not everyone can be trained to use new technology, and copper is more reliable for communication than fibre, fibre is fragile and breaks and in NZ Earthquake country not what I would select.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 294

Date: 21/08/2021

### Outcome 1: Agree

The changes must be communicated effectively.

### Outcome 2: Neutral/I don't know

### Outcome 3: Agree

Honesty is the best policy

### Outcome 4: Agree

This is vital

### Outcome 5:

Must be upfront with such charges

### Outcome 6: Agree

Portability is critical

### Outcome 7: Agree

Agree, except TDR is useless.

### Do you have any other feedback?

No



## Marketing Alternative Technology: Consumer feedback

Ref: 295

Date: 21/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

Such information should be freely offered in hard copy and not just digitally, at no additional cost.

**Outcome 3: Agree**

**Outcome 4: Agree**

Where technology change requires change of gear such as jackpots, this should be done f o c to the consumer

**Outcome 5: Neutral/I don't know**

Given that customers are being forced in the o this, it S SCC Gould be done without penalty.

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

No





## Marketing Alternative Technology: Consumer feedback

Ref: 296

Date: 21/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 297

Date: 21/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Suppliers of broadband services need to be clear to consumers on what they are offering especially when it comes to 1:1 connections vs shared bandwidth services



## Marketing Alternative Technology: Consumer feedback

Ref: 298

Date: 21/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 299

Date: 21/08/2021

### Outcome 1: Agree

Cost of change can be a barrier to internet access

### Outcome 2: Neutral/I don't know

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 300

Date: 21/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 301

Date: 21/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

I would like to be well informed about my options without pressure

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 302

Date: 21/08/2021

**Outcome 1: Disagree**

**Outcome 2: Agree**

**Outcome 3: Agree**

ideal but not possible to enforce

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Disagree**

a. endeavour to resolve?

**Do you have any other feedback?**

Try to be clear without ambiguity law maker!



## Marketing Alternative Technology: Consumer feedback

Ref: 304

Date: 21/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

Although there may be only a single option in some locations.

**Outcome 3: Agree**

Though even independent performance monitoring varies. I've been involved in both TrueNet and Sam Knows, plus run my own tests using fast.com and others. They all vary. TrueNet was great because they tested against popular NZ services.

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**





## Marketing Alternative Technology: Consumer feedback

Ref: 306

Date: 21/08/2021

### Outcome 1: Disagree

Item (f) is ridiculous. If you want an easy migration off copper then these services should not be promoted.

### Outcome 2: Agree

### Outcome 3: Agree

I'm fed up of inaccurate performance metrics around bandwidth and latency being touted by RSPs. A good example are MyRepublic

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 307

Date: 21/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

strongly agree with e

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Telco staff are "programmed" to upsell. even if this more expensive product is above your requirements



## Marketing Alternative Technology: Consumer feedback

Ref: 308

Date: 21/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 309

Date: 21/08/2021

### Outcome 1: Agree

I agree because I feel I have been misinformed by my companies

### Outcome 2: Agree

I have signed into a contract with sky and have only now learnt Vodafone was still offering a RV service.

### Outcome 3: Agree

### Outcome 4: Agree

My internet currently cuts in and out of service. Does that now mean my phone will too?

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Currently I'm still waiting to hear back from Vodafone from when I first rang months ago when chorus installed a connection to my house. They were going to call me back because I am still confused why I even got it.

### Do you have any other feedback?

We as customers need help. Vodafone has not been upfront and honest with their dealings with the change over. I was under the impression I had to move my Tv services to sky as there was no alternative with Vodafone and I got locked into a contract. I am also paying more now for a slower internet service that they automatically put me on. My question is why we now pay more for a slower service than the latest service they are offering. The staff have been unable to explain any of this and been passed around at least 4 different staff members until they said they will have to call me back to set up a new deal; 2 days ago and I'm still waiting to hear back from them. I am also still waiting to hear back from them from when chorus set it self up at my house.. again very confused cause they said I had to call my provider to set it up and when I did call Vodafone they told me I already have the fastest internet available. I was obviously upset because I feel I have been duped by these companies. Why did I even need the chorus thing set up? Yet at the time they were going to get somebody to call back and explain things.. I'm still waiting. My internet currently consistently goes in and out of service, does this mean my landline will now constantly cut out too?



## Marketing Alternative Technology: Consumer feedback

Ref: 311

Date: 21/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Neutral/I don't know**

**Outcome 7: Agree**

**Do you have any other feedback?**

I feel rural customer should not have to pay more for their wireless service, especially when an inadequate copper service might be withdrawn , we don't pay more for power or rates because we living outside a town. Either replace with fibre or a wireless service that is equivalent cost and data usage as town people.



## Marketing Alternative Technology: Consumer feedback

Ref: 313

Date: 21/08/2021

### Outcome 1: Agree

### Outcome 2: Disagree

This should be government or council led not commercial operators as it's too confusing for customers to choose this. Commercial operators should become involved after copper withdrawn and replaced

### Outcome 3: Disagree

See Previous explanation

### Outcome 4: Disagree

Consumes are too dumb to understand any of this

### Outcome 5: Disagree

See previous

### Outcome 6: Disagree

### Outcome 7: Disagree

### Do you have any other feedback?

See previous comments. Most consumers won't understand and will feel pressured by commercial interests. That is not right



## Marketing Alternative Technology: Consumer feedback

Ref: 316

Date: 20/08/2021

### Outcome 1: Disagree

I think RSPs should be able to give the phase out of copper services as the reason customers need to switch. Pushing people along the technology line has many benefits and that the benefits of these consumers beginning moved off copper onto a fast more reliable connection out weight the harm caused by a retail service provider leading a customer to the conclusion they need to switch to fibre just be chase that rsp is phasing it out in there product line up.

### Outcome 2: Agree

### Outcome 3: Agree

Likely speed is the one that affects the consumer most, so I support a shift of focus away from theoretical limits.

### Outcome 4: Agree

### Outcome 5: Agree

The total cost of the product over its lifetime is the most important number for a customer to know.

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 317

Date: 20/08/2021

### Outcome 1: Agree

Service providers should not be able to lock customers into a contract that prevents them from changing to a provider that better serves their needs

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 318

Date: 20/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 321

Date: 20/08/2021

**Outcome 1: Agree**

**Outcome 2: Disagree**

What if final notification is given to the rsp?

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 323

Date: 20/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 324

Date: 20/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Neutral/ I don't know

Outcome 5: Agree

Outcome 6: Agree

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 325

Date: 20/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 326

Date: 20/08/2021

### Outcome 1: Agree

The RSPs should be unequivocally clear with customers about the reason why they are closing the service down.

### Outcome 2: Agree

This should not be an opportunity for RSPs to upsell an inappropriate service to the customer.

### Outcome 3: Agree

This simply honours the principles of the FTA and CGA. The telcos have a history of raising unrealistic expectations about the performance of broadband.

### Outcome 4: Agree

This is particularly important as older and vulnerable people may not realise that their equipment may not work and there will be further expense to make it so. I would go so far as to say that the RSPs should bear some or all for the cost of replacing eq

### Outcome 5: Agree

It's all about an informed decision.

### Outcome 6: Agree

Many people value their number. Businesses may have spent years building relationships around it and would have a cost in getting a new number out there. Older people would have a challenge too. My mother had hers for 31 years and her only choice was to g

### Outcome 7: Agree

Customers need recourse. The balance of power in the relationship is heavily in the telcos favour.

### Do you have any other feedback?

Go for it.



## Marketing Alternative Technology: Consumer feedback

Ref: 328

Date: 20/08/2021

### Outcome 1: Agree

Currently consumers are being pressured. I wonder if that should also apply to advertising material and a dated listed when Chorus will withdraw services.

### Outcome 2: Agree

The outline sounds good. Should telcos be independent of these recommendations and a neutral service provider be used to market services.

### Outcome 3: Agree

Likely speed during peak periods is a good idea.

### Outcome 4: Agree

### Outcome 5: Agree

I feel terminations fees should be removed

### Outcome 6:

A hard copy of number portability be issued before a customer can be switched over to the new service.

### Outcome 7: Agree

If these rules aren't in place then telcos won't be honest.

### Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 329

Date: 20/08/2021

### Outcome 1: Agree

Sounds fair

### Outcome 2: Agree

Sounds fair

### Outcome 3: Agree

Sounds fair

### Outcome 4: Agree

Yes

### Outcome 5: Agree

Absolutely

### Outcome 6: Agree

Yes

### Outcome 7: Agree

Sounds fair

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 330

Date: 20/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 333

Date: 20/08/2021

### Outcome 1: Disagree

A lot of misleading information circulating generally. Information and pricing should be transparent and fair.

### Outcome 2: Disagree

### Outcome 3: Disagree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

All services should be cheaper. The prices we currently pay in New Zealand are ridiculously high.



## Marketing Alternative Technology: Consumer feedback

Ref: 334

Date: 20/08/2021

### Outcome 1: Agree

Seems fair

### Outcome 2: Disagree

RSPs must also advise the consumers of what function(s) they will be losing in going from copper to any other broadband option. e.g. No Power No Service.

### Outcome 3: Disagree

RSPs must also advise consumers of the possibility of network congestion which may affect service. E.g. wireless broadband is prone to congestion as a cell tower number of connections is finite.

### Outcome 4: Agree

### Outcome 5: Disagree

RSPs should clearly communicate the costs or fees for any broadband option available at the consumer's location.

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 335

Date: 20/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Disagree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 336

Date: 20/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 338

Date: 20/08/2021

### Outcome 1: Agree

Tired of cold calls which implies I must change now

### Outcome 2: Agree

Cold calls often imply one choice only and must take it then to get special deals

### Outcome 3: Agree

This info is often lacking. I like the without penalty provision

### Outcome 4: Agree

Since I have two jack points I see this as important

### Outcome 5: Agree

Often glossed over by telemarketers

### Outcome 6: Agree

ID hate to try to update to all the people that use it

### Outcome 7: Agree

Again this point is often glossed over by would be salesperson

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 339

Date: 20/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 340

Date: 20/08/2021

### Outcome 1: Disagree

Spark misleads consumers by promoting the availability of VDSL in rural areas where only low performance ADSL is available. At the same time it is withdrawing 3G cell tower capacity and providing highly volatile 4G LTE signal strength.

### Outcome 2: Disagree

Spark, possibly other ISPs, are providing high cost mobile broadband alternatives as the degradation of the copper network progresses. ISPs should provide functionally equivalent capacity and pricing plans on mobile or satellite.

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

I can provide email correspondence with Spark that clearly demonstrates either its incompetence or nefarious intent.

### Do you have any other feedback?

I can provide you with a rural address at which Spark still promotes the availability of VDSL capability and then follows up with a highly misleading apology offering one of the common "up to speeds" ADSL solutions. And another rort by Spark is their practice of deducting accumulated ad hoc data usage charges from a \$10 minimum top up before a user has the opportunity to purchase a \$10 data pack add-on.





## Marketing Alternative Technology: Consumer feedback

Ref: 342

Date: 20/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 344

Date: 20/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Rap's should ensure a telephone only option is available to consumers and ensure setup is completed to the same standard as the copper network. Without the customer having to be technically involved.



## Marketing Alternative Technology: Consumer feedback

Ref: 345

Date: 20/08/2021

### Outcome 1: Agree

The cost of replacing landline phones can be costly. Many of us kept them because of belief they were more likely to work if power and mobile phones cut off in earthquake.

### Outcome 2: Agree

In hindsight, I was pressured into optic fibre. Outcome is good, but other options were not set out.

### Outcome 3: Agree

The "œp to" claim on speed is badly oversold. When I changed to fibre, the actual speed as measured by Ookla app was lower and quite variable. A year later, I normally get about 90% of the max speed, and the variability has reduced, but the initial service was not up to the advertising.

### Outcome 4: Agree

Principle (a)(i) especially important to me.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

I am satisfied with the service I am now receiving (fibre optic broadband, television and landline) but it was oversold initially, and option presented heavily slanted to one solution.



## Marketing Alternative Technology: Consumer feedback

Ref: 346

Date: 20/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 348

Date: 20/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 349

Date: 20/08/2021

### Outcome 1: Disagree

The consumer should contract with the RSP to provide a given service for a given price. If the manner in which that service is supplied does not impact the service, quality or cost it should default to the RSP to choose the most effective manner to provide that service. Provide a copper service only having to migrate to an alternative at a future date is wasteful, inconvenient and environmentally poor. But if a customer would receive a better service from copper it is then reasonable for then to be provided this. Also, customers may make a choice based on incomplete or outdated information. The RSP should be able to provide the better service and be able to steer the customer to alternative connection methods in order to do so.

### Outcome 2: Disagree

At the time of a move consumers should definitely be made aware that they have a choice to make alternative arrangements. But current broadband and home phone options do not vary much between suppliers. Consumers should not be encouraged to change for the sake of change when it is likely to inconvenience the consumer more than benefit them.

### Outcome 3: Disagree

In principle this is good but allowing RSPs to create their own performance claims - even with the external verification clause - is likely to mean inconsistent data or data presented in a variety of formats difficult for the consumer to compare. Performance stats should be generated using the same method for all RSPs and presented in a common format. This may mean a standard performance testing approach and test systems needs defining before making this recommendation.

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

This could be a significant transition for many broadband and home phone consumers in NZ. So long as people are not disadvantaged by the move with their new service being substantially poorer compared to other migrated options I would encourage as little disruption as possible. Encourage people to make appropriate checks but having large numbers of consumers switching RSPs for the sake of a change complicates the migration and is likely to make little overall difference to a consumers outcome



## Marketing Alternative Technology: Consumer feedback

Ref: 351

Date: 20/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 352

Date: 20/08/2021

### Outcome 1: Agree

Seems fair and reasonable

### Outcome 2: Agree

Seems a good balance weighted in favour of consumers

### Outcome 3: Agree

Seems important and fair

### Outcome 4: Agree

Are marae included or is this just residential properties? Seems useful information to provide.

### Outcome 5: Agree

Important information that should be fully disclosed

### Outcome 6: Agree

### Outcome 7: Agree

Important to know

### Do you have any other feedback?

How will consumers in remote locations be serviced and what rights do they have to ongoing service as copper is withdrawn? Our marae copper wire phone line has not been working for months and this is the 3rd time in as many years. Chorus/Spark clearly aren't prioritising fixing the copper leading to the marae.





## Marketing Alternative Technology: Consumer feedback

Ref: 353

Date: 20/08/2021

### Outcome 1: Agree

Absolutely should be based on informed decision making with reasonable time frame for decisions

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

After the major christchurch earthquake copper based landline was the only service that eorked for us (mobile phone services down or overloaded. Any change needs to address emergency scenarios and while there is choice consumers should be fully informed

### Outcome 5: Agree

Absolute right to know costs of any particular service or change on technology

### Outcome 6: Disagree

Not strong enough guidance. Own experience of phone number of 20 years being lost because of incorrect information. Telcos policies exclude liability for business loss!!!! They should not be able to act with such disregard to the outcomes of their own m

### Outcome 7: Disagree

â€œShould endeavourâ€ is not strong enough unless it is backed by potential penalty for not doing so. Own experience has been of telco blaming chorus and vice versa deflecting responsibility, rather than making effort to sort major issue.

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 354

Date: 20/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 355

Date: 20/08/2021

### Outcome 1: Agree

Spark say that they have no choice or control over the Chorus copper network. They blame the copper for slow inconsistent and at times no broadband and because we are in a non fibre area charge as for a full service we never receive. Asked for fibre via enable and the fee \$20,000. We are in a section of road that has fibre at both ends. It's corporate BS

### Outcome 2: Agree

Refer answer 1

### Outcome 3: Agree

### Outcome 4: Agree

They should also pay the cost of upgrades to your medical or security system to simply say contact your security system techs is a cop out and exposes you to costs for which you have no control. Once they have changed you must make change. Should be if th

### Outcome 5: Agree

We answer in Q4

### Outcome 6: Agree

### Outcome 7: Agree

Providers should take ownership of all aspects of the change that they are imposing own you as the customer

### Do you have any other feedback?

Corporates behaving like corporates and really don't give a dam about the individual



## Marketing Alternative Technology: Consumer feedback

Ref: 357

Date: 20/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 358

Date: 20/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

### **Do you have any other feedback?**

My mothers 91 and lives alone. She doesn't want internet, just a phone and with the new technology, it probably won't work when she needs it; when the powers off. My wife's 87 y/o mother's in a retirement village. She has a 4G modem. The amount of time this locks up is frustrating. She has dementia so every time her phone stops working, I have to go around and sort it. Why can't the Telcos (Spark) sort their equipment out?



## Marketing Alternative Technology: Consumer feedback

Ref: 359

Date: 20/08/2021

Outcome 1: Neutral/I don't know

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 361

Date: 20/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 362

Date: 20/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 367

Date: 19/08/2021

### Outcome 1: Agree

Many of the people who are most heavily reliant on copper services are elderly or have a disability which makes them particularly vulnerable to electricity cuts or mobile and internet network outages. I've encountered a situation where an elderly relative was pressured to accept a landline over fibre without being informed that the landline wouldn't work during an electricity outage, and without any recommendation that they purchase a back-up power supply; she wasn't even aware backup power supplies were available or necessary. I think often the customer services representatives asking customers to transfer from copper to alternatives lack any understanding of why people choose to retain and feel safer continuing to have their phone over copper lines. People think of the Christchurch earthquakes when the mobile network was down and mobile phones couldn't be charged. Customer service representatives need a better understanding of the knowledge gap that exists amongst elderly and vulnerable consumers; the influence they can exert, and the vulnerable parts of community that have different needs for comfort reliability and security than others.

### Outcome 2: Agree

With the recent power outages, RSV's need to particularly ensure consumers are apprized of whether the technology they choose will work in the event of an electricity outage, and what they can do to mitigate risk. Many elderly consumers do have the means to purchase back up power supplies, but they haven't been provided with quality advice and they may not immediately think to ask advice from family or friends or may feel pressured to provide an immediate answer.

### Outcome 3: Agree

I recently changed fibre provider from TrustPower to Sky. I was concerned that despite the claims, the speed would reduce when I changed services. The speed has been fantastic, but if it hadn't been, I would have wanted a reduction in speed to justify termination of my contract. I think this is a really important and equitable contractual remedy which should be mandatorily required to hold RSV's accountable to fulfil their speed claims.

### Outcome 4: Agree

I absolutely agree, and i have addressed this in previous answers.

### Outcome 5: Agree

The terms should be simply and clearly laid out in a document, which includes specified costs and obligations that every consumer with even the most basic literacy capacity can be expected to understand. Perhaps there should also be a cooling off period i

### Outcome 6: Agree

Absolutely; for many elderly, their landline is their main means of communication; their number is listed in a phone book and it is well known within a community. Information should not be withheld and RSV's should have to demonstrate that they have activ



### **Outcome 7: Agree**

There needs to be a formulaic document which RSV's are required to complete as they discuss options with consumers, which demonstrates they have fulfilled their obligations. Foremost, should be the requirement to advise when Spark and Corus are actually withdrawing the copper network; and how the new technology is impacted during an electricity outage. There should be a compliance framework and punitive measures possible against RSV's who actively or flagrantly do not comply.

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 368

Date: 19/08/2021

### Outcome 1: Neutral/I don't know

Changing to fibre shouldn't be an issue. Holding onto copper is like insisting on using cheques. However, Fibre installs have been woeful and cost of service is too high.

### Outcome 2: Neutral/I don't know

As previous comments, it's not a big deal. I'm not sure this is the right survey for me. Will give it another questionâ€¦!

### Outcome 3: Agree

Fibre performance is not always better from my experience so there's some good points here.

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Vodafone have pretty poor over the phone service in the event that you have an issue with the performance of the connection. It seems very much take it or leave it!

### Do you have any other feedback?

Fibre is the future but Enable contractors did an absolutely piss poor job at installation in Christchurch. Conduits zip tied to trees and fences will not be durable long term.



## Marketing Alternative Technology: Consumer feedback

Ref: 369

Date: 19/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 371

Date: 19/08/2021

### Outcome 1: Agree

It's well worth the investment

### Outcome 2: Agree

### Outcome 3: Agree

Transpersenseny is important

### Outcome 4: Agree

We are in trouble if they don't comply

### Outcome 5: Agree

Truthful Ness is most important

### Outcome 6: Disagree

We don't need to create work for the sake of it

### Outcome 7: Neutral/I don't know

Hope they are doing it already. That is my experience

### Do you have any other feedback?

No



## Marketing Alternative Technology: Consumer feedback

Ref: 375

Date: 19/08/2021

### Outcome 1: Agree

The customer needs to be kept up to date and advised of alternatives.

### Outcome 2: Agree

as previously, the better the customer is kept informed the better.

### Outcome 3: Agree

if the provider wants to change their services then there should be no penalty to the customer if they choose to elsewhere.

### Outcome 4: Agree

Clarity in this case is of utmost importance.

### Outcome 5: Agree

I would expect this as a right.

### Outcome 6: Agree

This should be allowed as a natural courtesy.

### Outcome 7: Agree

Many people do not realise the avenues available to them.

### Do you have any other feedback?

N/A.



## Marketing Alternative Technology: Consumer feedback

Ref: 377

Date: 19/08/2021

### Outcome 1: Agree

This is very fair

### Outcome 2: Agree

Consumer has all available information on which to make a decision.

### Outcome 3: Agree

Again consumer has all available information on which to make a decision.

### Outcome 4: Agree

Consumer will be prepared for any changes to the operation of their equipment and on the additional alterations to their home such as boxes inside and outside.

### Outcome 5: Agree

There should be no complaints about the charges when invoice received.

### Outcome 6: Agree

This should prevent arguments If consumer has to be given a new number.

### Outcome 7: Agree

An organisation to receive complaints is the normal practice for service industries in NZ

### Do you have any other feedback?

No



## Marketing Alternative Technology: Consumer feedback

Ref: 378

Date: 19/08/2021

### Outcome 1: Agree

Will time for consumers to plan alternatives

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 380

Date: 19/08/2021

### Outcome 1: Agree

I agree; the problem though is that consumers are not sufficiently educated to make a decision one way or another. As soon as the words remove copper and landline are mentioned, they think will not be able to receive a "landline" like service. The media has had a role to play in creating confusion, and then reporting on the confusion.

### Outcome 2: Neutral/I don't know

Most consumers I know wouldn't understand the options in the principles, let alone understand the information given to them

### Outcome 3: Neutral/I don't know

RSPs use the speed at the Router lan ethernet port as the benchmark. Consumers use the speed they receive at their device as the benchmark. They don't understand that their in home network for which they are responsible, or outdated devices can have a huge negative impact on speed. They will still blame the RSP for "slow internet,"

### Outcome 4: Agree

Yes, that's fine. Many consumers understand that their cordless phone wont work without power. The change won't make any difference to them; they will use a cellphone if they need. Consumers need to take some responsibility to understand these technic

### Outcome 5: Disagree

I would agree ... except that RSPs can't be responsible to provide consumers with all the costs, as the RSP does not know anything about the equipment owned and installed by the customer in the customers home that may require a change.

### Outcome 6: Agree

Number portability is generally well understood

### Outcome 7: Neutral/I don't know

RSPs can only be responsible for their performance, and not the performance of others equipment in the customers home.

### Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 381

Date: 19/08/2021

### Outcome 1: Agree

Communication to customers must be clear and timely.

### Outcome 2: Agree

Telcos are crap at giving clear truthful information to customers re options, variations and operation costs. Try finding how much it costs to take up a mobile phone programme by itself.

### Outcome 3: Agree

See previous comment. Crap performance.

### Outcome 4: Agree

This is a civil right.

### Outcome 5: Agree

Telcos prevaricate and fsil to vlarify how THEY operate their systems. Crap performance.

### Outcome 6: Agree

Not everyone is a slave to a mobile phone.

### Outcome 7: Agree

1. Employ staff that have NZ accents so that we dont hav2 repeat ourselves or ask them to repeat themselves because of their accents. 2. Do not use suyomated messages to avoid employing s human. 3. Employ MORE opeople so there is no wsit time

### Do you have any other feedback?

Telcos have demonstrated cspitalistic bullying attitudes favouring commercisl interests over customers



## Marketing Alternative Technology: Consumer feedback

Ref: 382

Date: 19/08/2021

### Outcome 1: Agree

It is unfair if a seller with inside information is not transparent in changes to an existing contract

### Outcome 2: Agree

No seller should mislead a customer about the availability of products

### Outcome 3: Agree

I have yet to test my system speed and get a figure above 50 percent of advertised speed on either of Spark or Vodaphone.

### Outcome 4: Agree

Access to emergency service should be implicit in any connection as a matter of basic safety

### Outcome 5: Agree

Have personally had and regularly seen nasty surprises when people. Have tried to ditch under performing telcos

### Outcome 6: Agree

It would be totally unethical to retain a customer on false pretenses and I wouldn't put it past the Telcos I have dealt with.

### Outcome 7: Agree

Wish I had known about the TDRS why don't you advertise it more?

### Do you have any other feedback?

Telcos I have dealt with have all been large and arrogant. I pay my taxes so that public servants like yourselves use the power of the people to ensure they can't abuse their power, GET ON WITH IT.



## Marketing Alternative Technology: Consumer feedback

Ref: 383

Date: 19/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 384

Date: 19/08/2021

### Outcome 1: Disagree

The truth is that it will be shut down sometime. It makes sense for all RSPs to be straight up and cease to offer copper services to new connections now.

### Outcome 2: Disagree

The non-fibre (i.e. Wireless) options are frankly stupid. The latency means they are toys despite what the marketing for 5G says. They should not even be considered as DSL replacement due to packet latency.

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 385

Date: 19/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 387

Date: 19/08/2021

### Outcome 1: Agree

Transparency is key and consumers should be treated fairly

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 389

Date: 19/08/2021

### Outcome 1: Agree

No comment

### Outcome 2: Agree

No comment

### Outcome 3: Agree

No comment

### Outcome 4: Agree

No comment

### Outcome 5: Agree

No comment

### Outcome 6: Agree

No comment

### Outcome 7: Agree

No comment

### Do you have any other feedback?

No





## Marketing Alternative Technology: Consumer feedback

Ref: 390

Date: 19/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 391

Date: 19/08/2021

### Outcome 1: Agree

Older residents need time to process things and may not understand terminology used. There is a need to consider ageing, the health issues the person may have eg hard of hearing, eye sight challenges etc, and also need to consider cost of any change or access to internet

### Outcome 2: Agree

Terminology used by marketers is confusing. We are not all IT compatible more are we familiar with digital anything

### Outcome 3: Agree

But it needs to be provided in a way people understand. After first checking what the person actually needs. A sales pitch to see the latest gadgets is very wrong

### Outcome 4: Agree

As long as it's provided in language the person understands. It's the service they want that suits their needs, not a gadget with all the bells and whistles that would be excess to requirements or skill levels

### Outcome 5: Agree

Although the consumer should not be disadvantaged by switching. It's not our choice so why should it cost us. And what happens in an emergency or power cut? Cellphone networks overload very quickly as would internet connections

### Outcome 6: Agree

It's the law. Consumer guarantee act

### Outcome 7: Agree

But also that the information is able to be accessed by the consumer in their time of need.

### Do you have any other feedback?

Why is it called marketing? Shouldn't it be promotion? Marketing is a sales pitch, promotion is information so people can make choices as needed



## Marketing Alternative Technology: Consumer feedback

Ref: 392

Date: 19/08/2021

### Outcome 1: Disagree

Copper has been an asset paid for decades with very little maintenance n information where there services are among roadside.

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 394

Date: 19/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 395

Date: 19/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 396

Date: 19/08/2021

### Outcome 1: Agree

Elderly people do not understand these processes nor about withdrawal of copper services and many do not know how the internet works or have internet service. It is a mystery. They need very careful consideration if copper is to be withdrawn and no pressure on them to switch to something they don't understand.

### Outcome 2: Agree

How do elderly people with no internet service make informed decisions on information provided through a website address

### Outcome 3: Agree

Very careful consideration needs of the elderly need to be applied simply without gobbledegook and too many paragraphs of confusing information.

### Outcome 4: Disagree

All well and good to withdraw a service and offer one that will not work in cases of powercuts etc.

### Outcome 5: Disagree

Providers should bear all costs if a consumer does not want to make changes

### Outcome 6: Agree

Use of directions to websites for more information is useless to those without either internet services or knowledge of using them.

### Outcome 7: Neutral/I don't know

### Do you have any other feedback?

I am concerned elderly will feel pressured and make some wrong choices in the face of those telcos that call and do not then follow up with printed matter by post to those that may need it.



## Marketing Alternative Technology: Consumer feedback

Ref: 397

Date: 19/08/2021

### Outcome 1: Agree

I agree with commercial reasons not to support aged copper, but I am deeply concerned that fibre is not offered as default by Spark online, but rather 'mobile broadband'. That is NOT a superior service. (This is what happens when you search in Westport, for example). I understand the commercial decision, but this is wrong.

### Outcome 2: Agree

(e) Spark make the impression that Mobile Broadband is the best option in some areas even where there is fibre installed. Mobile broadband cannot cope with the same demands.

### Outcome 3: Agree

I agree with this but understand difficulty. (c) If not using this, perhaps suggest the loss based on distances from exchange etc. Whatever is relevant to the technology.

### Outcome 4: Agree

### Outcome 5: Agree

I do not agree that any changes should be more expensive

### Outcome 6: Disagree

I disagree that they should be told they can move. This could raise an expectation that they must move and create confusion.

### Outcome 7: Agree

### Do you have any other feedback?

Fibre is the way forward where, not 4G mobile. If any RSPs are offering this as equivalent, they are being misleading and deceptive.



## Marketing Alternative Technology: Consumer feedback

Ref: 398

Date: 19/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 399

Date: 19/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 400

Date: 19/08/2021

Outcome 1: Neutral/I don't know

Outcome 2: Neutral/I don't know

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 401

Date: 19/08/2021

**Outcome 1: Agree**

Fair

**Outcome 2: Agree**

Fair

**Outcome 3: Agree**

Fair

**Outcome 4: Agree**

Fair

**Outcome 5: Agree**

Fair

**Outcome 6: Agree**

Fair

**Outcome 7: Agree**

Fair

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 402

Date: 19/08/2021

### Outcome 1: Agree

Plenty of notice and clear justification other than commercial grounds is the right thing to do.

### Outcome 2: Agree

All these points are important especially c. Service providers almost always make their "packages" and charging schemes complex, partly as a way of preventing customers comparing them accurately or easily.

### Outcome 3: Agree

Spot on!

### Outcome 4: Agree

All good. I also believe that the provider should cover the costs involved if i) and ii) are important or vital to a customer.

### Outcome 5: Agree

All good.

### Outcome 6: Agree

### Outcome 7: Agree

Perhaps a time limit should be added to i)? 10 working days?

### Do you have any other feedback?

This all looks good and it will be both surprising and great if providers comply willingly and enthusiastically.



## Marketing Alternative Technology: Consumer feedback

Ref: 403

Date: 19/08/2021

### Outcome 1: Disagree

There should be principles to: â€¢ Require the service provider to provide in clear language what it will mean for the consumer - ie the process to transfer, cost changes, timelines, what steps they will need to take â€¢ All communications should be in plain and clear English that can be read and understood even by someone with a basic grasp of the English language

### Outcome 2: Agree

### Outcome 3: Disagree

Should add requirements to disclose the steps easily to consumers - ie any hardware or steps the consumer will need to take and when.

### Outcome 4: Agree

### Outcome 5: Disagree

There should be a push away from specials such as \$10 off a month or free Amazon prime to try coax customers into fixed term agreements

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 405

Date: 19/08/2021

### Outcome 1: Agree

RSP's should remain open and honest about their motivation and incentives regarding the move. They should be required to fully disclose options.

### Outcome 2: Agree

RSP's should sell their service on its merits - if they are the most advantageous or competitive option there should be no issue with them providing the consumer an informed choice. This is a good time for consumers to make informed decisions about who their provider is and the quality of service they can expect from them.

### Outcome 3: Agree

Many RSPs pressure their consumers into using 4G or mobile broadband as a more profitable option for them (RSPs). This move is made in a way that minimises a consumers informed choice and provides a grossly substandard service in terms of reliability and performance. Most consumers do not know that this change has taken place and are unaware that mobile broadband may not be the best option for them.

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

I've seen many RSPs moving customers from copper broad band to "Wireless" - the marketing is deliberately unclear as the provider stands to gain financially by provisioning 4G wireless. Consumers are usually unaware of the performance differences of 4G wireless broadband. These include the fact that it is far more susceptible to environmental factors such as weather and, the amount of traffic on the network. Consumers are further confused by the marketing of "Wireless" which they associate with the 802.11x "Wireless LAN" - Most consumers want "wireless broadband" in the sense they expect that service to allow them to use their wireless devices. They are NOT aware that the provider is deliberately obscuring the fact that the service is using mobile broadband which is prone to limitations that a fibre installation may not be. In the 6 or so instances I have seen this the provider (Vodafone in all cases) simply sent a new modem to the customer; stating that they just needed to plug it in. There was little mention of the reason why their copper service was being retired and zero mention that they could upgrade to fibre (which is available in the area) I suspect the major driver behind this deliberate obscurity is the financial gains that RSPs are able to make by not paying Chorus or other



providers for use of a physical network. Unfortunately the mobile broadband network delivers a subpar performance. Whilst it is a great tool for users who live in a property which cannot be provisioned with fibre due to none being available, landlord or, access issues; it should not be the default that can only be selected by actively objecting. Customers should be able to make informed decisions and, feel wholly supported to choose the most robust and stable connection they need. Kind of surplus but my experience with 3 different VF mobile broadband installations has been subpar with users complaining of poor stability, frequent dropouts and traffic slow downs at peak.



## Marketing Alternative Technology: Consumer feedback

Ref: 406

Date: 19/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Agree**

**Outcome 3:**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**





## Marketing Alternative Technology: Consumer feedback

Ref: 408

Date: 19/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



**Marketing Alternative Technology: Consumer feedback**

**Ref: 410**

**Date: 19/08/2021**

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 411

Date: 19/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

Very important to senior citizens, not all have an alternative cell phone. The technology offered, terms used and jargon are overwhelming for those who do not understand the IT advances. A phone to them is a basic landline with a handset, how it operate

**Outcome 5: Agree**

Communication via email with links is not appropriate for senior citizens. Clear communication is essential, in clear basic simple terms.

**Outcome 6: Agree**

Or provide documentation, not all senior citizens are users of websites, they can manage basics like their email and potentially simple sites like news e.g. Stuff or TradeMe. More complex sites with links etc becoming overwhelming.

**Outcome 7: Agree**

I have had to intervene and communicate on behalf of my parents after inappropriate door to door marketing had them confused and just wanting the person to leave.

**Do you have any other feedback?**

Keep this easy - KISS - keep it simple. Landlines are important tools of communication for many, not all have cell phones, not all use laptops/computers. There has been huge technology platform changes in the last 20 years, keep that in mind when communicating and establishing timelines for these changes. Not all over 70"s have grasped the technology, they read newspapers, watch the news on TV and reach to a landline to communicate with family, friends & services. That landline is a huge part of their connection with the community, treat it as importantly as they do.



**Marketing Alternative Technology: Consumer feedback**

**Ref: 415**

**Date: 19/08/2021**

**Outcome 1: Agree**

**Outcome 2:**

**Outcome 3:**

**Outcome 4:**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 416

Date: 19/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 417

Date: 19/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 418

Date: 19/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

usage fees on a like for like basis

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 419

Date: 19/08/2021

### Outcome 1: Agree

I live in an area where the copper line is faulty and there are no plans to provide an alternative.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 420

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 422

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 424

Date: 18/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

Spark is not following these

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Spark has done extremely bad job as I have been forced to move to wireless with no explanation



## Marketing Alternative Technology: Consumer feedback

Ref: 425

Date: 18/08/2021

### Outcome 1: Agree

Nothing here on ensuring rural customers get same offers as city folk. Our wifi prices are exorbitant compared to city's. Now we are losing copper option? This is extremely concerning.

### Outcome 2: Disagree

Nothing about dealing with giving rural customers competitive prices.

### Outcome 3: Disagree

This does not address issue of rural customers having copper removed whilst not having affordable options available.

### Outcome 4: Agree

But again, it should be very explicit about the limitations of wifi in remote rural areas.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Would be good to see someone doing work on getting affordable options to rural areas.

### Do you have any other feedback?

When is the commerce commission going to address the huge difference in pricing between rural and urban areas. Now we have no copper alternative. This means paying a fortune for wifi or satellite.



## Marketing Alternative Technology: Consumer feedback

Ref: 426

Date: 18/08/2021

### Outcome 1: Disagree

We recently had a fault with our copper based service that Chorus took 6 weeks to repair (by replacing a section of line). Although they redirected the service to a cellphone this made the service more difficult to use and it's obvious Chorus have neither the manpower nor the willingness to continue the service nor will they run fibre in our vicinity. It's going to happen and there's nothing we can do other than pay an excessive amount for 4G service to include a phone service.

### Outcome 2: Disagree

It raises the cost of the service without addressing the lack of choice

### Outcome 3: Disagree

Broadband failure isn't specific to a single client normally, like a copper based network, it takes out a geographic area, this is never mentioned

### Outcome 4: Neutral/ I don't know

### Outcome 5: Disagree

The cost of 4G data caps makes the usefulness of this option doubtful, in the event our data usage exceeds the limit will the phone continue to work?

### Outcome 6: Disagree

It's doubtful any RSP will forward calls from the landline to a cell at little cost

### Outcome 7: Agree

### Do you have any other feedback?

Services to customers such as ourselves who do not have fibre access nor any plan for that service to be provided are left to abandon their landline since the ability to service the copper network for rural customers will diminish rapidly.



## Marketing Alternative Technology: Consumer feedback

Ref: 427

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 428

Date: 18/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 429

Date: 18/08/2021

**Outcome 1: Agree**

Covers areas of concern

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Neutral/I don't know**

**Outcome 7: Agree**

**Do you have any other feedback?**

No





## Marketing Alternative Technology: Consumer feedback

Ref: 430

Date: 18/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 431

Date: 18/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

It's alarming that they dont follow the rules given above.

**Outcome 3: Agree**

Because companies lie all the time about speeds that can be used through fibre. If the speeds are going to be slow, give a fair price

**Outcome 4: Agree**

None

**Outcome 5: Agree**

They should keep the copper network, as well as the fibre network

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

No, but I love the rules!!



## Marketing Alternative Technology: Consumer feedback

Ref: 433

Date: 18/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 436

Date: 18/08/2021

**Outcome 1: Agree**

**Outcome 2: Disagree**

I don't believe a company providing this product should be obliged to promote their competitors. They should not be allowed to suggest they are the only option, and shouldn't be allowed to lie about that when asked, but being obliged to remind customers of competitors offering the same products seems wrong.

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

This is already in law, isn't it?

**Outcome 6: Neutral/I don't know**

**Outcome 7: Agree**

**Do you have any other feedback?**

Nope



## Marketing Alternative Technology: Consumer feedback

Ref: 437

Date: 18/08/2021

### Outcome 1: Agree

As the chorus fibre rollout is a load of shite with contractors providing substandard lowest cost to them installations often illegal or never likely to withstand an earthquake of 5 or so on Richter scale. Often fibre laid on fences uneducated and driveways poorly cut and filled when fibre should have been ducted to premises. Walk a neighbourhood and view seriously. No standard install.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Frankly the level of contractor skill in providing resilient fibre installs to a expected consumer standard should become a certification standard. Haphazard quick installs driven by the rollout provider paying peanuts per install. to contractors



## Marketing Alternative Technology: Consumer feedback

Ref: 438

Date: 18/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Not sure how well this will be enforcable.



## Marketing Alternative Technology: Consumer feedback

Ref: 440

Date: 18/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Neutral/I don't know**

A significant portion of speed related issues are due to underpowered end user devices, "gaming routers", routers hidden behind TVs or in cupboards, etc. Consumers have a habit of testing speeds via WiFi which is affected by numerous factors such as congestion, incorrect configuration, devices that have a 1x1 or 2x2 radio configuration, connecting via 802.11g/n or on a 2.4ghz band, as a few examples. RSPs should be required to provide proof of speeds up to the ETP or similar

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 441

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 442

Date: 18/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

This includes vodafone

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 445

Date: 18/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 446

Date: 18/08/2021

### Outcome 1: Agree

Providers should be required to not surprise people who are likely to be more vulnerable or less tech savvy.

### Outcome 2: Agree

Again for helping protect those not as tech savvy. Even better would be a third party that could work with these people to help identify options that would suit their needs

### Outcome 3: Agree

Some of these should be for everyone.

### Outcome 4: Agree

Many of the remaining users will be people with older services tied to the old copper network. So it should be explicitly called out to support them through the process

### Outcome 5: Agree

### Outcome 6: Agree

Probably should be part of the rules for everyone.

### Outcome 7: Agree

Standard stuff that should always be mentioned

### Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 447

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



**Marketing Alternative Technology: Consumer feedback**

**Ref: 449**

**Date: 18/08/2021**

**Outcome 1: Agree**

Nil

**Outcome 2: Agree**

Nil

**Outcome 3: Agree**

Nil

**Outcome 4: Agree**

Nil

**Outcome 5: Agree**

Nil

**Outcome 6: Agree**

Nil

**Outcome 7: Agree**

Nil

**Do you have any other feedback?**

No



## Marketing Alternative Technology: Consumer feedback

Ref: 452

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 456

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 457

Date: 18/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Neutral/I don't know**

**Outcome 3: Neutral/I don't know**

**Outcome 4:**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**





## Marketing Alternative Technology: Consumer feedback

Ref: 458

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 459

Date: 18/08/2021

### Outcome 1: Agree

Please bear in mind I have my landline number diverting to my mobile phone that gives a clearer voice communication than the existing copper lines. There are times where it makes sense to move fast rather than mandate minimum time frames. Although there needs to be price protection for those who use phone and do not want internet if copper goes.

### Outcome 2: Agree

But (f) may be the actual case - copper going and satellite phone or rural broadband aka VOIP being the only option in that location. Be careful on your assessment of this point.

### Outcome 3: Neutral/I don't know

Speed and statistics are a mute point in my view. I have an Apple iPad Pro and an entry level Hewlett-Packard Packard dunger (being kind=d to the machine) - I get differing speed tests on each machine. The dunger comes second in a race against a snail crawling up the wall, while the iPad is blitzing fast. What the consumer uses is instrumental in determining the service quality they get. Retail providers generally use speed claims provided by Chorus. So the management of this information and appropriate breaches should be liable by Chorus, not retail providers.

### Outcome 4: Agree

### Outcome 5: Agree

Again, as copper phases out there may only be a single option for particular locations. How do you monitor pricing and contract terms where a person has an essential need for telecommunications? The only informed decision available may be yes, I need a

### Outcome 6: Neutral/I don't know

My landline diverts to my cellphone. This gives me better quality calling. When copper goes, I have the option of VOIP or maintaining the landline to cellphone connection. As cellphone technology now allows wireless calling through VOIP if no 4/5/x G sign

### Outcome 7: Neutral/I don't know

An RSP draws services from a "wholesaler" and ultimately it is the "wholesaler" that controls the performance and integrity of the service. The RSP is the front guy on any claims or disputes, and the wholesaler is insulated under contract law (ah such a nice place to be) but the RSP has no effective control over any issues outside of installation (sometimes) or provision of modem/ telephony equipment. This only leads to push up pricing so RSPs and estimate charge for and absorb the cost of issues, unless the wholesaler is "joined" to any dispute and is severally liable under law.



**Do you have any other feedback?**

YES! How about rewriting this survey in plain English that is much more understandable and thinking through the issues properly.



## Marketing Alternative Technology: Consumer feedback

Ref: 460

Date: 18/08/2021

### Outcome 1: Agree

Lots of suppliers are lying about removal of services

### Outcome 2: Agree

they need to be honest but do you have any teeth

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 461

Date: 18/08/2021

Outcome 1: Neutral/I don't know

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



**Marketing Alternative Technology: Consumer feedback**

**Ref: 462**

**Date: 18/08/2021**

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 466

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 467

Date: 18/08/2021

### Outcome 1: Disagree

I strongly believe an additional principle needs to be added for rural/low poor service areas that "Suitable and reliable communication need to be established including, reliable alternatives should the VOIP service be poor or unreliable. I.e Cell phone coverage.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 468

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 469

Date: 18/08/2021

### Outcome 1: Agree

I was forced into changing to fibre.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

But this does not happen!

### Outcome 6: Agree

### Outcome 7: Disagree

I would like to complain about my experiences but have been given no info on how to do this.

### Do you have any other feedback?

Overall I have had a bad experience having to change to fibre. Telco Co has let me down big time



## Marketing Alternative Technology: Consumer feedback

Ref: 471

Date: 18/08/2021

### Outcome 1: Disagree

The copper network will last for many more years, there is no need to phase it out. This is bullying!

### Outcome 2: Disagree

Doesn't need to be done.

### Outcome 3: Disagree

Doesn't need to be done.

### Outcome 4: Disagree

Doesn't need to be done

### Outcome 5: Disagree

Vodafone and Spark have a terrible history of deceit and overcharging. They can't be trusted to do anything honestly.

### Outcome 6: Disagree

Spent 2 months trying to get a number ported from Vodafone, they just kept telling lies. The complaints system is useless.

### Outcome 7: Disagree

The resolution service is pathetic. Never replied or does anything. No help to the consumer at all.

### Do you have any other feedback?

Commerce Commission asks a lot of questions but never does anything? How much information do they need for inaction to occur?



## Marketing Alternative Technology: Consumer feedback

Ref: 472

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 473

Date: 18/08/2021

### Outcome 1: Agree

Initial enquiry to my Broadband supplier at local mall was decidedly unhelpful and disinterested

### Outcome 2: Agree

### Outcome 3: Agree

Absolutely

### Outcome 4: Agree

### Outcome 5: Agree

Absolutely.. will see how this unfolds and whether I should look for better options ie suppliers

### Outcome 6: Agree

I have a landline for my business and will NOT be changing

### Outcome 7: Agree

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 474

Date: 18/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Agree**

Making an informed choice can only happen if consumers know that they actually have any choice at all.

**Outcome 3: Agree**

Speeds promised ought to be speeds delivered and never throttled back once a certain level has been reached.

**Outcome 4: Agree**

Show all the fish-hooks

**Outcome 5: Agree**

Without information you can't possibly make an informed choice

**Outcome 6: Agree**

It's an option only if you KNOW it's an option.

**Outcome 7: Neutral/I don't know**

**Do you have any other feedback?**

no



## Marketing Alternative Technology: Consumer feedback

Ref: 475

Date: 18/08/2021

### Outcome 1: Disagree

> Confirm availability of all alternatives to copper in the area /timelines to complete rollout to the area. Not plan to proceed with decommissioning of copper until after all alternatives are available. > Confirm impact to property and that all costs will be covered by Spark/RSP (ie what property owned by the property owner would need to be dug up (including fancy paths, trees etc), what ugly boxes will be afixed to property) > Provide assurance that the installer is actually an experienced and empathic engineer who knows what they're doing, not a minimum wage contractor who makes a mess of the job/property. > Provide assurances that Spark/contractor installation processes are well thought out, clearly defined and readily available for both installer and property owner >>(Reading the fibre rollout documentation I could source online at the time, it was unclear whether cables should be buried 30cm deep or 3 cm deep. I was looking as the plebs who installed fibre on our old property buried the cable 3cm deep down the side of our path to the front door, a thin cable without adequate shielding, without any clues where it was, which of course was chopped the first time a spade came out to trim the edges of the path (and will continue to happen year after year with future owners ongoing,at cost to the future landowners). I would have thought the cable would need to be shielded, buried at least 30 cm deep (ie deeper than a spade is likely to go) and labelled in some way.) >> (Furthermore my experience of Fibre install was the cables and box installed on the building were a complete mess as the 'engineer' clearly DIDN'T USE A LEVEL, a ruler or have any sense of aesthetics or good workmanship. Cables weren't in neat lines along discrete building edges, they were messily and boldly spewed across the front of the house, the cable up to box (at eye level in the doorway) was installed at 30 degree angle with the box also very much not straight.) > For all installs I'd like to see a formal installation plan (with drawings of wiring plans, depths, wire widths, labeling, drawings of all afixments to buildings, digging required etc) to be provided, explained and signed off by the landowners, whoever is accountable (Spark/Service provider) and the contractor so that: a) landowoners have the right to question bad design before it goes ahead, b) contractors aren't tempted to take shortcuts to get the job done quicker or they'll be held to account, and c) Spark or someone has signed off the design meets engineering and asthetic specifications. [The current process of lowest bid subcontracted subcontracted subcontractors bunging it in as quickly as possible, then having to spend hours of painful discussions escalate afterwards to rectify is not great.] > On semi detached properties, all owners on that land must be consulted and agree to a formal installation plan as above (with drawings) before it proceeds before any install. > Consumers should reserve the right to refuse if there will be any suffering (financial or asthetic wise) to land or buildings, until an agreeable solution is found. > Assurances should be provided around any differences in uptime/outages/backup solutions of new solution vs copper. (If not 100% uptime, what are the contingency measures for emergency situations during outages? Will a power outage impact ability to call 111 (eg Using WIFI, if the modem goes off, how do I call out?) > Provide peer reviewed scientific evidence that there are no health implications of the options provided. (Studies not sponsored by Government or the Telco industry.)

### Outcome 2: Disagree

> Provide peer reviewed scientific evidence that there are no health implications of the options provided. (Studies not sponsored by Government or the Telco industry.) > I think a summary sheet of all the options and all the considerations they should factor in would be good for older people who may not be internet savvy. (Eg uptime, Health and safety considerations, availability in their area, other things they should consider.)

### Outcome 3: Agree



#### **Outcome 4: Disagree**

> Inform people that they won't be able to utilize multiple phone jacks concurrently like they could with phones with copper. (I found out the hard way that you can only plug in one modem in a house, unless you get a secondary line connection ie pay twice)

#### **Outcome 5: Disagree**

> If this is a mandated move, there should NOT be any cost to the consumer, the instigator of this mandate should cover all costs, including any associated costs.

#### **Outcome 6: Agree**

Provide the offer of a paper summary version of c (particularly for less internet savvy/confident people)

#### **Outcome 7: Agree**

Yes but also on the proactive (vs reactive) side: > For all installs I'd like to see a formal installation plan (with drawings of wiring plans, depths, wire widths, labeling, drawings of all fixtures to buildings, digging required etc) to be provided, explained and signed off by the landowners, whoever is accountable (Spark/RSP) and the contractor so that: a) landowners have the right to question bad design before it goes ahead, b) contractors aren't tempted to take shortcuts to get the job done quicker or they'll be held to account, and c) Spark/RSP has signed off the design meets engineering and aesthetic specifications so they can very easily be held to account if it doesn't. [The current process of lowest bid subcontracted subcontractors bungling it in as quickly as possible, then having to spend hours of painful discussions afterwards to rectify is not great.] > On semi detached properties, all owners on that land must be consulted and agree to a formal installation plan as above (with drawings) before it proceeds before any install. > Consumers should reserve the right to refuse if there will be any suffering (financial or aesthetic wise) to land or buildings, until an agreeable solution is found. For both A and B) SLAs and escalation paths should be very clearly defined. ie How long until I hear back, how long until I can expect it to be rectified, who do I call next if action isn't completed in the SLA timeframe; if the rectification is deemed complete and is still unsatisfactory who do I call to escalate?

#### **Do you have any other feedback?**

In summary: > Include paper comms to cater for the elderly/those without Internet access or technical knowledge > Provide assurances that Spark/contractor engineering standards and installation processes are well thought out, clearly defined and readily available for both installer and property owner. > Confirm that for all installs provide a formal installation plan (with drawings of wiring plans, depths, wire widths, labeling, drawings of all fixtures to buildings, digging required etc) will be signed off by all parties prior to install. > Include health and safety impacts and all 'gotchas' of all options (including impartial (non Telco/non Govt sponsored) peer reviewed studies eg re WIFI safety) > Provide assurance that installers are experienced and empathic engineers who know what they're doing and make sure that is the case. (Eg Spark might make it mandatory for all engineers to attend and pass a 'qualified spark installer' certification before they can do the work, and wear proof of completion of this at all times (eg not issue their spark name badge until complete.) 'Look for the badge' > Confirm availability of all alternatives to copper in the area /timelines to complete rollout to the area. Not plan to proceed with decommissioning of copper until after all alternatives are available. > Provide people the ability to say no to the change if they are not happy solutions on offer. (What happens if they are in a medical alarm / pacemaker situation or aren't comfortable moving to an option where they will be unable to make emergency calls if the power is out?)





## Marketing Alternative Technology: Consumer feedback

Ref: 476

Date: 18/08/2021

### Outcome 1: Agree

RSPs communication system major issue is 'call waiting' and waiting, if calling in usually no one to talk to and then getting passed to different departments, constant changing of information and lack of follow up, dealing with multiple responders and starting over case each call time. This was literally the case with Vodafone.

### Outcome 2: Agree

The change has been an excuse for providers to force customers onto different systems .. refusing to maintain copper line option point blank.

### Outcome 3: Agree

Call centre communication issue, the responders read set information, cannot shift company policy.

### Outcome 4: Agree

So many potential issues for customers but not something providers want to realistically deal with customers. Really difficult and challenging and stressful for most vulnerable. Forcing change then no back up when new system proves challenging.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

On phone or email or bot communication failed many times during three 'upgrades' that know of, no support, stressful, and undermined by three different providers insisting you have no choice but to change and use what we tell you is best.

### Do you have any other feedback?

Good luck. Copper was a simple and practical system for many, a back up esp when power goes off.



## Marketing Alternative Technology: Consumer feedback

Ref: 477

Date: 18/08/2021

### Outcome 1: Agree

good coverage

### Outcome 2: Agree

ensure the RSP are no gaming the change

### Outcome 3: Agree

all good

### Outcome 4: Agree

good coverage

### Outcome 5: Agree

yes

### Outcome 6: Agree

all good

### Outcome 7: Agree

all good

### Do you have any other feedback?

no thanks



## Marketing Alternative Technology: Consumer feedback

Ref: 478

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 479

Date: 18/08/2021

### Outcome 1: Agree

Comprehensively covers the issues

### Outcome 2: Agree

Chorus monopoly only sends customers to their options

### Outcome 3: Agree

Full information enables better decisions

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 480

Date: 18/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?

no



## Marketing Alternative Technology: Consumer feedback

Ref: 481

Date: 18/08/2021

### Outcome 1: Agree

I was told yesterday (16th August) that I need to change my plan by the 27th August ~ no one had been in touch prior at all

### Outcome 2: Agree

I wasn't given any options whatsoever by my provider or plan options - just an email confirmation saying I'd agreed to change it - even though I haven't

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

We've been trying to get fibre installed for over a year but chorus wants to dig up our driveway to install it when it doesn't need too - and now we're being told we have to swap with less that 10 days notice!



## Marketing Alternative Technology: Consumer feedback

Ref: 483

Date: 18/08/2021

### Outcome 1: Disagree

Outlines what the RSPs should/ shouldn't do around the withdrawal - does not state what they must/must not do - this allows for ambiguity and loop holes as it is not definitive enough.

### Outcome 2: Disagree

Stating what they "should" do rather than "must" do allows for too much wiggle room. How do you determine whether an "impression" was made? Sounds a bit ambiguous and allows for all sorts of loop holes in should vs must.

### Outcome 3: Disagree

One again the wording isn't strong enough. Should vs must.

### Outcome 4: Disagree

Once again should vs must. I think if the principles are followed them it's good. But if they aren't is the wording strong enough to enforce?

### Outcome 5: Disagree

Should be must communicate these fees not should.

### Outcome 6: Disagree

All states what the RSPs should do not what they must do. How can I feel confident that all RSPs will follow what they should do rather than what they "must" do?

### Outcome 7: Disagree

Should vs must

### Do you have any other feedback?

The wording of the principles is not strong enough to create a consistently applied method for sales of services from RSPs. The wording they should do something vs must do something allows for alot of loopholes and wiggle room by sales staff



## Marketing Alternative Technology: Consumer feedback

Ref: 484

Date: 18/08/2021

**Outcome 1: Agree**

**Outcome 2: Neutral/I don't know**

**Outcome 3: Neutral/I don't know**

**Outcome 4: Disagree**

**Outcome 5: Neutral/I don't know**

**Outcome 6: Neutral/I don't know**

**Outcome 7: Agree**

**Do you have any other feedback?**





## Marketing Alternative Technology: Consumer feedback

Ref: 485

Date: 18/08/2021

### Outcome 1: Agree

### Outcome 2: Agree

I think that it is clear that there is no single broadband monopoly anymore and New Zealanders should recognise this. Likewise, regulatory bodies should recognise this too.

### Outcome 3: Agree

New Zealanders should be told that if they sign up for a 200Mbps broadband connection what speed they are likely to get.

### Outcome 4: Agree

RSP should provide the ability to continue using the copper infrastructure in the house so that existing phone and alerts systems can continue to work.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Vodafone have been really poor in their approach to copper withdrawal and I think that this is a great way forward. My parents were recently pressured into moving off copper to a fixed wifi solution in an area where the mobile network doesn't perform well. They wasn't advised about the alarm or existing house phones ceasing to work either. They are in their mid-70's so this is all new to them. Great work guys.



## Marketing Alternative Technology: Consumer feedback

Ref: 486

Date: 18/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Until stable and reliable coverage is available for everyone currently well served by copper or landline services, they should not be replaced by less reliable, unstable, and more expensive alternatives.



## Marketing Alternative Technology: Consumer feedback

Ref: 489

Date: 18/08/2021

### Outcome 1: Agree

All sound fair and reasonable

### Outcome 2: Agree

No comment

### Outcome 3: Agree

No comment

### Outcome 4: Agree

All sound reasonable expectations

### Outcome 5: Agree

Sounds fair

### Outcome 6: Agree

Sounds reasonable

### Outcome 7: Agree

All sound fair and reasonable

### Do you have any other feedback?

Have gone through changes with an elderly friend and believe all changes need to be explained simply and preferably with a support person present.



## Marketing Alternative Technology: Consumer feedback

Ref: 490

Date: 18/08/2021

**Outcome 1: Agree**

But it does not cover the situation where there is no affordable alternative to copper

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 491

Date: 18/08/2021

### Outcome 1: Agree

The more info we have, the easier it is to make decisions .

### Outcome 2: Neutral/I don't know

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 492

Date: 17/08/2021

### Outcome 1: Disagree

They do not address the issue of Telcos saying they will withdraw copper landlines when there is no mobile reception in the area for emergency calls.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Telos should not be allowed to withdraw copper services if no mobile service is available



## Marketing Alternative Technology: Consumer feedback

Ref: 493

Date: 17/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Agree**

By giving consumers the true options available and the real reasons that RSPs are moving from copper the consumer can make an informed choice and not be misled

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

It's about time that companies are held liable for the misinformation being fed to consumers in order to make a sale



## Marketing Alternative Technology: Consumer feedback

Ref: 495

Date: 17/08/2021

### Outcome 1: Agree

Companies should provide specific/individual support or elderly and less technology literate individuals. Companies should provide clear terminology to customers so that they can all be on the same page. Off shore call centre staff used by certain companies use loose or incorrect language/technologies often due to bad scripts provided to them. They also use under handed and misleading sales tactics, particularly on elderly customers. I have witnessed people breaking down as a result of stress caused by 16 hours on hold, and months of miss communications with off shore staff. If staff are off shore, they should have all the systems the needs to actually record notes so customers don't have to repeat the same information over and over More accountability around complaints. These companies flat out ignore complaints unless they are made public on social media with name and shames. Companies shouldn't be sponsoring sports teams, sports events, stadiums while firing large numbers staff in new Zealand and moving call centres off shore.

### Outcome 2: Agree

So glad that this is finally taking place. Sounds like it's been well though out

### Outcome 3: Agree

The average user has very little understanding outside of If it is or isn't working. A lot or this information will we above and beyond most people but I think it's a great idea.

### Outcome 4: Agree

Providers should also be honest about the deteriorating state of their plain old telephone service network. Their level of reinvestment/maintaince of the existing network, and the likely hood that some faults may not be able to be repaired due to state of

### Outcome 5: Agree

### Outcome 6: Agree

Warnings that voicemail services might change also, and they will loose their existing saved messages

### Outcome 7: Agree

Standardised speed tests on service providers sites so that results can be easily compared by customers

### Do you have any other feedback?

Very very glad this is taking place. Vodafone has been bullying customers for the last few years since moving their call centre off shore. Customers are constantly mislead, miss informed, lied to, and driven to tears or emotional break downs. Going by reviews on fibre comparison sites it sounds like other companies are just a guilty. Long over due. Good luck!!





## Marketing Alternative Technology: Consumer feedback

Ref: 496

Date: 17/08/2021

### Outcome 1: Agree

Don't like pressure situations

### Outcome 2: Agree

### Outcome 3: Neutral/I don't know

### Outcome 4: Disagree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

This is particularly applicable to older people who are more vulnerable



## Marketing Alternative Technology: Consumer feedback

Ref: 497

Date: 17/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 498

Date: 17/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 500

Date: 17/08/2021

### Outcome 1: Agree

I received a letter from spark (in June i think) about stopping copper Nov 2021. They recommended wireless based on my usage. I've used their wireless service it was worse than copper. And I haven't even begun using the internet fully, i've been making the most of dvds before they get binned by the libraries.

### Outcome 2: Agree

"f" has already happened to me.

### Outcome 3: Agree

f is a good one

### Outcome 4: Agree

add a powerpoint too

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

I wish it was this thorough with medical information.



## Marketing Alternative Technology: Consumer feedback

Ref: 501

Date: 17/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

Great and will help with competition

**Outcome 3: Agree**

Great to hold them accountable.

**Outcome 4: Agree**

**Outcome 5: Agree**

Be upfront.

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 502

Date: 17/08/2021

### Outcome 1: Neutral/I don't know

Agree that proper notice should be given and people should be told there are alternative choices, but businesses need to be able to make commercial decisions to end a service.

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 504

Date: 17/08/2021

### Outcome 1: Agree

I was pressured by a Vodafone sales agent to change over ASAP. Many phone calls repeating urgency of response.

### Outcome 2: Agree

No alternatives given. No indication of exactly when, except necessary to act ASAP

### Outcome 3: Agree

All if the above

### Outcome 4: Agree

Was advised re medical issues by agent. Otay others. Read email received a few days after I'd agreed which alerted re alarm. Cost me \$1300 for new alarm system and \$300 for new phone system.

### Outcome 5: Agree

None of above were communicated by vodafone

### Outcome 6: Agree

No discussion re above

### Outcome 7: Agree

No discussion re above

### Do you have any other feedback?

Very unhappy with Vodafone over this issue. Feel like I've been scammed. Am an early adopter of new technology therefore was aware of some time in the future the copper network would cease. But felt pressured to make a decision asap



## Marketing Alternative Technology: Consumer feedback

Ref: 507

Date: 17/08/2021

### Outcome 1: Agree

Seems reasonable

### Outcome 2: Agree

Seems reasonable

### Outcome 3: Disagree

These questions are completely and utterly irrelevant to the withdrawal of the copper pstn. They may be relevant to the withdrawal of ADSL service on copper but your questions were around the PSTN which is the public switched telephone network

### Outcome 4: Agree

Seems reasonable

### Outcome 5: Agree

Seems reasonable

### Outcome 6: Agree

Seems reasonable

### Outcome 7: Agree

Seems reasonable

### Do you have any other feedback?

You shouldn't be doing this work the market is mature enough to understand what is expected of it and you bureaucrats it just simply making work for yourselves and showing up tax dollars unnecessarily you should on the other hand simply be waiting and dressing a problem if and when this arises through the telecommunications forum





## Marketing Alternative Technology: Consumer feedback

Ref: 508

Date: 17/08/2021

### Outcome 1: Neutral/I don't know

I agree that plenty of notice to customers needs to be given, with their options available be that 4G/5G, fibre, satellite, etc... However how would this scenario effect a provider making a claim such as "copper is an old technology that is in the process of being removed in some areas."

### Outcome 2: Disagree

I don't think RSPs have a duty to inform customers of other RSPs available. That is up to other RSPs marketing teams.

### Outcome 3: Disagree

Telling customers theoretical speeds is absolutely fine. As long as in the same breath they mention what most customers achieve. Many people complain about slow speeds when in fact it is their wifi setup and equipment that is inadequate.

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 509

Date: 17/08/2021

### Outcome 1: Agree

Gives customers enough time and does not allow to move off PSTN unless the service is discontinued by Spark or Chorus.

### Outcome 2: Agree

The RSPs that offer unmetered services shouldn't be forced to track usage.

### Outcome 3: Agree

These conditions are fair

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 512

Date: 17/08/2021

Outcome 1: Agree

Outcome 2: Neutral/I don't know

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 513

Date: 17/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 515

Date: 17/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Neutral/I don't know**

### **Do you have any other feedback?**

I am a customer who is dependent on copper for my home telecommunications. Just unsure what is truly available once it's gone, have inquired says I maybe able to get fibre but can't seem to find anyone who can give me a definite yes.



## Marketing Alternative Technology: Consumer feedback

Ref: 518

Date: 17/08/2021

### Outcome 1: Agree

Covers all the bases

### Outcome 2: Agree

### Outcome 3: Agree

There should also be penalties if telcos don't follow the rules

### Outcome 4: Disagree

Telcos should be required to provide home units that will work in the event of power failure at the consumers expense

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 519

Date: 17/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 521

Date: 17/08/2021

Outcome 1: Neutral/I don't know

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 522

Date: 17/08/2021

### Outcome 1: Neutral/I don't know

too many abbreviations, no idea what you are trying to say

### Outcome 2: Neutral/I don't know

i wonder who rsp is

### Outcome 3: Neutral/I don't know

is this really english

### Outcome 4: Neutral/ I don't know

i gave up pages ago

### Outcome 5: Neutral/I don't know

not all consumers have a post graduate degree in english

### Outcome 6: Neutral/I don't know

no idea

### Outcome 7: Disagree

never does any other time

### Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 523

Date: 17/08/2021

### Outcome 1: Disagree

We were told copper would no longer exist

### Outcome 2: Neutral/I don't know

### Outcome 3: Disagree

### Outcome 4: Disagree

### Outcome 5: Neutral/I don't know

### Outcome 6: Neutral/I don't know

It's all gobbledygook and all designed to benefit everyone but the consumer

### Outcome 7: Neutral/I don't know

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 524

Date: 17/08/2021

### Outcome 1: Agree

No comments.

### Outcome 2: Agree

Because they are reasonable conditions.

### Outcome 3: Agree

klk

### Outcome 4: Agree

kjnjn

### Outcome 5: Agree

kjb

### Outcome 6: Agree

kjb

### Outcome 7: Agree

kjkh

### Do you have any other feedback?

no.



## Marketing Alternative Technology: Consumer feedback

Ref: 526

Date: 17/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 527

Date: 17/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 528

Date: 17/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

I live at Coatesville, just on the edge of the previous Auckland City. I can't get even vaguely reliable cell phone coverage from and provider. Here At home I have to use Wireless Nation for Internet. No, we will NOT be getting fibreoptics here. This surv

**Outcome 5: Agree**

I've said yes, but what consumers? City people who live on their cell phones no doubt.

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 529

Date: 17/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 530

Date: 17/08/2021

### Outcome 1: Agree

I did not receive any notice and was told my copper line was being decommissioned next week

### Outcome 2: Agree

The vodafone marketeer did not meet any of principles of outcome 2

### Outcome 3: Agree

The vodafone marketeer did not meet any of (a) to (h) above

### Outcome 4: Agree

The vodafone marketeer did cover (a) and (b) above

### Outcome 5: Agree

### Outcome 6: Agree

The vodafone marketeer did not cover (a) to (c) above

### Outcome 7: Agree

4 months and several phone calls later things are still not sorted

### Do you have any other feedback?

Vodafone did not meet most of these outcomes and have still not sorted out things yet





## Marketing Alternative Technology: Consumer feedback

Ref: 532

Date: 17/08/2021

### Outcome 1: Agree

We retain our landline for express purpose of our family and friends who don't have access to any other alternative due in the most part by Internet illiteracy and the cost of installation.

### Outcome 2: Agree

Knowledge is power. It should be comprehensive and in very lay language for the elderly

### Outcome 3: Agree

### Outcome 4: Agree

Some of our friends reside in rural areas and rely on the landline

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 534

Date: 17/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

Very recently in Arrowtown a spark promotion relating to exiting copper, very much downplayed this

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Overall regret the loss of copper. Installation of Fibre has got started in my locality - this likely to help me accept exiting copper line. My age and stage, means difficult for me to recognise the fishooks in Internet options. I now utilise this for many aspects of my ordinary life functioning.



## Marketing Alternative Technology: Consumer feedback

Ref: 535

Date: 17/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 536

Date: 17/08/2021

**Outcome 1: Agree**

It's fine

**Outcome 2: Neutral/I don't know**

**Outcome 3:**

**Outcome 4:**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 538

Date: 17/08/2021

**Outcome 1: Agree**

**Outcome 2: Disagree**

in our area (rural, no cellphone coverage) if copper goes, we will have only one supplier.

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 539

Date: 17/08/2021

### Outcome 1: Neutral/I don't know

certainly not my experience but then I am 80 so presumed xenile by most techie types

### Outcome 2: Neutral/I don't know

definitely not my experience of patronising sexist men involved

### Outcome 3: Neutral/I don't know

marketing is controlled by money money out of my pocket and into theirs so full facts and truth are just made to be my fantasy because ol girls know nothing even when we prove our ability to read from multiple sources when they presume theirs to be the only opinion and effective only in the next 10 seconds

### Outcome 4: Agree

during the 2015 floods cell phone coverage also went out and my copper line was all this hill side suburb had and now that has been stolen and not just from me but the whole neighborhood

### Outcome 5: Agree

so why not put them into practice and monitor the frequent common abuses.

### Outcome 6:

for these concepts to become common many many brain transplants would be needed

### Outcome 7: Agree

great ideas but all fairyland talk to the smart arse bullies running these companies all of whom operate on the basis that xyz gets away with it so see how far we can push it

### Do you have any other feedback?

the whole range of companies involved are devious bullies who presume they alone know everything about everything and none of them deserve any respect of business but what are our co\hoiucues when they are racing each other to the gutter



## Marketing Alternative Technology: Consumer feedback

Ref: 540

Date: 17/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 543

Date: 17/08/2021

### Outcome 1: Agree

We lost usability and stability for a very poor wireless replacement

### Outcome 2: Agree

Lost my working phones in buildings. No one informed us re having to buy new phones

### Outcome 3: Agree

Rural customers are left with no way to resolve our problems

### Outcome 4:

They destroyed a working system

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

All a customer gets is the runaround and no one will fix the problems

### Do you have any other feedback?

The whole situation is ludicrous and should never have been allowed to proceed





## Marketing Alternative Technology: Consumer feedback

Ref: 545

Date: 17/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

Should also let consumers know whether the removal or install of phone jacks is included, and that it's at the consumers cost to make good on any plaster/paint repairs

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Consumers should be aware that should the install of new services require alterations to the property I.e digging trenches, who pays. Appointment times with RSPs and their providers could change at short notice if previous jobs run over. There is no compensation for the inconvenience to the consumer of rescheduling



## Marketing Alternative Technology: Consumer feedback

Ref: 548

Date: 17/08/2021

**Outcome 1:**

**Outcome 2: Agree**

**Outcome 3: Agree**

Item (c) is needed.

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 549

Date: 17/08/2021

### Outcome 1: Agree

### Outcome 2: Agree

My 84 year old mother recently moved house and was told by her landline provider, Vodafone that she could not be connected to copper at her new house, despite there being an existing copper connection. This resulted in multiple calls to and from us to Vodafone and Spark to arrange a suitable alternative. As she doesn't have a cell phone, her concern was losing phone access if power failed. She lives alone.

### Outcome 3: Agree

As mentioned previously, none of the characteristics of speed etc are an issue, purely the fact that her phone is now dependent on power. We shifted her to Spark and her landline is on their cell tower based service. They advised they will have a battery back up option available this month.

### Outcome 4: Agree

As previously stated, power is the issue. Vodafone have no solution for this.

### Outcome 5: Agree

### Outcome 6: Agree

We were told by Spark that it could take up to 2 weeks to port her existing number from Vodafone, which is why we didn't change to Spark at the time she was moving. However we did change her over soon after and found that the number could be ported almost

### Outcome 7: Agree

### Do you have any other feedback?

I would like to see communication over this process vastly improved, especially with Vodafone. On the whole, service received from Spark was 100% better with exception of initial wrong info re the time to port her number. As we don't yet have the back up power supply from Spark, my mother will be without phone for up to 8 hours this Friday due to a planned power cut. This is less than ideal.



## Marketing Alternative Technology: Consumer feedback

Ref: 550

Date: 17/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 552

Date: 17/08/2021

### Outcome 1: Disagree

Fibre is not as trustworthy as we are led to believe. The only good thing it offers is speed. We can't remove copper simply because they are too lazy to take care of it. I have been experiencing regular disconnects and low speed which I feel is deliberate to get me to take on fibre. It seems to happen when maybe someone who is charged with getting us off copper is on duty. <https://www.itpro.co.uk/613486/fibre-optic-networks-vulnerable-to-hacking>

### Outcome 2: Disagree

Getting rid of copper will be the biggest mistake. It should be kept.

### Outcome 3: Agree

I don't like how they get us to agree to be charged if the fault is not found in the network. This makes it easier for them to claim the cost off the customer.

### Outcome 4: Agree

When internet was new it was dialup. I signed up but when the modem arrived I couldn't connect it to my hard drive (tower) there was no port for it so I paid for the internet for a year or more but couldn't use it.

### Outcome 5: Agree

There should be no charge since all those before us didn't pay.

### Outcome 6: Agree

I will always prefer my landline over mobile always. Mobiles are unreliable. No signal, flat battery, batteries aren't cheap, phones easy to lose always need credit. It's just an extortion racket.

### Outcome 7: Agree

Start with bringing the call centre back to NZ and staff with people who have a good command not basic command of English. This is a big problem when trying to get issues resolved.

### Do you have any other feedback?

YES. KEEP COPPER. IT'S THE MOST RELIABLE. I use to have trouble with rats eating the wiring under the house before reaching the jackpoint until finally Chorus started using wiring rats don't like and I haven't had that trouble since. Same goes for the copper cable stop buying the rubbish and it will last for ages.



## Marketing Alternative Technology: Consumer feedback

Ref: 553

Date: 17/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Disagree**

**Outcome 3: Disagree**

This survey is wildly confusing. I'm being asked to review half a dozen statements to see if they meet the concerns of customers?

**Outcome 4: Disagree**

(I) which customers would accept an inability to make an emergency call?

**Outcome 5: Disagree**

A zero cost to switch should have been mandated. It's not the customers fault the telco wants to drop fibre, so why should they pay for the changes? Rural broadband is still way too expensive so many customers will be at a disadvantage

**Outcome 6: Agree**

**Outcome 7: Neutral/I don't know**

**Do you have any other feedback?**

Confusing survey. And I've been on fibre with no landline for 4 years so not the target of this survey,



## Marketing Alternative Technology: Consumer feedback

Ref: 555

Date: 17/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 556

Date: 17/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 557

Date: 16/08/2021

### Outcome 1: Agree

Consumers are likely to face increased costs over their existing service. RSPs can pull services to save maintenance costs ahead of time, leveraging their customers goodwill, with poorly-informed customers just going along not knowing they can choose a different supplier.

### Outcome 2: Agree

Better-informed customers can make better financial decisions. RSPs should be confident in their service offerings, rather than pressuring customers with 'impending doom' scenarios that may not offer them the best option.

### Outcome 3: Agree

When customers are misled by omission or misrepresentation using 'best case' scenarios, they are not being given real-world data to base their choice of future providers. Less-ethical RSPs may prey on the naivety of customers.

### Outcome 4: Agree

Socially- and medically-vulnerable people need to know what their options are, the drawbacks and advantages of replacement services. Often such consumers are on fixed incomes and may be technically naive and therefore are not necessarily in a position

### Outcome 5: Agree

Hiding unexpected costs in convoluted boilerplate or in long terms and conditions wording is unethical.

### Outcome 6: Agree

RSPs should be confident in their service offerings being enough to retain customers. Pretending otherwise or omitting key information is unethical.

### Outcome 7: Agree

RSPs should be confident that their service offerings are enough to retain customers. Failure to inform, in clear language and with associated links should be their aim, not deceptive practices.

### Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 559

Date: 16/08/2021

### Outcome 1: Disagree

The outcome is appropriate, but the wording of the conduct principles are not sufficiently directive, e.g., 'should.' 'Must' would be more appropriate. Reference to the Fair Trading Act would be useful, and it needs to be clear these principles apply to contracted 3rd parties as well.

### Outcome 2: Agree

'Must' rather than 'should'

### Outcome 3: Agree

Where the medium is shared or aggregated, the impact on performance as (a) uptake in the area increases, and (b) peak usage in the area hits. Also, a change in last mile medium will not necessarily materially impact internet performance to, e.g., offshore websites/services

### Outcome 4: Agree

Generally agree, but add information about the cost to repair optical cables (cf copper), and the potential time to repair for cables on their property

### Outcome 5: Agree

Duration of contracts, or total contract value if a fixed term, must be specified. Responsibility for On-premises equipment, and associated costs needs to be available

### Outcome 6: Agree

### Outcome 7: Agree

RSPs must have a defined complaints procedure and complaints resolution procedure available on their website with the URL on physical documentation. RSPs need to report to the commission annually on the complaints received, actions, and escalation

### Do you have any other feedback?

RSPs are increasingly using third party contractors to skirt their responsibilities, including offshore call centers. These regulations need to put liability squarely on the RSP for these 3rd parties



## Marketing Alternative Technology: Consumer feedback

Ref: 562

Date: 16/08/2021

### Outcome 1: Neutral/I don't know

Change all the 'should' to MUST

### Outcome 2: Neutral/I don't know

MUST not 'should'

### Outcome 3: Neutral/I don't know

Again, MUST not 'should'

### Outcome 4: Neutral/ I don't know

Again, MUST not 'should'

### Outcome 5: Neutral/I don't know

Again, MUST not 'should'

### Outcome 6: Neutral/I don't know

Again, MUST not 'should'

### Outcome 7: Neutral/I don't know

Again, MUST not 'should'

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 563

Date: 16/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Disagree**

I think RSPs should have to guarantee minimum standards too

**Outcome 4: Agree**

I think also RSPs should be required to give examples in a(1) above of what back up means

**Outcome 5: Agree**

**Outcome 6: Agree**

It is not just numbers that are at risk, number portability keeps that safe but broadband and internet suppliers should be forced to accept the principle of email address portability too.

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 564

Date: 16/08/2021

### Outcome 1: Disagree

Businesses should be able to withdraw fibre, there are cheaper options through wireless, or fibre is better for consumers

### Outcome 2: Agree

### Outcome 3: Agree

I feel like this will only have impact if it is policed. Also, I feel like if normal marketing is based on max speed, it may lead to confusion if people feel like they are getting an inferior product, so potentially having both may be valuable

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 565

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 567

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 568

Date: 16/08/2021

### Outcome 1: Agree

The proposed principles appear to be clear and complete.

### Outcome 2: Agree

Principles are clear, complete and fair.

### Outcome 3: Agree

Clear and complete. I especially like the requirement for realistically expectable performance information in (c), (d), (e) and (g).

### Outcome 4: Agree

I agree that consumers must be made aware of the technical implications of the change, especially with regard to emergency systems.

### Outcome 5: Agree

Clearly explains RSPs' obligations re explaining costs to the consumer with no apparent wriggle room around the Principle.

### Outcome 6: Agree

The Principles clearly outline the RSPs' obligations regarding number porting.

### Outcome 7: Agree

The Principles clearly define RSPs' obligations regarding options for resolving marketing or performance issues.

### Do you have any other feedback?

No. But thank you for the opportunity to engage.





## Marketing Alternative Technology: Consumer feedback

Ref: 570

Date: 16/08/2021

### Outcome 1: Agree

To avoid being pressured into a particular service/provider prematurely.

### Outcome 2: Agree

Information necessary to make and informed personal decision on selecting an alternative service/provider.

### Outcome 3: Agree

No other comment.

### Outcome 4: Agree

Ok.

### Outcome 5: Agree

No further comment.

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

No.



## Marketing Alternative Technology: Consumer feedback

Ref: 571

Date: 16/08/2021

### Outcome 1: Neutral/I don't know

Has 40 years of deception from telecom not told you that they care nothing about rules and only care about money. If you want them to comply make a rule that they will be forced to pay the government enough to break the company if they do not comply.

### Outcome 2: Neutral/I don't know

same as before

### Outcome 3: Neutral/I don't know

I am beginning to think this is just a virtue signalling opportunity.

### Outcome 4: Neutral/ I don't know

blah blah bloody blah. Bloody hell!

### Outcome 5: Neutral/I don't know

.

### Outcome 6: Neutral/I don't know

.

### Outcome 7: Neutral/I don't know

.

### Do you have any other feedback?

What a waste of my bloody time, we all know that capitalist greed is going to win and customers are going to lose. That is how the world works now.



**Marketing Alternative Technology: Consumer feedback**

**Ref: 572**

**Date: 16/08/2021**

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 573

Date: 16/08/2021

### Outcome 1: Agree

I agree as they provide a degree of transparency, but think that the period of notice needs to be longer, especially for seniors.

### Outcome 2: Agree

Agree, I can already hear the vodafone sales rep put their product out as the inly option....

### Outcome 3: Agree

Because I live in a location where fibre isn't an option and anything else is going to be worse and more expensive than the pretty decent copper we currently have.

### Outcome 4: Agree

Because if they aren't made to they won't

### Outcome 5: Agree

### Outcome 6: Agree

Very important because pretty much the only folks who still use land lines are old folks who generally have a pretty limited understanding of this stuff, case in point my Mum who would really struggle with all this stuff without my brother and I to do it

### Outcome 7: Neutral/I don't know

This is all likely to get super ugly for a lot of rural folks,

### Do you have any other feedback?

Yeah looks good, seriously needed, hopefully it protects the vulnerable



## Marketing Alternative Technology: Consumer feedback

Ref: 576

Date: 16/08/2021

### Outcome 1: Agree

Need to define time frames clearer.

### Outcome 2: Disagree

I don't think consumers are given a choice.

### Outcome 3: Disagree

In my experience, even if the consumer notices a lack of performance they are fobbed off with canned responses and little or no investigation is carried out. The measuring broadband program has no "teeth" to enforce stated performance.

### Outcome 4: Agree

Consumers should be given an indication of what is involved switching their monitoring systems away from copper.

### Outcome 5: Agree

See previous answer. Why has no provider come forward to continue to provide copper based services? What will happen to the existing assets?

### Outcome 6: Disagree

What happens when the porting goes wrong and one provider doesn't properly release the number. a consumer may end up in the situation where one provider doesn't forward calls correctly.

### Outcome 7: Disagree

Give the Dispute resolution service more resource to allow them to handle issues more effectively. Make them easier to access by consumers without having to wade through pages of beauracracy.

### Do you have any other feedback?

So far it has been my experience that the commerce commission does little or nothing to enforce and protect the rights of consumers. It probably won't matter what guidelines are proposed as they will likely not result in positive outcomes for consumers.



## Marketing Alternative Technology: Consumer feedback

Ref: 579

Date: 16/08/2021

### Outcome 1: Disagree

If UFB fibre or mobile service is available. RSPs should be able to withdraw copper services before the formal shutdown by Spark and Chorus. To avoid unnecessary spending on maintenance on a network that will eventually be switched off. Parts of the network should be able to be switched off with no notification. If a Natural disaster or major equipment failure causes a fault. Where it would never be economic to repair that fault. Simply require that the money saved from the above, should be spent on improving UFB and mobile coverage.

### Outcome 2: Agree

Even if copper is not going to be withdrawn soon for a particular consumer or group of consumers. They should still be told that it would be withdrawn eventually. (eg within the next 5 years or so). This is so consumers can make better investment decisions. EG, my monitored alarm system needs replacing, I can get a new one that will keep using the copper network. But since I know that the copper network will eventually be switched off. I'll instead get an alarm system that uses the mobile network. So I won't have to spend more money in the future to modify or replace that alarm system again.

### Outcome 3: Agree

Service names / descriptions should accurately reflect how the service is provided. EG Mobile internet to your house, instead of "wireless internet". As UFB with a wifi router is also "wireless internet".

### Outcome 4: Agree

### Outcome 5: Agree

This may be difficult for some RSPs. EG a house that has lots of extensions wired to just 1 line. As an Analog Telephone Adapter may not be able to work with lots of phones on the same line. And some people use them as a very simple PABX. By dialing 137,

### Outcome 6: Agree

Agree. Although not all RSPs seem to offer. Or if they do, they don't advertise it. The ability to have a landline number that rings a cellphone. As some people like to keep a landline, solely for incoming phone calls. Who would probably be more willing t

### Outcome 7: Agree

### Do you have any other feedback?

Just get rid of the copper network. Keeping it alive is just throwing good money after bad. Maybe remind consumers that other large network withdrawals have previously happened in NZ.



Removal of crank handle telephones. Switch off of the Telecom analog mobile network. Sky TV going from UHF to Satellite. Telecom switching off their CDMA network. Free to air TV going to Freeview digital. Leaded petrol (super grade) getting withdrawn. The copper network withdrawal is just another example.



## Marketing Alternative Technology: Consumer feedback

Ref: 580

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 581

Date: 16/08/2021

**Outcome 1: Agree**

**Outcome 2: Disagree**

This one seems problematic. Totally agree with e, and I'm all for supporting consumer choice similar to electricity supply, but is the copper decommissioning the right event to tie this too? Also some of the product bundles are likely to be hard for people to understand - for example if you move your fibre your mobile costs increase, or you lose your email isp supplied address. I'd prefer to see principles on fair charging for the new product and no lock in for first 12 months, allowing customers easy transition ( low stress ) but still allowing them time to investigate other options after the switch

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Neutral/I don't know**

Is there any cooling off period after signup that allows change of mind within the first 30 days if the customer, upon doing further research, changes their mind? Is this covered by other law such as consumer rights ?

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 584

Date: 16/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

emergency calls in a power cut, medical or home alarm provider and or changes to their jack points. these points need to be VERY clear from the start.

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 585

Date: 16/08/2021

### Outcome 1: Agree

My understanding is that many RSP's will have their wholesale services removed by Spark or Chorus so won't have any choice but to remove the retail services to their customers.

### Outcome 2: Neutral/I don't know

Not sure about the usage question or in fact whether internet nz map would cover many of the services that are being removed (e.g. pstn)

### Outcome 3: Agree

These seem to cater for most customers requirements

### Outcome 4: Agree

seems to cover the main issues

### Outcome 5: Agree

yep, seems fair

### Outcome 6: Agree

no disagreement

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 588

Date: 16/08/2021

### Outcome 1: Agree

For older people it will take time for them to adjust to the changes so as much notice as possible for them and explained properly so they are not confused by the technology and changes is a big thing. As for the use of cell phones I personally know a lot of people in their 80s and 90s who don't know how to use them and find it hard for them to understand and in a power outage this will create problems and stress for them

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

Just make it easy for the elderly to make emergency calls as a lot don't use cellphones

### Outcome 5: Agree

If the modem has to be changed the consumer should not have to pay for it as they have not asked to make the change but have had to

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 591

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 593

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 595

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 596

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Neutral/I don't know

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 597

Date: 16/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Disagree**

They should also agree that to process any refunds due promptly, need to include guidance of what promptly actually means

**Do you have any other feedback?**

Needs to be really clear of the options, and costs and how to get things sorted when there is an issue



## Marketing Alternative Technology: Consumer feedback

Ref: 598

Date: 16/08/2021

### Outcome 1: Agree

I think for months is not enough time, I know businesses are starting to plan ahead so 6 months should be the minimum, even a year where people may not have the infrastructure in place for alternatives. Some RSPs take too long to connect or switch people, I don't think 4 months is enough time.

### Outcome 2: Agree

### Outcome 3: Agree

still too many RSPs are offering or promoting Fibre products that are not fibre speeds and hiding that, and are pricing them the same as fibre speeds. I think there is do many deals for "broadband", without making it clear what the specifics of broadband is.

### Outcome 4: Agree

I think that where spark/telecom has subscribers for "wiring maintenance" that they should offer to pay for 1 jack to be moved where the customer requires it, or help the customer in the switch costs over to some reasonable amount. since the customer

### Outcome 5: Agree

I think that the costs should be limited, it is not fair for the consumer to be landed with too many costs.

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 599

Date: 16/08/2021

### Outcome 1: Disagree

Spark disconnected mine without enough notice and I wasn't given a choice.

### Outcome 2: Disagree

This wasn't done for me.

### Outcome 3: Disagree

It didn't happen for me.

### Outcome 4: Disagree

Spark didn't do that.

### Outcome 5: Neutral/I don't know

### Outcome 6: Disagree

I was not told that at all.

### Outcome 7: Disagree

Spark didn't let me know about this.

### Do you have any other feedback?

This is being done too late for people in my area as it already happened in May. I would have liked this to be in action for me. Spark just gave me no choice and there alternatives are far too expensive.



## Marketing Alternative Technology: Consumer feedback

Ref: 600

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 601

Date: 16/08/2021

### Outcome 1: Neutral/I don't know

ABFG agree, CD confusing, E don't agree

### Outcome 2: Agree

Better but still too long for a survey

### Outcome 3: Agree

Generally agree but survey length and comparison of so many terms is meaningless

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Neutral/I don't know

Seems excessive

### Do you have any other feedback?

Bad survey design. I used to write surveys and this was difficult for me to follow



## Marketing Alternative Technology: Consumer feedback

Ref: 603

Date: 16/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 605

Date: 16/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

There should be no cost to the consumer in terms of break fees, disposal of old, or installation of new equipment. These changes are effectively being forced upon consumers when they are advantageous to the RSP.

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 606

Date: 15/08/2021

### Outcome 1: Agree

Transparency is important

### Outcome 2: Agree

Informed consent

### Outcome 3: Agree

Simply good advertising practice to not mislead what the product/service actually is.

### Outcome 4: Agree

### Outcome 5: Agree

Part of being transparent and accurate advertising.

### Outcome 6: Neutral/I don't know

### Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 608

Date: 16/08/2021

### Outcome 1: Agree

there is little or no consideration for people living in rural areas. there is a greater need for infrastructure if copper is not replaced. there is be an added layer of vulnerability for elderly, infirm and accident and health casualties.

### Outcome 2: Agree

not everyone has the ability and/or technology to be able to access these services now, that is not going to improve. city thinking does not match the needs of teh wider rural community.

### Outcome 3: Agree

the word 'unlimited' is a myth. it is very limited and should never be used as a marketing ploy. its a lie.

### Outcome 4: Agree

the elderly, the infirm and the rural people are going to be severely disadvantaged by this. It is a great deal more expensive than people realise and it needs to be properly publicised.

### Outcome 5: Agree

there are serious issues here that will deny many people access to communication services. This is a retrograde approach to communications. It focuses only on the urban population and is obviously a sell off setup for telecommunication companies.

### Outcome 6: Agree

### Outcome 7: Agree

this is such a serious issue, there needs to be a resolution agency to support consumers.

### Do you have any other feedback?

What guarantees do consumers have that service will be of an adequate standard and the technology will provide access on demand. That the advertising will be factual and honest.



## Marketing Alternative Technology: Consumer feedback

Ref: 610

Date: 16/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

I agree but this could be even stronger

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 612

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 613

Date: 16/08/2021

### Outcome 1: Agree

It is important that people know exactly what is happening and the ramifications of any changes. I have found my service and convenience reduced each time things have changed.

### Outcome 2: Agree

This raises questions about call centres - it can be difficult to get clear information from people who do not know the details of supply in this country and who are often parroting from a script. For instance I spent a long time trying to convince an agent that my St John alarm does not operate on the landline. Dealing with call centres when trying to get information can be incredibly frustrating.

### Outcome 3: Agree

The performance of my wireless telephone service is inferior as delays happen for technical reasons no one informed me about.

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

There should be local points of contact. People need to know they are dealing with providers who understand local conditions and lifestyles. I received excellent communications and service when I insisted in working through Vodafone's local office rather than their call centre. However, it took an email to directors with copies of unsatisfactory transactions to get some response. Once I had the contact details and went through the Christchurch office things became much easier.

### Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 614

Date: 16/08/2021

### Outcome 1: Agree

Transparency is important

### Outcome 2: Agree

Competitive environment is important for consumers

### Outcome 3: Agree

Same as last comment

### Outcome 4: Agree

### Outcome 5: Agree

Transparency again, it crucial

### Outcome 6: Agree

Consumer needs should be at the centre of the system

### Outcome 7: Agree

Fairness is at stake here

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 615

Date: 16/08/2021

### Outcome 1: Agree

It seems fair with good timelines and communication

### Outcome 2: Agree

Good communication that shares options for service and providers

### Outcome 3: Agree

Speeds need to be more accurate in telco descriptions.

### Outcome 4: Agree

I understood the changes when I transitioned to fibre.

### Outcome 5: Agree

Clear communication and the process to query should be included.

### Outcome 6: Agree

Phone numbers are personal information and should not be owned by the provider

### Outcome 7: Agree

To ensure consumers are cared for and have independent information is important as people yet to move to Fibre may need additional support and information

### Do you have any other feedback?

Not currently



## Marketing Alternative Technology: Consumer feedback

Ref: 616

Date: 16/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

(C) is a biggie. A very common misrepresentation.

**Outcome 4: Agree**

From a civil defence perspective these principles are funamental.

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

The principles are sensible and appropriate but the RSPs have to abide by them. Will that rely on a complaints mechanism from consumers. Many won't be aware of the principles.

**Do you have any other feedback?**

N/A



## Marketing Alternative Technology: Consumer feedback

Ref: 618

Date: 16/08/2021

### Outcome 1: Agree

There is far too much forcing consumers into providers preferred options, locking people into things they may neither need or want. (Its not just telcos, the banks are worse)

### Outcome 2: Agree

(e) When promoting a particular service to a consumer RSPs must not create the impression that this is the only option available to that consumer. this speaks for itself! My in-laws had their copper cut off and were provided with new phones over (i think) spark cell network) which did not work. Turns out they could have kept the copper after all but were never given the option.

### Outcome 3: Agree

All broadband is advertised on nothing but max theoretical speed. They then throttle it back. case in point out home 200mbs ultra fast boadband ran at between 3 and 5 ALL through lockdown. This would be like advertising cars with o reference to anything except how fast they can go when you put your food down and keep it down.

### Outcome 4: Agree

Anything which may be in any way detrimental to the telco is never discussed with consumers now

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Ever tried to contact vodafone with a problem? It's virtually impossible, and the talk on the street is that all telcos are just as bad. Maybe they should be REQUIRED to fund and (very well) an independent complaint service which is across all telcos and the first place for consumers to contact with problems. Weat times on calls should never exceed 5 minutes or the telco is fined

### Do you have any other feedback?

Bringing these sharks into line is well overdue. They take billions out of our economy and give back precious little. especially for older folk who can't use the current technology. Another issue is cellphone coverage. It's nothing like the 98% claimed! Whole areas of the country still have no or intermittent coverage, including rural towns. Forget 5G until normal coverage is done properly.





## Marketing Alternative Technology: Consumer feedback

Ref: 619

Date: 16/08/2021

### Outcome 1: Agree

Seems to have all the bases covered

### Outcome 2: Agree

Seems to have covered all the bases

### Outcome 3: Agree

Looks like consumers interests are well protected

### Outcome 4: Agree

Clear that consumers interests are protected

### Outcome 5: Agree

All issues I am aware of have been covered off, if implemented and RSP behaviour monitored with consequences for bad or bad faith actions follows, then would consider a successful policy change, hope this happens

### Outcome 6: Agree

My 90yo mother was told she had to have a new phone number when she moved to a new town in the 07 area which she found very distressing and lost contact with many distant friends/relatives. Hope this will sort these situations!

### Outcome 7: Neutral/I don't know

The contact is 1-1 by a sales person probably paid for number of signups, needs a big publicity push so potential victims are aware this exists and they have these rights

### Do you have any other feedback?

Think there needs to be a major multichannel campaign to ensure everyone affected by these changes know about them, and their rights, and where to go if something is not right



## Marketing Alternative Technology: Consumer feedback

Ref: 620

Date: 16/08/2021

### Outcome 1: Agree

I do agree with what has been outlined, but I think 4 months may be a little bit short. If a customer is unhappy about the treatment they are getting they may need time to find a suitable alternative.

### Outcome 2: Agree

I agree, but would like there to be some outline of what consequences there are if the consumer feels they are being pushed or misled.

### Outcome 3: Agree

I especially agree with D, E, and F.

### Outcome 4: Neutral/ I don't know

I think there should be more information for consumers, or some indication given about what the RSP will do to assist with medical alarm providers. If an RSP provides no assistance the customer should know.

### Outcome 5: Agree

I agree, but I'd like to see a comparison cost as well.

### Outcome 6: Agree

### Outcome 7: Agree

I agree, but I think there should be information about the timeliness of this. If there is a complaint in progress, and the time-frame for it to be completed takes longer than the service cut off date, there should be some way of extending the service provision until an outcome has been reached and the customer has time to react.

### Do you have any other feedback?

We use these services in a semi rural area, and have been looking into alternatives, but none of them so far will be a like-for-like service. I work from home, and need high data amounts to continue in my role. I am technically minded, but even I'm nervous about what this change will mean for me.



## Marketing Alternative Technology: Consumer feedback

Ref: 621

Date: 16/08/2021

### Outcome 1: Neutral/I don't know

The new services are not as resilient and robust as the previous PSTN service. If the main connections from the local exchange to the external network are lost the new services IP and mobile can't function independently. Previously the local telephone exchange would still function even if connections to the rest of the network were lost, so you could still call your neighbour, the local ambulance or police stations.

### Outcome 2: Agree

### Outcome 3: Agree

See area come to on robustness and resilience.

### Outcome 4: Disagree

In an emergency such as an earthquake I don't think the new services will work. The new services will just stop.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 622

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?

no



## Marketing Alternative Technology: Consumer feedback

Ref: 624

Date: 16/08/2021

### Outcome 1: Agree

Replace the word 'should' - it implies a mild obligation only. They either 'will' or they 'won't'

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 625

Date: 16/08/2021

### Outcome 1: Agree

Those principles would seem to cover all points

### Outcome 2: Agree

### Outcome 3: Agree

At present the claimed download and upload speeds are often nothing more than exaggerated marketing claims.

### Outcome 4: Agree

Seems to cover all points

### Outcome 5: Agree

At present the true cost from many providers is hidden and confused by "special " offers. These often quote prices which will increase considerably after 6 months or so .

### Outcome 6: Agree

Agree because that is how it should work, and we personally kept our original mobile number

### Outcome 7: Agree

Just good business practice ,although not something that is common amongst providers at the present time

### Do you have any other feedback?

Providers of broadband must be more open in their billing ,and make it easier for customers to understand .Having advertised deals ,or specials they must provide those rates and not overcharge and hide it in complicated billing .



## Marketing Alternative Technology: Consumer feedback

Ref: 626

Date: 16/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

Especially keen on point f/ no penalty for disconnecting from a lousy server

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 628

Date: 16/08/2021

### Outcome 1: Agree

There is huge confusion among customers about how their services are being delivered in a non PSTN environment. My neighbor recently lost her phone service and used my phone to call her RSP. The result was a debacle with the RSP and Chorus struggling to figure it out

### Outcome 2: Agree

The different options, especially for voice service are typically well below PSTN standards for quality and availability. There should be clear info for the consumer to understand their options

### Outcome 3: Agree

Broadband speed measures are tricky, even with SamKnows. It appears that many consumers use the broadband access network principally for streaming locally stored content. Internet access speed can still be highly variable for non local applications

### Outcome 4: Agree

I fear this is going to be a difficult process, possibly underestimated by ComCom

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

RSPs should not simply blame Chorus when things go wrong.

### Do you have any other feedback?

Many consumers don't understand the implications. One example is VoIP service which must interconnect with mobile and other landline services. The digital transcodings that must take place can severely affect the voice quality. Especially international calls are prone to this - so consumers should be informed





## Marketing Alternative Technology: Consumer feedback

Ref: 629

Date: 16/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 630

Date: 16/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 631

Date: 16/08/2021

**Outcome 1: Agree**

**Outcome 2: Disagree**

At our previous address ([redacted]) we were faced with the possibility of no services due to the chorus database saying cellular services were unavailable due to the cell tower location. Even though there is exceptional signal, the database said otherwise. Copper was discontinued at that address by Chorus in 2016. No options were available based on their own systems.

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 632

Date: 16/08/2021

### Outcome 1: Disagree

Consumers need longer than 4 months notice to research, plan, order and fund the changes.

### Outcome 2: Agree

### Outcome 3: Disagree

Need tighter rules on performance standards - have experienced high bandwidth after switching, but then after some months progressively throttled back.

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Neutral/I don't know

What about email addresses/ services provided by legacy RSPs? Should there be a requirement to provide ongoing service?

### Outcome 7: Agree

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 633

Date: 16/08/2021

### Outcome 1: Neutral/I don't know

Concerned that not enough weight has been given to the security of the network in the event of a natural disaster

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Disagree

It will be difficult to maintain a 111 service in an emergency when power supply fails unless the network has mandatory automatic power supply backup that lasts at least 7 days without being accessed.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Neutral/I don't know

### Do you have any other feedback?

The change in service should not be allowed to be a reason to increase the cost to consumers for a basic phone/internet service



## Marketing Alternative Technology: Consumer feedback

Ref: 635

Date: 15/08/2021

### Outcome 1: Agree

I received a call and was not happy with the call at all

### Outcome 2: Disagree

No information was provided about rural situations or costs of moving to the new way or how to even do it

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Disagree

Also needs to cover costs of wiring house if mode is not near where phone is

### Outcome 6: Disagree

This will not work for rural areas with no coverage.in our area phones and power go out regularly we need coverage for elderly sick people not reliant on wires or driving down the road to get cell coverage

### Outcome 7: Agree

### Do you have any other feedback?

Issues Rural No cell Power reliance Health of residents Nowhere near enough info or understanding by person who called me as well as being pushy and implying it was imminent when it isn't



## Marketing Alternative Technology: Consumer feedback

Ref: 636

Date: 15/08/2021

### Outcome 1: Agree

RSPs sometimes try and force change on users for their own convenience rather than the best interests of the customer. Those who aren't well enough informed to push back may make decisions to change earlier than necessary. They may think they have no choice.

### Outcome 2: Agree

### Outcome 3: Agree

RSPs who underprovision their backhaul should be held to account where real, usable speeds achieved by their customers are under the "connection" speed advertised by the RSP. UP TO speed is deceptive and needs to be consigned to the marketing compost heap.

### Outcome 4: Agree

RSPs should have offerings that will cheaply allow users to adapt to the new services. Provide a battery backup for the OTN, wireless router and phone handsets. Provide easily understandable information about why the BT phone jacks are no longer useful an

### Outcome 5: Agree

Consumers should not be disadvantaged by the programme of work of the RSP in any way, including negative contract outcomes.

### Outcome 6: Agree

RSPs should enable no charge mapping of an historic landline number to a mobile number of the consumer's choice.

### Outcome 7: Agree

### Do you have any other feedback?

This needs to be applied not only to the retirement of the Chorus copper network, but to the Vodafone copper network. I've been in the situation where while trying to cancel a tv channel, I was told that I had to disconnect my copper landline (on the Vodafone copper network in Wellington) and connect my phones to the back of their NTU. Total rubbish and I had to escalate up to a supervisor to nip this in the bud. I used to work for Vodafone so knew I was being spun a line, but most people wouldn't have the knowledge to fight it and would possibly agree to the change. This has particular implications for people with multiple handsets connected to the copper network via BT sockets.



## Marketing Alternative Technology: Consumer feedback

Ref: 637

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 638

Date: 15/08/2021

### Outcome 1: Agree

We know that RSP's are telling clients that their services are being withdrawn and moving them to 4G to avoid the "Chorus tax" often supplying a lower grade service for the same money.

### Outcome 2: Disagree

There are so many options for voice, and for most consumer it will be bog standard but business should be referred to an integrater as there is far more to this than meets the eye.

### Outcome 3: Disagree

"up to" speed will be for a wireless product and it is very hard to predict what a true speed will be, particularly 4G or 5G where rotating the router 90 degrees can make a real change. Max theoretical will always be achievable with the correct network setup. i.e. ethernet cables, local speed test server, decent computer with a decent ethernet card. I have seen dell laptops that still have 10/100M network cards not ethernet, laptop was new in 2019. Most speed issues on fiber are not the RSP, dsl / VDSL is being retired and the speed was distance to the exchange and quality of the copper in the ground.

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Neutral/I don't know

Not all RSP's are members for the TDR

### Do you have any other feedback?

We sadly have Theresa Gattling to thank for a lot of this "confusion is a legitimate form of marketing" There are also so many people who are on Spark because people think they have to be with them as they provide the phone lines. Integrating home phones should be compulsory, not just giving people cordless phones.



## Marketing Alternative Technology: Consumer feedback

Ref: 639

Date: 15/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

RSPs should inform the customer of all alternative connection types even if they do not sell them, such as wireless and fibre broadband products

**Outcome 4: Agree**

There should be some emphasis by the commerce commission to push some of the alarm monitoring issues back on the providers of these services as well to also help find alternatives for communication with their monitoring systems not only the RSP

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

I have concerns with rural areas losing PSTN in the future as mobile coverage isn't everywhere and fibre has not been rolled out, outside of towns and cities, leaving patchy mobile coverage the main choice for consumers that do not have access to also patch wireless Internet service providers also. Fibre needs to be always rolling out over the next decade to slowly bring rural NZ up to speed.



## Marketing Alternative Technology: Consumer feedback

Ref: 640

Date: 15/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

SOP for when original cable laid in wellington with Saturn

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 641

Date: 15/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Neutral/ I don't know**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Information should be supplied in writing, and in hardcopy if requested. Where an RSP has breached these conditions in the past (e.g. already 'encouraged' someone to disconnect from copper even though there was no pressing need) there should be means for redress.



## Marketing Alternative Technology: Consumer feedback

Ref: 642

Date: 15/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 643

Date: 15/08/2021

### Outcome 1: Agree

People need to be given information that outlines the whole situation, not just the service that will be ideal from the service provider, including alternative providers available if they don't want to switch from copper at the time.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

I think also that there should be a time frame when a consumer may switch providers without termination fees if they find the new service they have got does not meet expectations or the advertised performance measures.

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

No



## Marketing Alternative Technology: Consumer feedback

Ref: 645

Date: 15/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Neutral/I don't know**

**Do you have any other feedback?**

Any replacement service should not be less than the current service provided.



## Marketing Alternative Technology: Consumer feedback

Ref: 646

Date: 15/08/2021

### Outcome 1: Agree

Many people, especially older consumers, need support to appreciate newer technologies.

### Outcome 2: Agree

### Outcome 3: Agree

We live rurally, when we moved here 6 months ago, we had to install copper or use the RBI system. We went with RBI, but it's costing us a fortune & that's only 150GB.

### Outcome 4: Agree

So much important people know what they can do in the case of an emergency. The cell phone coverage where we live is very poor & if we have a power cut, we can't easily communicate!

### Outcome 5: Agree

When we moved I thought our installation costs were very different, so went with the RBI set up already on the house, but our monthly costs are much more expensive & so limited.

### Outcome 6: Agree

Very important you can port a number when you move.

### Outcome 7: Agree

### Do you have any other feedback?

So important rural users have options that aren't horrendously more expensive than town options.





## Marketing Alternative Technology: Consumer feedback

Ref: 647

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 649

Date: 15/08/2021

### Outcome 1: Disagree

1. Vodafone have forced me to stay on a high priced internet service to stay on unless we give up our copper line that they provided along with HFC internet. We need this due to our included monitored medical, fire and burglar alarm only working on copper not VOIP. Why should we have to spend \$3600 for a new system that only works on the cellular network, that at our house location is very poor.

### Outcome 2: Agree

Vodafone did exactly that to us and said they can't offer us cheaper plans that they are offering, unless we give up our landline.

### Outcome 3: Agree

I paid for a faster internet but couldn't get the speed they advertised. There tek said it's due to the cabling not being cat 6, as it was cat 5e. Well I told them that their installer provided the interconnecting cable. Still no fix.

### Outcome 4: Disagree

How can our medical, fire and burglar alarm work if the only other way, is to get a replacement alarm costing \$3600, and that is not as good as what I have, especially that it uses the cell sites that our smart meter can not use, and cell phones have poor

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Disagree

They should address older people that don't have internet or know or have equipment to use it. Have cellphones or or if they have, live in an area with good cell reception.

### Do you have any other feedback?

Copper has shown to be essential way of communicating in times of natural disasters. That's why so many of us in Christchurch were saved in many earthquakes by a plugged in landline by our beds. When power went off and cell systems were overloaded.. The only way to communicate with our elderly parents and family was by landline.



## Marketing Alternative Technology: Consumer feedback

Ref: 650

Date: 15/08/2021

### Outcome 1: Agree

Agree with all statements

### Outcome 2: Agree

(G) RSP's should use plain and clear English and refrain from using Jargon when promoting a service or when providing information on competing technologies to replace copper

### Outcome 3: Disagree

Speed in terms of a replacement technology for copper based services should not be used to set subscribers expectations. Equivalency is more useful, and that subscribers will be able to continue what they are used to doing.

### Outcome 4: Agree

### Outcome 5: Agree

RSP's should refrain from an indirect up sell promoting an conceptual improved performance e.g. 10 x the speed of copper services for only 2 x the price.

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Need clear delineation between a simple and equivalent replacement service (like for Like) and new services that offer substantial additional capabilities.



## Marketing Alternative Technology: Consumer feedback

Ref: 652

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 653

Date: 15/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

Ok

**Outcome 3: Neutral/I don't know**

**Outcome 4: Agree**

They need to have Information and education programmes in place

**Outcome 5: Agree**

Absolutely

**Outcome 6: Agree**

Totally

**Outcome 7: Agree**

Ditto

**Do you have any other feedback?**

No



## Marketing Alternative Technology: Consumer feedback

Ref: 654

Date: 15/08/2021

### Outcome 1: Agree

RSPs that have their own mobile network are actively promoting their wireless solution to avoid having to pay Chorus. In rural areas the wireless solutions (RBI) are not up to scratch and, at peak times, are scarcely able to deliver 1 Mbit/s download

### Outcome 2: Agree

There must be a clear and effective alternative. Large areas of rural New Zealand and, indeed, the Super city where I live, have to use wireless RBI because of the continually degrading state of the copper network. The wireless service is next to useless at peak times.

### Outcome 3: Agree

In recommending alternatives, the RSP should indicate the lowest speed that will be delivered. With RBI wireless we are told that you can get up to 25 Mbit/s. What you actually get is 0-25 Mbit/s with an average during peak times of 1-2 Mbit/s

### Outcome 4: Agree

Logical. Most people don't understand how the technology works or what it can deliver.

### Outcome 5: Agree

Standard

### Outcome 6: Disagree

A lot of people may use this opportunity to relinquish their landline and just rely on mobile. What is more important is the minimum internet connectivity speed.

### Outcome 7: Agree

### Do you have any other feedback?

As I have stated many times. Once the copper network is disestablished, rural and city fringe sellers not served by fibre, will be forced to use wireless technologies. My experience is that the current service is not up to scratch. An influx of further users will cause a quantum change in contention-related issues. Large swathes of New Zealand will be left with internet services vastly inferior to those that they received around 20 years ago. That is not progress.



## Marketing Alternative Technology: Consumer feedback

Ref: 655

Date: 15/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Big issue is not telling people, but ensuring they understand. Plain English. Clear diagrams/ flow charts. Work with affected groups to trial information first.



**Marketing Alternative Technology: Consumer feedback**

**Ref: 656**

**Date: 15/08/2021**

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**





## Marketing Alternative Technology: Consumer feedback

Ref: 658

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 659

Date: 15/08/2021

### Outcome 1: Disagree

Although this doesn't affect me personally, I work with many seniors who are having extreme difficulties with digital inclusion. For large numbers, especially in rural areas, technological change is causing increasing levels of social isolation. Adequate communication and support to these people is essential if they are to cope with the changes.

### Outcome 2: Disagree

Please see my earlier comments

### Outcome 3: Disagree

### Outcome 4: Disagree

### Outcome 5: Disagree

### Outcome 6:

Mobile phones can simply be too difficult for people with low literacy, sight and/or arthritic hands.

### Outcome 7: Disagree

Engaging with telcos is simply too hard for the gross groups described earlier.

### Do you have any other feedback?

I would like to see greater/continuing investment be given to local councils to support digital inclusion initiatives - beyond 30 June 2022 when the NZLPP funding ends.



## Marketing Alternative Technology: Consumer feedback

Ref: 661

Date: 15/08/2021

### Outcome 1: Agree

Because without formal regulation RSP's are notoriously adverse to informing customers of the truth.

### Outcome 2: Agree

It's great to recommend a third party website such as Broadband Compare, as often the best technology for the customers could be a smaller local WISP rather than any of the big players or chorus.

### Outcome 3: Agree

Spark, Skinny and Vodafone are bad at this when advertising their Wireless Broadband service (delivered over the 4g mobile network). They must know there's very little chance of any theoretical minimum speed been achieved when the network is under any form of load which is basically the case of all 4G mobile networks in NZ now a days.

### Outcome 4: Agree

I haven't struck any RSP's been dishonest over this in recent times, but it's an issue that previously has cropped up in the community from time to time. It's important they are upfront and honest with customers from their first contact. Staff tr

### Outcome 5: Agree

Spark and their 30 days notice is a industry feature which needs to be legislated against. I absolutely support this and all RSP's need to provide accurate and upfront pricing. Local fibre companies have a role to play however by ensuring they provide

### Outcome 6: Agree

Definitely agree, RSP's love to use this tactic to stop customers from leaving. Some CSR's even go as far as to tell customers they cannot keep their number.

### Outcome 7: Agree

Most RSP's appear to now be part of the Telecommunications Disputes Resolutions Scheme and advertise the fact on their website/s however it's a fairly toothless scheme which the RSP's don't tend to be afraid of or change their behaviour because of. Toughening the TDR scheme would be a great extension.

### Do you have any other feedback?

Retail service providers have proven over the past 15 years they won't change their behaviour unless government forces change upon them, I completely support any and all regulation against RSP's including all proposed in this survey.



## Marketing Alternative Technology: Consumer feedback

Ref: 662

Date: 15/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 664

Date: 15/08/2021

### Outcome 1: Agree

My mother in law is affected by this. Being given time to make an informed decision rather than rushed

### Outcome 2: Agree

As previously the more time to allow people to make the best decision for their needs

### Outcome 3: Neutral/I don't know

### Outcome 4: Agree

Important for those with medical alerts. Our worry with my mother in-laws is having means to get help in case of a power cut.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 665

Date: 15/08/2021

### Outcome 1: Agree

Because these principles seem to be fair and reasonable.

### Outcome 2: Agree

As above

### Outcome 3: Agree

Same again - fair and reasonable

### Outcome 4: Agree

As above.

### Outcome 5: Agree

This getting boring

### Outcome 6: Agree

Ditto

### Outcome 7: Agree

As above

### Do you have any other feedback?

No



## Marketing Alternative Technology: Consumer feedback

Ref: 666

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 667

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 668

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 669

Date: 15/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 672

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Neutral/ I don't know

Outcome 5: Agree

Outcome 6: Neutral/I don't know

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 673

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5:

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 674

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 675

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 676

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 677

Date: 15/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 678

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 679

Date: 13/08/2021

### Outcome 1: Agree

Need to know ahead of time

### Outcome 2: Agree

Seems to cover most options.

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 680

Date: 15/08/2021

### Outcome 1: Disagree

may not be an obvious alternative to the copper network. 4 months isn't long enough for some people to find an alternative

### Outcome 2: Disagree

alternatives should be usage based (eg: phone monitored alarm), rather than provider based (do they have a solution for me)

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 681

Date: 15/08/2021

**Outcome 1: Agree**

**Outcome 2: Neutral/I don't know**

We have no alternative to a landline if we want a phone service that works in a power cut. Our rural area has no cell coverage.

**Outcome 3: Agree**

**Outcome 4: Neutral/ I don't know**

As before - short of driving 15 km down the road to get a cell phone signal, a landline is the only option we have for emergency calls in the event of a power cut.

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

We need the copper network, like thousands of other rural residents.



## Marketing Alternative Technology: Consumer feedback

Ref: 682

Date: 15/08/2021

### Outcome 1: Agree

I am concerned about the price of the new systems. During the Chch earthquakes home landlines ( copper) were the only form of communication working.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

It seems to me that the removable of copper is more an advantage to the telco companies than to is to us the consumer.

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Old people find such changes difficult.



## Marketing Alternative Technology: Consumer feedback

Ref: 683

Date: 15/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

We have no mobile or fibre so looking forward to see how Chorus address this.



## Marketing Alternative Technology: Consumer feedback

Ref: 684

Date: 14/08/2021

Outcome 1: Neutral/I don't know

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 686

Date: 15/08/2021

### Outcome 1: Agree

First of all what is a RSP and what is PSTN? I had to look it up. That should not be necessary. Surely you are talking about customers, not consumers. What Public Switched Telephone Network does Spark run? I thought Chorus ran it. I agree in principle with the 7 statements, but there is too much jargon in them for the average person.

### Outcome 2: Neutral/I don't know

I think many customers would still be confused. They should ask their children or grandchildren who are likely to have a better grasp of the issues. More seriously people should be encouraged to ask friends, Citizens Advice Bureaus etc for ideas and guidance.

### Outcome 3: Agree

Re f. This seems to give too much 'power' to an awkward customer, especially where the provider had to provide significant installation service. A customer should be able to change from a home wireless broadband product easily, but a provider would probably have little difficulty with this. Indeed the best outcome for a customer having to move off copper is to try 'wireless broadband' including POTS (plain ordinary telephone service) if needed, then move to fibre if 'wireless broadband' is found to be inadequate. Many customers are unlikely to have a clue about which service is most likely to meet their needs.

### Outcome 4: Disagree

Statements may be factually correct, but the emphasis is all wrong. Bringing the issue of the '111 contact code' into this with respect to customers in my opinion merely generates confusion. As far as I know all associated 'products' meet the code. Also t

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

It is accepted that Home wireless broadband does not integrate with existing wiring because the 'ringing' power provided by the unit is very limited. A fibre termination unit (ONT) can be connected to existing phone wiring ('integrated wiring'). However, while the ringing power delivered by the ONT is greater than that for home wireless broadband, it is still not as great as that provided by telephone exchanges or roadside cabinets, so phones will not ring as loudly as expected. This does not affect cordless phones as ringing is supplied by the battery within the phone. There does not seem to be a product that will resolve the





issue for 'corded' phones. Hence the issue should be put squarely to customers that they need to seriously consider abandoning their phone wiring and corded phones and move to cordless phones. Perhaps fibre providers could be encouraged to provide fibre termination units that will provide a full power ringing signal.



## Marketing Alternative Technology: Consumer feedback

Ref: 687

Date: 15/08/2021

Outcome 1: Neutral/I don't know

Outcome 2: Agree

Outcome 3: Neutral/I don't know

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 688

Date: 15/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

No other comments

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 689

Date: 15/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

Many companies do not want to have to deal with customers, they want automated plans that force customers onto plans, they want to minimise their costs and maximise their gains. Getting in touch with providers is very difficult - lots of time on hold - confusing information - tricky wording to make things difficult to understand - more operators are based offshore which makes for difficult communication

### **Do you have any other feedback?**

Government needs to have more regulations for internet providers as they seem to be doing all sorts of things to extract more money from consumers. Government needs to have tighter controls and penalties for companies breaking the rules.



## Marketing Alternative Technology: Consumer feedback

Ref: 690

Date: 15/08/2021

### Outcome 1: Agree

It has to be fair , we must be notified and options clearly outlined. With timelines

### Outcome 2: Agree

To be fair and transparent And not to push unnecessary products that are misleading Looking at you Vodafone

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Neutral/I don't know

I have not seen anything from them Apart from a billboard I worry my gran will be pressured into getting something she doesn't even have internet

### Outcome 6: Neutral/I don't know

### Outcome 7: Neutral/I don't know

### Do you have any other feedback?

I only found out the other day by billboard



## Marketing Alternative Technology: Consumer feedback

Ref: 691

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 692

Date: 15/08/2021

### Outcome 1: Agree

In my experience so far none of these have been followed by chorus who try to get me to change two to three times a year and tell me I am the only one in the street who has not changed,

### Outcome 2: Agree

as before I have not experienced any of these nor have relatives are are being pushed into changing by being told they 'have to change now or wont have a phone".

### Outcome 3: Agree

as before. None of these aspects of change are given by chorus. Instead it is a flat 'you have to change now'. I had already studied alternatives and my telco offered and explained wireless which I have been using with no problems.

### Outcome 4: Agree

I have not had any of this explained but have worked it out for myself. My St John alarm was put on wireless when I last shifted - they said it was a preference for them.

### Outcome 5: Agree

### Outcome 6: Agree

I knew this as I had asked questions but an elderly relative has recently been told by chorus that she has to change and been told none of this. She has been given a modem but no idea what it is for and is very confused about it all.

### Outcome 7: Agree

As before. These are ideals that should be followed both orally and in written form and a chance given for questions.

### Do you have any other feedback?

An appointment had been made by a chorus seller who contacted my home's owner when I refused to change. they has agreed. I cancelled the booking and received a call from someone in authority who was very understanding of my position. He agreed the seller was wrong, should not have contacted the owner, should not have bullied me and cancelled the booking with apologies, Since then (a year ago) I have has three more occasions when a chorus spokesman has come to my door and tried to make me change. I found out from one that they had my details so I told them to stop coming as there was no way ever I would change and I would lay a complaint if they came back.



## Marketing Alternative Technology: Consumer feedback

Ref: 693

Date: 15/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4:**

Indicative cost ranges must be supplied, eg cost of new phone jack points, or cost of a modem

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**





## Marketing Alternative Technology: Consumer feedback

Ref: 694

Date: 15/08/2021

### Outcome 1: Disagree

Don't agree because we have already been shafted. We were lied to in answers to a direct question. We lost our emergency line during power outages.

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 695

Date: 15/08/2021

### Outcome 1: Agree

Transparency please. And it's only polite.

### Outcome 2: Agree

### Outcome 3: Agree

Annoyed that my wifi now does not reach to my bedroom and I am the one who has to fix this. The supplier should ensure it is fit for purpose themselves

### Outcome 4: Agree

### Outcome 5: Agree

Any business should do this

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

No. Said it earlier.



## Marketing Alternative Technology: Consumer feedback

Ref: 697

Date: 15/08/2021

### Outcome 1: Agree

Offers must be in plain English and without too much technical stuff

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 698

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 700

Date: 15/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

### **Do you have any other feedback?**

Whilst I agree that all these efforts to protect and inform customers are the ideal situation, most of the households I service have been pressured or just plain told they are moving off copper. Most do not realize that their jack points are no longer usable. And all don't realize their promised fast internet is not a given unless they choose a higher plan (the basic plan is many times about equivalent to what they had on copper vdsl).



## Marketing Alternative Technology: Consumer feedback

Ref: 701

Date: 15/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 702

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 703

Date: 15/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 704

Date: 15/08/2021

### Outcome 1: Disagree

I have fibre it is useless

### Outcome 2: Disagree

Have you tried to contact a telco

### Outcome 3: Disagree

Too comlicard

### Outcome 4: Disagree

Too hard

### Outcome 5: Disagree

They hide behind terms conditions

### Outcome 6: Disagree

They can do and promise not g

### Outcome 7: Disagree

I've a compliant in heard nothing

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 705

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 707

Date: 15/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 709

Date: 14/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 710

Date: 14/08/2021

### Outcome 1: Disagree

There should be a requirement for RSPs to include up to date information on the announcements Chorus or Spark have made. That would be so fair context is provided as a baseline, not only in limited situations where the RSP is referring to an individual's premise.

### Outcome 2: Disagree

Should be strengthened to: when promoting a particular service, RSPs must provide a clear summary of the types of options available to consumers

### Outcome 3: Agree

All strong points which go beyond "Don't include misleading information" principles.

### Outcome 4: Disagree

It suggests their current service providers this. Recommend amending to the effect of "when shifting to an alternative service, RSPs should advise consumers which alternatives provide these functions and which don't."

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 711

Date: 14/08/2021

Outcome 1: Disagree

Outcome 2: Disagree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 714

Date: 14/08/2021

### Outcome 1: Agree

It should be a level playing field for all with informed knowledge as to what is available

### Outcome 2: Agree

as previous comment

### Outcome 3: Agree

It is essential that all the information supplied is clear and accurate to make informed decisions

### Outcome 4: Agree

Common sense, all this is important

### Outcome 5: Agree

Again should be part of the information to make informed decisions

### Outcome 6: Agree

as previous

### Outcome 7: Neutral/I don't know

### Do you have any other feedback?

no



## Marketing Alternative Technology: Consumer feedback

Ref: 716

Date: 14/08/2021

### Outcome 1: Neutral/I don't know

We have no copper line here and no broadband available

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 717

Date: 14/08/2021

### Outcome 1: Disagree

RSP's need to offer compensation for service withdrawal

### Outcome 2: Disagree

These suggestions are weak, soft and patronizing. Where is the enforcement and penalties for industry misbehavior. Is this going to be yet another example of voluntary compliance.

### Outcome 3: Disagree

Yet again, pathetic, weak and patronizing to the RSP's.

### Outcome 4: Disagree

Changes to medical or alarm systems will be at the RSP.s expense and not the consumers.

### Outcome 5: Disagree

Looks like this entire proposal is good old profit enabling and a big dose of consumer bashing

### Outcome 6: Disagree

Proposed outcome 6 makes RSP's look like they are incapable of good faith behaviour. We know that is the outcome to date and unlikely to change soon.

### Outcome 7: Disagree

Consumers should also be told that they can go to the law courts, they can sue or go public via social media or a TV program like Fair Go.

### Do you have any other feedback?

What planet are you guys on??



## Marketing Alternative Technology: Consumer feedback

Ref: 719

Date: 14/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Neutral/I don't know**

**Outcome 3: Neutral/I don't know**

**Outcome 4: Agree**

Consumers should be given plenty of notice for any changes to communication by phone companies!

**Outcome 5: Agree**

Yes, they need to be more open and transparent with consumers on what they are doing and why!

**Outcome 6: Agree**

Yes, they have too much monopoly over anyone wanting a better service at the moment!

**Outcome 7: Neutral/I don't know**

**Do you have any other feedback?**

Yes we do not like the kind of control some have over consumers and they cancell phone ports without any warning and do what they like!



## Marketing Alternative Technology: Consumer feedback

Ref: 721

Date: 14/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

RSP's should be required to provide this information directly in a condensed, easy to read manner. It can be very confusing, especially for older people being directed between various pages to find the information that they need

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 724

Date: 14/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

However all claims about speed are dubious, and most ISP/Telcos advertise they have the best speed.

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 726

Date: 14/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Neutral/I don't know**

**Outcome 3: Neutral/I don't know**

**Outcome 4: Neutral/ I don't know**

**Outcome 5: Neutral/I don't know**

**Outcome 6: Neutral/I don't know**

**Outcome 7: Neutral/I don't know**

**Do you have any other feedback?**

Too many big words and technical words to be likely to get answers



## Marketing Alternative Technology: Consumer feedback

Ref: 727

Date: 14/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 729

Date: 14/08/2021

### Outcome 1: Disagree

Older customers who move to fibre are generally unaware that their phone is no longer using a copper land line and the implications of that.

### Outcome 2: Disagree

I have yet to meet someone who has heard of broadbandmap.nz

### Outcome 3: Disagree

Customers who try to walk away from VOIP are charged fees to reconnect copper.

### Outcome 4: Disagree

Suitable power backup options are not provided. Thus medical alarms and access to 111 will fail all the time.

### Outcome 5: Disagree

### Outcome 6: Disagree

Number portability is unknown to common folk.

### Outcome 7: Disagree

### Do you have any other feedback?

Elderly people are taken for a ride and only find out, when it's too late, that their phone no longer works during a power cut.



## Marketing Alternative Technology: Consumer feedback

Ref: 730

Date: 14/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2:**

**Outcome 3:**

**Outcome 4:**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**





## Marketing Alternative Technology: Consumer feedback

Ref: 731

Date: 14/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 732

Date: 14/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 733

Date: 14/08/2021

### Outcome 1: Agree

The RSPs have a responsibility to consumers because of standard consumer contracts are being changed

### Outcome 2: Agree

Again responsibilities

### Outcome 3: Agree

again responsibilities

### Outcome 4: Agree

same as before

### Outcome 5: Agree

same as before But I don't think consumers should be forced to pay for a change that is not of there choice

### Outcome 6: Agree

Responsibilities

### Outcome 7: Agree

### Do you have any other feedback?

RSPs should take in the fact that a lot of people can not afford the higher costs involved with being forced to have broadband even it is just for a phone that is needed especially in the case of emergency in the case of older generations



## Marketing Alternative Technology: Consumer feedback

Ref: 735

Date: 14/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 736

Date: 14/08/2021

### Outcome 1: Agree

All we have is copper.

### Outcome 2: Agree

### Outcome 3: Agree

Went to VDSL from ADSL, speed just the same, rally did expect a big improvement from all the hype.

### Outcome 4: Agree

We have no viable alternative speedwise costwise to copper

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 737

Date: 14/08/2021

### Outcome 1: Agree

I live in a semi-rural area (Tutukaka Coast). Residents here have been contacted by Telcos (as far as I know, by phone). It's unclear what they've been told, but their impression is that the copper network is being withdrawn. I'm assuming they were told that PTSN services were being withdrawn. Many consumers rely on ADSL because they are unable to access other forms of Internet access, apart from satellite, so it's highly unlikely that copper is going away any time soon. My feeling is that telcos should be required to provide written as well as phoned information, because the issue is quite technical and complex.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5:

### Outcome 6: Agree

### Outcome 7: Agree

Well, question 17 options were poorly worded! I ticked the "closest" box.

### Do you have any other feedback?

This is how I explained the changes locally: \\ There are two processes going on within NZ to phase out obsolete telecommunications systems. One is the removal of copper wire networks, and that's beginning in urban areas, where everyone has access to fibre or wireless broadband as a replacement. It means removing your analogue landline and your ADSL / VDSL broadband. The other is the removal of the PTSN service from the copper wire network, and its replacement with VOIP on the copper network (or wireless if it's available). It means your ADSL / VDSL broadband remains. The latter is the process that's going on out here. Phones plugged into the wall will now be plugged into the router. The copper wire network will be staying until everyone has a decent wireless or fiber connection. Due to our topography, that'll be at least a decade, I'm thinking. Whether that's good news or bad news depends on your perspective. //



## Marketing Alternative Technology: Consumer feedback

Ref: 738

Date: 14/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2: Neutral/I don't know**

Survey questions are too long winded!!!! Bye bye

**Outcome 3:**

**Outcome 4:**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 740

Date: 14/08/2021

### Outcome 1: Agree

need time to check alternatives

### Outcome 2: Agree

only fair

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 741

Date: 14/08/2021

### Outcome 1: Agree

We have copper for our landline phone and broadband, we need to know our alternatives.

### Outcome 2: Agree

Agree to having all the options spelt out to us, not just promoting certain ones

### Outcome 3: Agree

We want facts, nothing misleading

### Outcome 4: Agree

Emergency calls may be an issue

### Outcome 5: Agree

Yes, clear communication, but shouldn't be charging termination fees, through no fault/choice of our own

### Outcome 6: Agree

Agree to wanting transparency and truth

### Outcome 7: Agree

Agree. Need resolutions if there's any issues

### Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 742

Date: 14/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 744

Date: 14/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Neutral/I don't know

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 745

Date: 14/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

### **Do you have any other feedback?**

Yes. Chorus should stop door knocking to try drum up business by persuading to switch to fibre. This is the hardest type of communication for vulnerable people to resist pressure and to have a clear record of what has or hasn't been promised to them.



## Marketing Alternative Technology: Consumer feedback

Ref: 746

Date: 14/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

RSPs should provide a backup power source or solution for the service as consumers should not have to pay for this. It should be given as part of the plan for the customer. Customer pays RSPs for the service so they should expect to get access to emergenc

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 747

Date: 14/08/2021

### Outcome 1: Agree

I have had to change from a copper to fibre phone and landline and broadband service in June 2020 because Spark shut down their PSTN (which their customer service rep incorrectly blamed on Chorus btw). Luckily my husband works in the telecommunications industry so only through him was I able to understand what this meant and that it wasn't because of the copper network shut down which is what we were expecting to happen soon. I wasn't happy that we were only informed of the actual date of PSTN shut down formally by letter sent four weeks before the shut off date but received only three weeks before it. I believe this was designed to put pressure on us to settle for an easy switch over so therefore remain with Spark. When I complained about not been given enough notice, their reason was that we were first informed on our emailed bill sent three months before which in my opinion is sneaky as no one reads the back page of their emailed phone bill and also it is only online for a short time. My husband was able to arrange a switch to fibre with another provider which was slightly difficult even with his knowledge and ability. We were also charged a disconnection fee by Spark so I had to argue that we only switched because they forced us to because they shut down their PSTN of which the Spark rep replied that 'PSTN is not broadband'. I told him 'that's what I said' as that was what my point was when I lodged a written complaint with Spark earlier. After conferring with his supervisor the rep told me I could get a refund but not until the next billing date. Luckily I happened to have the phone number of their Resolutions Rep so he was able to arrange an almost \$100 refund overnight. I have to wonder if charging a disconnection fee for others in a situation like ours is also part of their 'confusing the customer'.

### Outcome 2: Agree

The customer will probably be with the ISP they choose for many years so having all information easily available is valuable.

### Outcome 3: Agree

Internet services are not cheap in NZ and it is a utility service we cannot live without in this day and age. They need to back up their claims in real numbers and terms so we can compare and/or challenge their services are not living up to the claims.

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 748

Date: 14/08/2021

### Outcome 1: Agree

We are solely reliant on copper out here. There is no mobile or broadband services.

### Outcome 2: Agree

As before

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Someone needs to provide services for marginal areas of coverage. I would prefer having options which I currently do not.



## Marketing Alternative Technology: Consumer feedback

Ref: 749

Date: 14/08/2021

### Outcome 1: Agree

Maybe six months would give people more time?

### Outcome 2: Agree

### Outcome 3: Agree

People with hearing disabilities may need specialised technical advice. They should not have to pay for such advice from an independent source.

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Elderly family members of mine are unhappy about losing their copper line because they've 'heard horror stories' about the unreliable nature of internet-based call services. They live in an area with poor mobile coverage, and have medical conditions that could potential require them to summon urgent assistance. I am guessing there is a sizeable number of others like them. Independent and free advice would perhaps help them make the correct choice for their circumstances.





## Marketing Alternative Technology: Consumer feedback

Ref: 750

Date: 14/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 753

Date: 14/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

I really want to know about fibre reliability in the event of power outages



## Marketing Alternative Technology: Consumer feedback

Ref: 754

Date: 14/08/2021

### Outcome 1: Agree

All consumers need to be considered not just the younger generation had have no thoughts for others. Services need to consider all consumers not just their target group and Co bottom line ie high profits .

### Outcome 2: Neutral/I don't know

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 755

Date: 14/08/2021

**Outcome 1:**

**Outcome 2: Agree**

**Outcome 3: Agree**

Speed claims should be met with a minimum time this speed is provided as a percentage. Similar to how cloud companies give you a discount when they fail to meet their advertised uptime. Credit/discounts should be given when they fail to meet this.

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 760

Date: 14/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 761

Date: 14/08/2021

### Outcome 1: Agree

Because this is not what happened when I witnessed fibre broadband hardware installed at a friend's house by Chorus. He was simply informed his copper wiring connection was being taken away. There was no permission sought and no option either

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 762

Date: 14/08/2021

### Outcome 1: Agree

Agree. I am in urban fringe, few houses and copper only service. To upgrade to fibre they want \$1000's from each homeowner. Tried wireless and it was awful.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Neutral/I don't know

A good start. I fear being on hold for hours only to be told BS or that they can't change things. Must have a regulator amply resourced and with the ability to force compliance. Good luck to all of us.

### Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 764

Date: 14/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

This is all very worthy but it does not address the situation of someone who simply does not understand what the changes will require of them, There needs to be some kind of educational process alongside this one.

**Outcome 4: Disagree**

See my previous comment. There needs to be some effort to ensure that-the consumer understands and can manage the alternatives offered.

**Outcome 5: Disagree**

See my previous comments. You are taking too much for granted. Many of us oldies learned how IT works with the incidental help of young people. If you don't have that available, or don't know to ask, you are left in an information gap by this proces

**Outcome 6: Agree**

What if people do not have access to the web?

**Outcome 7: Disagree**

Please see previous concerns.

**Do you have any other feedback?**

I would be happy to discuss this. I used to write textbooks and teach about old age, but now I am in my 70s I see how much is taken for granted or not explained. And how many older people, even clever ones, may not understand how digital communications work.





## Marketing Alternative Technology: Consumer feedback

Ref: 765

Date: 14/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 768

Date: 14/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

d and e are particularly important.

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 769

Date: 14/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 770

Date: 14/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

### **Do you have any other feedback?**

There should not be a cost for rural peoples to move off the copper network just because they are out of a Fiber roll out area, My Parents house sits just outside of the Tuakau Roll out of fiber and it will cost many 100s of dollars to get fiber to their house even though they are 500m from the existing fiber lines



## Marketing Alternative Technology: Consumer feedback

Ref: 771

Date: 14/08/2021

### Outcome 1: Agree

My preference has always been copper so withdrawal means a lot for a proven product

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 772

Date: 14/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

### **Do you have any other feedback?**

We have moved back from Australia and are finding it very difficult figuring out what has happened with telecoms, home lines and Internet. We don't know who to turn to for the information.



## Marketing Alternative Technology: Consumer feedback

Ref: 774

Date: 14/08/2021

### Outcome 1: Agree

They seem to target older people who dont understand and try to push them to fibre when even those in the know dont see anywhere that copper is going

### Outcome 2: Agree

My mum was hard sold by spark to change to a wireless ph as copper was being withdrawn and they didnt even take into account this immediately made her medical alarm useless. Next they were signing her up for fibre, she doesnt even have any internet connections or devices!

### Outcome 3: Agree

We now have sky trying to tell us they can supply fibre ten times faster than what we have when they call but they dont even know what we have. At times our fibre appears slower than our old copper so feel we were sold a pup byspark even to get fibre

### Outcome 4: Agree

As i mentioned spark hard sold a change to a wireless ph to my elderly mother and she lost the ability to use her medical alarm. She sorted an alternative alarm but it only works if the power is on so she is stuffed in power cuts

### Outcome 5: Agree

They are quick to change you over but dont always tell you about the fees if you cancel, even if the cancellation is unforeseen, medical, death etc.

### Outcome 6: Agree

The ability to port appears hidden and many elder friends could have cheaper services but fear losing their contacts

### Outcome 7: Agree

They certainly dont go out of their way when you have issues. We changed and had no internet for three weeks. Daily calls to spark, told crap every day and blamed chorus, chorus sent a person who drove on a sunday, three and a half hour return trip, to find he spent two minutes and knew the issue was a spark issue. Still took spark another three days to sort it. No apology, no recompense, just suck it up.

### Do you have any other feedback?

Do the public actually know copper is going, do they know they can turn to alternate providers other than spark, do they know chorus make a shit job and often substandard instal of fibre and is there a choice, what happens if they go wireless - who pays for a new modem if and when it craps out? Providers



make speed claims but can we trust them? We had a sam knows, think thats the name, speed test gadget hooked to our internet as it was so slow. We run an 80gig plan and the sam gadget ate internet data and pushed us over the limit at huge cost every month so we unplugged it and threw it away. Isnt that your gadget and from the info when we signed up it never said what it would use and when we csaaid what plan we were on surely it would have been obvious its useless to us?





## Marketing Alternative Technology: Consumer feedback

Ref: 775

Date: 14/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 777

Date: 14/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Clear, complete information on costs (both of conversion and usage) and effects on service are vital. Confusion and obfuscation must not be used as marketing tools.



## Marketing Alternative Technology: Consumer feedback

Ref: 780

Date: 14/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2:**

**Outcome 3:**

**Outcome 4:**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 781

Date: 14/08/2021

### Outcome 1: Agree

As long as those who only have copper available are advised and not inconvenienced, I am happy with the above conditions

### Outcome 2: Agree

Most areas are covered. Unfortunately many New Zealanders still feel that Telecom (under any name including Spark & Chorus) & BNZ are government owned & a bit big brotherish. I have worked at several telcos & have noted this

### Outcome 3: Agree

How are these promised expectations going to be monitored?

### Outcome 4: Agree

Once again, how are these warnings / obligations going to be monitored. Are they going to scare some people?

### Outcome 5: Agree

Again, how to be monitored. I have see casual telemarketers come up with very imaginative stories

### Outcome 6: Agree

Same as previous comments. A lot of users are not very sure of modern technology. I know of intelligent people who will not trust on-line banking

### Outcome 7: Agree

Exactly the same as previous comments

### Do you have any other feedback?

All the previous comments apply to most of these questions



## Marketing Alternative Technology: Consumer feedback

Ref: 783

Date: 14/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 784

Date: 14/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

Vodafone implying copper withdrawal means customers must move onto its fixed wireless product.

**Outcome 3: Agree**

**Outcome 4: Neutral/ I don't know**

Hard to know about everything a customer has

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 785

Date: 13/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 786

Date: 13/08/2021

### Outcome 1: Agree

People need time to adjust to major change for elderly people.

### Outcome 2:

### Outcome 3:

### Outcome 4:

### Outcome 5:

### Outcome 6:

### Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 787

Date: 13/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 788

Date: 13/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

Telecoms appear to be 'in charge' & seem to ignore the customer/consumer



## Marketing Alternative Technology: Consumer feedback

Ref: 790

Date: 13/08/2021

### Outcome 1: Agree

### Outcome 2: Agree

I have recently (and regretfully) relinquished my copper landline and moved to VOIP - at no stage was I advised that the telephone equipment I had would no longer work

### Outcome 3: Agree

### Outcome 4: Agree

I have recently (and regretfully) relinquished my copper landline and moved to VOIP - at no stage was I advised that the telephone equipment I had would no longer work.

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

While I agree that "in principle" the above is reasonable actually getting the RSP to fully comply may be "a step too far"

### Do you have any other feedback?

I am an older consumer and my recent experience has not given me confidence in the changes proposed- particularly from a security of service point of view



## Marketing Alternative Technology: Consumer feedback

Ref: 793

Date: 13/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 794

Date: 13/08/2021

### Outcome 1: Agree

We were not informed fully when we changed to Fibre which created major issues with the phone line.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

This is why we wanted to keep the copper ph line due to emergencies

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Not told this

### Do you have any other feedback?

Was a major issue when changing and have avoided changing providers because of the delays involved.



## Marketing Alternative Technology: Consumer feedback

Ref: 795

Date: 13/08/2021

### Outcome 1: Agree

Obviously, consumers need honest and accurate information on which to base their decisions.

### Outcome 2: Agree

Consumers may find the choice process difficult. An independent online Q&A process about their needs would need of considerable assistance in this.

### Outcome 3: Agree

This is a considerable improvement on the current situation. Actual broadband speeds are nothing like those advertised, and RSPs & Chorus blame one another and leave the consumer baffled.

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

RSPs should be placed under an obligation to rectify slow broadband speeds. Consumers want fast broadband with sufficient capacity. The ability to have a claim upheld by the TIO is good & necessary, but in most cases doesn't actually fix the problem.

### Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 800

Date: 13/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Neutral/I don't know**

d) Both download and upload speeds should be used. Also, consumers need to be advised the speeds are measured at the demarcation point, not at the consumer's end device, due to varying quality of consumer equipment, wiring and WiFi signal.

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 801

Date: 13/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

RSP's should be required to disclosed the amount of backhaul capacity/resource that they will commit to as a minimum on a per customer basis. This is important where RSPs can differentiate their product over and above that provided by the last mile operator.

**Outcome 4:**

**Outcome 5:**

**Outcome 6:**

**Outcome 7:**

**Do you have any other feedback?**





## Marketing Alternative Technology: Consumer feedback

Ref: 802

Date: 13/08/2021

### Outcome 1: Agree

Agree. ComCom should also strictly enforce existing legislation around misleading conduct

### Outcome 2: Agree

### Outcome 3: Agree

RSPs need to inform customers regarding SDU vs ROW vs MDU sites.

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

While these principles cover RSPs, what about network operators? A network operator and their subsidiaries may represent their technology in a more positive light than alternatives

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 803

Date: 13/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

I'm of an age and life experience that means I default to doing my own research. My own experience with both Vodafone and Chorus recently reinforced that is a necessity and I believe a lot of people of all ages will be misinformed when making decisions.

**Outcome 4: Agree**

When I first switched to voip with Vodafone they definitely didn't explain that, focus was purely about upselling broadband speed. I wish better for others as they make booking install times so hard that you end up just agreeing to things on the day under

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

My experience has been that they focus on positive things and don't like to bring up anything that might drive more questions or put people off making fast decisions.



## Marketing Alternative Technology: Consumer feedback

Ref: 805

Date: 13/08/2021

### Outcome 1: Disagree

no mention of the problems I had, IE my extension phone would not work I had to buy a new phone with slave extension. I was not told that in a power cut the phone would not work.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

no mention of problems caused if you live in an area with NO cell phone coverage

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 806

Date: 13/08/2021

### Outcome 1: Disagree

There should be mandated timeframes for RSPs responses.

### Outcome 2: Agree

### Outcome 3: Agree

### Outcome 4: Agree

### Outcome 5: Agree

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

Sound principles, although response times need clearly defining.



## Marketing Alternative Technology: Consumer feedback

Ref: 807

Date: 13/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3: Agree

Outcome 4: Agree

Outcome 5: Agree

Outcome 6: Agree

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 809

Date: 13/08/2021

### Outcome 1: Agree

It makes things simple and easy to understand

### Outcome 2: Agree

Its making known what alternative options are available

### Outcome 3: Agree

### Outcome 4: Disagree

I switched from copper to fiber and there is NO change in the speed or service I get

### Outcome 5: Agree

I agree BUT consumers should not be charged a termination fee if staying with same provider

### Outcome 6: Agree

### Outcome 7: Agree

### Do you have any other feedback?

N/A



## Marketing Alternative Technology: Consumer feedback

Ref: 810

Date: 13/08/2021

Outcome 1: Agree

Outcome 2: Agree

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?



## Marketing Alternative Technology: Consumer feedback

Ref: 811

Date: 13/08/2021

Outcome 1: Agree

Outcome 2:

Outcome 3:

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?





## Marketing Alternative Technology: Consumer feedback

Ref: 813

Date: 13/08/2021

**Outcome 1: Agree**

**Outcome 2: Agree**

**Outcome 3: Agree**

This outcome (3) should be extended to encompass all digital/internet services being offered by two or more providers

**Outcome 4: Agree**

**Outcome 5:**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**



## Marketing Alternative Technology: Consumer feedback

Ref: 814

Date: 13/08/2021

**Outcome 1: Neutral/I don't know**

**Outcome 2:**

Dont understand . I got a letter saying Chorus is stopping copper in January 2022 but trying to contact Spark to arrange an alternative has been a mission

**Outcome 3: Agree**

**Outcome 4: Agree**

**Outcome 5: Agree**

**Outcome 6: Agree**

**Outcome 7: Agree**

**Do you have any other feedback?**

My internet and phone supplier has not been in contact with me at all about the withdrawal only Chorus who tell me to contact my supplier



## Marketing Alternative Technology: Consumer feedback

Ref: 817

Date: 11/08/2021

Outcome 1:

Outcome 2:

Outcome 3: Agree

Outcome 4:

Outcome 5:

Outcome 6:

Outcome 7:

Do you have any other feedback?

