

# Summary of individual feedback

## Improving retail service quality for telecommunications consumers

Date of publication: 30 March 2021



# Foreword

Kia ora,

Ngā mihi mo to whakaaro.

Thank you for submitting your views on the pain points being experienced by fixed and mobile consumers and potential remedies to address them.

This is an important stage as we press ahead with our work to improve retail service quality (RSQ) for telecommunications consumers.

Hearing directly from consumers provides an important perspective on what matters to New Zealanders and why. This feedback will inform our view of which pain points should be prioritised and how best to address them.

In addition to your feedback, industry stakeholders have provided written submissions, which have been published on our [website](#) alongside this summary.

We have also gone out to the community and conducted four face to face workshops with representatives and volunteers from a range of community groups, seeking out a perspective from workers who provide direct support to telecommunications consumers in need of help. We have also published a summary of those workshops on our [website](#).

We are currently designing and conducting a statistically robust national consumer survey which will further explore consumer pain points. We expect to publish the results of the survey by July this year.

By August we will look to publish our initial view on pain points that we intend to address.

Ngā mihi nui

**Tristan Gilbertson**

Telecommunications Commissioner

## About this document

This document summarises the feedback we received through our online form from consumers in response to the Commerce Commission's (the **Commission's**) open letter to industry on [Improving Retail Service Quality for Consumers](#) published on 29 October 2020.

The open letter invited views from consumer and industry stakeholders on pain points and how retail service quality (**RSQ**) could be improved to better reflect telecommunications consumer demands. Feedback closed on 26 February 2021.

This document includes:

- an overview of the information provided to consumers and the questions on the online feedback form;
- a summary of the key themes from the feedback we received by consumers; and
- a copy of each non-confidential completed feedback form.

The consumer feedback will inform our decisions to prioritise pain points along with views received via our submission portal and the consumer representative workshops, in response to our open letter.

We have also published a statement of process paper that sets out our approach to RSQ work in 2021, to inform stakeholders as to how they can be kept up to date with progress and contribute to our RSQ work programme (**RSQ statement of process**).

We note that some of the feedback was marked as confidential, so we have not directly included these in this document, however all feedback has contributed to the summary of key themes.

### **This summary presents views of consumers who gave feedback using our online form**

This is not a summary of the Commission's views. The Commission's position with our preliminary views on RSQ pain points will be provided at a later date, as set out in the RSQ statement of process.

# Our retail service quality feedback form

**Our Part 7 open letter seeks views on pain points in the phone, broadband and mobile markets**

Our open letter "[Improving Retail Service Quality for Consumers](#)" published on 29 October 2020 asked for views on *"the key pain points being experienced by fixed and mobile consumers and how they could be remedied"*

We set up an online form that provided a convenient way for consumers to provide their feedback. The feedback form is the same as the template in our open letter.

We received 31 responses, 17 of which have been noted as confidential and 14 not confidential. We have received permission to publish 10 of the 14 not confidential responses.

## **Confidential feedback**

Submitters were asked whether their feedback was confidential or not. Confidential feedback that we received has been considered alongside not confidential feedback, and has contributed to key themes in the next section, on an anonymous basis.

As an appendix to this summary, we have included not confidential feedback verbatim, with minor amendments removing personally identifiable information.

## **Pain points and potential remedies**

The feedback form provided open text fields for the two key questions, the same as the template in our open letter:

- **What are your pain points?**
- **What would be the best ways to address them?**

We asked for feedback across different stages of the consumer's experience with their telecommunications retailer:

- **Searching for a new service**
- **The purchasing process**
- **Using a service**
- **Quality of Customer Services**

We also included some examples, the same as the template in our open letter.

# What are the pain points?

## SEARCHING for a new service

### It is difficult to compare plans

- Providers do not offer a consistent level of detail about their products.
- Bundles add complexity, and information such as base rates is often hidden.
- Promotions introduce additional complexity when comparing across providers.
- Consumers change plans to try save money, but their bill ends up increasing.
- Consumers are not getting the level of service that is advertised to them.

*I have changed plans twice to get a cheaper option (in last two years) but the bill is now higher than before.*

### Coverage maps are not reliable

- Maps are not good at highlighting dead spots.
- “98% coverage” claims are meaningless for individual consumers.

### Notice periods increase the costs of switching providers

- Consumers feel they should be able to switch when a decision is made, rather than wait 30 days or pay twice during the notice period.

*If I have made a decision to switch and in discussion with the new telco, I want the ability to say “cool, let’s change this over tomorrow or maybe 48 hours”.*

## USING a service

### Speed and performance issues are not being resolved in a timely manner

- Consumers are finding it difficult to get a resolution when they experience performance or reliability issues.
- Reliability issues are left unresolved as it is too difficult to get help.
- It is difficult to get through to the right person for support.

*Reliability is poor and getting any help difficult. Enough that I do not bother any more as it is too frustrating.*

### Many consumers reported that speed and reliability is not meeting expectations

### Managing usage can be difficult

- Complex billing makes it hard to understand usage.
- There are no spend controls for landline calls.

*My current provider supplies usage information, but not in a way that makes it easy to utilise.*

# Summary of key themes

## The PURCHASING process

### Consumers find it difficult to understand their bill

- Bills are not clear about what is being charged for.
- It can be unclear of the balance owing for a handset purchase.
- Hard to read with assistive technology such as a screen reader.

*Bills need to simply display what is being charged for. Certainly not clear at the moment.*

### Switching is not easy

- Poor communication during the switching process.
- Consumers are not willing to risk switching and be left without service if something goes wrong.

*I am extremely dissatisfied with my current reseller – but too scared to switch providers for when the ball is dropped and I have no service.*

### Communications during the installation process

- Consumers are unsure who to contact during their installation—their provider or Chorus.

## Quality of CUSTOMER SERVICES

### Difficult to contact customer services

- Long wait times for calling customer services.
- It is difficult to get through to the right person to resolve an issue, and consumers need to repeat the same information after being transferred.
- Consumers find it hard to get to a person who can help with their specific issue.
- Providers are increasingly relying on FAQs, automated chat bots, or online chat.
- Language barriers from overseas call centres make it difficult to communicate.

*Long wait times and the lack of clear records of previous conversations make it frustrating.*

### Issues can be left unresolved for a long time

- Consumers need to continually engage with their provider to progress an issue.

*An overseas call centre is extremely frustrating to deal with. They are unaware of geographical location, and although mostly very polite, can be extremely hard to understand.*

# What would be the best ways to address them?

## Summary of key themes

### **SEARCHING for a new service**

#### **Easier to compare plans and providers**

- Information about plans and providers that is standardised across providers.
- Plans that are monthly rather than 28 days.
- Comparison tools that include meaningful information about services.
- Available information about the actual quality of services that is delivered.

*Ensure all mobile providers offer calendar month plans, this would make it much easier for customers to compare deals.*

#### **Reliable and comparable coverage maps**

- Coverage maps that highlight dead spots better.

#### **Improved processes for switching providers**

- A smoother process for transitioning providers and better accountability when things go wrong.
- Clearly communicated times and dates for switching.
- Electricity market is a good example of what good looks like.

*Choice, level playing field, make it as easy to move as possible.*

### **USING a service**

#### **Better information about usage**

- Better visibility of how and when allowances are used.
- Usage information in context of how the service is used.

*Provision of Current usage in context, eg, usage in relation to the contract.*

#### **More accountability to deliver on advertised speeds**

- Independent monitoring to measure real-world performance.
- Performance standards that are enforced.

#### **Language that consumers understand when resolving issues**

- Plain English language when supporting consumers, resolving a fault or other issue. If industry lingo is used it needs an explanation.

*Provide information in simple English, with explanations for all terms used (with examples if necessary) so that older people can understand.*

### **The PURCHASING process**

#### **Improving the quality of installations**

- Service performance should be tested after installations are finished.
- Improved installation planning so more installations are completed right first time.

*An independent evaluation service that automatically checks new installations for Quality of Service delivery.*

#### **Better billing**

- More information about handset payments and debt balance.
- Easier to understand what consumers are being charged for.
- More support for late payments and payment plans.

*Train their staff to accurately work out a weekly payment plan, should the customer want to do this. Not everyone can afford to wait until the bill arrives.*

#### **Clear contract terms**

- Consumers will understand whether their provider can change key terms.
- Improve consumer understanding of the cancellation processes.

*Clear and transparent on the cancellation process, advise customers on the first applicable date of cancellation.*

### **Quality of CUSTOMER SERVICES**

#### **Accountability for customer services**

- Specific standards for customer services that is monitored and enforced, such as pickup and response times.

*Monitoring actual staff numbers could be a key indicator of ISP capacity to deliver services and address outages and other delivery problems.*

#### **More customer services staff and better training**

- More customer services helpers would improve accessibility to customer services and allow more time for each enquiry.
- Better training so front-line staff are better equipped to resolve more enquiries.
- Better record-keeping would make it easier when consumers need to call back about an issue by not having to repeat information.

#### **Local call centres**

- Consumers prefer New Zealand based call centres as it is easier to understand local accents, and has the added benefit of supporting New Zealand employment.

*Good records of the issue which can easily be accessed if you need to call back about the same issue.*

## Retail service quality pain points: Consumer feedback

Ref: RSQ-1

Date: 26/02/2021



### Searching for a new service

#### What are your pain points?

No pain points here

#### What would be the best ways to address them?

N/A



### The Purchasing process

#### What are your pain points?

One example is the customer service staff knowledge of payment plans.

I had a client with an outstanding debt and who also had a monthly plan. They kept disconnecting her and then she would pay some money and they would re-connect her. I had called and talked to one of their representatives who had given us an amount that she would have to pay weekly to avoid getting cut off again. This clearly did not work as she was cut off again a couple of weeks later.

Once again, we called one of their representatives who calculated a weekly amount that she would have to pay. I challenged this amount as he had simply divided the monthly contract charge by 4 weeks and told her to pay that amount. I explained to him how to correctly work out weekly payments for monthly amounts (monthly amount x 12 and divided by 52 weeks). We then worked out how much extra they would take for her debt (which was also not accounted for when they gave her a weekly amount to pay. He reluctantly agreed that this was the correct amount. This was [Provider]. Since I have worked out the correct amount she has paid her debt, kept up her payments and has not been disconnected. Luckily she is a level headed person who is capable of contacting the company herself if need be, but if this had happened to someone else it could have caused a fair amount of stress.

This is simply not good enough and this is not the first time that I have come across a provider who has not advised the correct weekly payment amount. I have had similar problems with [Provider].

#### What would be the best ways to address them?

Ensure that all providers train their staff to accurately work out a weekly payment plan, should the customer want to do this. Not everyone can afford to wait until the bill arrives and find all that money at once - we advise our clients to pay as they go (if they are on a contract and not pre-paid).

#### What would be the best ways to address them?





## Using a service

### What are your pain points?

We are currently undergoing the installation of fibre so this will help us, being in a semi-rural area.

There has been some frustration with [Provider] [Plan]. I only found out by default that we were not supposed to hand out any more modems for a while due to them not being able to attach any more people to the network.

### What would be the best ways to address them?

Ensure that providers have details of their agents and communicate with them about changes.



## Quality of Customer Services

### What are your pain points?

Contact is varied depending on the provider. Some are easier to contact and discuss issues with than others.

Any provider that uses an overseas call centre is extremely frustrating to deal with. They are unaware of geographical location, and although mostly very polite, can be extremely hard to understand.

Some issues are able to be solved immediately and others take a while. Sometimes it is hard to get an answer from the person you speak with, and it has to be elevated to a supervisor which can take a lot longer.

### What would be the best ways to address them?

Not much you can do about providers who use overseas call centres, although it would be nice to think that they employed kiwis which helps with employment in this country as well as make it easier for customers to get things done.



## Other feedback

I think that contracts should be a maximum of 6 months. Some customers have to stay with a provider for a whole year, or longer, even though it is not financially viable for them, and termination fees are not realistic for them.



Ref: RSQ-2

Date: 25/02/2021



### Searching for a new service

#### What are your pain points?

I would prefer to keep cell phone, landline,& fibre connection with one supplier,- one bill.

Cannot change cellphone provider without having to change number.

Although I have fibre broadband, it is as slow as old copper connection, and hangs up completely ( have to restart computer, as nothing works) at least once per month, sometimes as many as six times in any month. [Provider] have not fixed this, & I have given up trying as it takes 1-2 hours to get any response on the phone. To make matters worse, almost all of their contact information directs you to a website, which is totally useless when your computer is hung up & not working.

I am in my 60's & do not understand most of the terms/ explanations available from suppliers.

Have changed plans twice, to get a cheaper option, (in last two years) but the bill is now higher than before this period.

Power companies can supply me with enough Electricity to Cook use heating,/cooling, and all other electrical services,( including line maintenance) for (average) of \$70.00 /month, yet broadband landline (which I use maybe once per month @ 20c/call) & cellphone ( which also get little use) cost me \$ 123.00 /month. I do not see how this can be a fair price when compared with electricity .

For "Communications" companies, [Provider] & the others show an amazing inability to have any reasonable sort of availability for customer enquiries.

#### What would be the best ways to address them?

Nationalize the lines/fibre/wireless network, & let any suppliers use it for a set fee. Bring in a national register of both landline, & cellphone numbers, & make the those numbers personal to each owner, & transferable between suppliers. In other words, go back in time to something similar to what we had before privatization of the phone system. It worked very well back then, & privatization has given us a service which is not particularly good, and costs way, way too much for what is provided.



### The Purchasing process

#### What are your pain points?

Installation (of fibre) was on time, but very poorly done. They buried the fibre about 30mm deep, straight across the



lawn from the fence line. Right where I want to extend the garden. Now I can't do that because I am not sure where the fibre cable is situated.

Bills ([Provider]) are complicated, in layout, & take some time to sort out.

No it is not easy to switch providers, because you have to change all your contact information for the new numbers.

Costs of switching are:

1/ great deal of inconvenience, & time required to inform contacts of changes.

2/Loss of contacts, caused by the changes.

3/problems with not receiving bills, & other contacts/information, because of changes, often resulting in penalty payments.

Contracts /plans written in computer geek which is impossible to understand.

Important terms? No idea. not aware of them.

**What would be the best ways to address them?**

Take a leaf out of Electricity / water suppliers, on how to set out their invoices.

Bring back discounts for timely payment.



### Using a service

**What are your pain points?**

Speed is not as advertised.(slow)

Reliability is poor, & getting any help difficult. -Enough that I do not bother any more as it is too frustrating.

Coverage: ok.

Usage information is apparently available, but only if you are a geek ,& know what the hell they are talking about. In other words, totally useless, & meaningless.

Usage .& spend? - see above.

**What would be the best ways to address them?**

Make them provide information in simple English, with explanations for all terms used (with examples if necessary) so that older people can understand what the hell they are talking about.

Last time I talked to them about the issues I was having, they told me to just change the ?#\*?? cable. and seemed amazed I not only did not know what they were talking about, but also that I didn't have spare ones lying around ready. Not helpful.



## Quality of Customer Services

### What are your pain points?

Contacting a provider: It would be easier to get in touch with the head of the Secret Service.

Understanding a provider, if & when you manage to get in touch: not too bad if you speak Indian, or Filipino, otherwise very difficult, esp. when you have a hearing loss, as I do.

Have given up trying to resolve continuing issues, as no progress was made after spending several hours, & a number of phone calls.

Note: they put you on hold for up to 2 hours, while they charge you for waiting. This really sucks.

### What would be the best ways to address them?



## Other feedback

I very much doubt there will be many results from this survey that are in a positive/supportive vane. I have yet to meet anyone who is happy with helpline service for any of the suppliers. I tend to believe this is a deliberate ploy by providers, to deter people from contacting them.

last time my internet went down, I tried to phone them. Problem. They do not have their phone number on their invoices. There are no phone books any more, so that option is out. I cannot, as they suggest contact them online, as my internet is down. If I finally find a way to contact them by phone, I have to wait for hours, while they charge me for waiting to report a problem with THEIR service. Discusting situation.

## Retail service quality pain points: Consumer feedback

Ref: RSQ-3

Date: 25/02/2021



### Searching for a new service

#### What are your pain points?

no issues, never considered switching networks

#### What would be the best ways to address them?



### The Purchasing process

#### What are your pain points?

when I contact [Provider] I always use the email through their website option. Had lots of issues with call centres including being left on hold for hours etc.

With email it is much more reliable but it has become harder to find this option in their website.

Since I stopped using [Provider] broadband and only use them for mobile I almost never have to contact them these days.

#### What would be the best ways to address them?



### Using a service

#### What are your pain points?

none

#### What would be the best ways to address them?



### Quality of Customer Services

#### What are your pain points?

Misrepresentation of a particular service (wireless broadband) being available my area by a door to door sales rep when it was not and never has been available.

Since fibre came along [Provider] lost interest in offering their cable service and cheaper broadband products, even ADSL, they only give me the most expensive fibre option my area.

#### What would be the best ways to address them?



### Other feedback

Question why [Provider] only offer fibre broadband in my area, the most expensive broadband product, and in



fact why it is so expensive. Got a much better deal from another provider. In the cable area they have stopped selling new cable plans to customers, even when my house is wired for cable. When my power pole was replaced they said they would not put their cable back on the pole unless I signed for a plan, then when I checked their website, they were not offering cable at my address.

Their network coverage in my area [Location] is poor and sometimes I get disconnected from the network or poor signal strength.

Ref: RSQ-4

Date: 25/02/2021



### Searching for a new service

#### What are your pain points?

Finding comparisons between providers is relatively easy, if used to using comparison services.

What is not so easy to find is 'actual' service delivery levels, versus promised services e.g. net speed and reliability (latency)

#### What would be the best ways to address them?

Public release of aggregated, anonymised internet quality data, such as provided via White Box monitoring.



### The Purchasing process

#### What are your pain points?

My experience with fibre installation was exemplary - instead of three weeks and three different visits, the [Provider] contractor had my connection up and running on the same day.

Not so exemplary - absolutely atrocious net speeds, often below 1mbps, or failing altogether.

#### What would be the best ways to address them?

An independent evaluation service that automatically checks new installations for Quality of Service delivery, e.g. via WhiteBox or ISP.



### Using a service

#### What are your pain points?

As per previous answer, speed and reliability were beyond terrible.

Most hours of most days, pages had to be refreshed over and over again to get past page freezes.

ISP-provided service delivery monitoring only quoted overall speeds, not latency, or how many times services failed altogether.



### **What would be the best ways to address them?**

Again, an independent monitoring service, or collation of results from existing services e.g. fast.com, speedtest.net etc.



### **Quality of Customer Services**

#### **What are your pain points?**

Contacting my provider ([Provider]) was no problem, and readily received automated confirmation of receipt of email.

Anything beyond that, however, was a disaster.

I spent literally months getting promised service levels.

Their first responses were to deny problems at their end, to finally admitting that something was wrong, to sending me a second modem which did not fix the problem, to finally taking my suggestion to reset my connection at their end, after sending them months of WhiteBox data results.

During that time I spent days if not weeks checking and double checking my own set up, including for malware, updates, driver updates, cables, power and at least a dozen modem resets, with and without customer service.

When my services were finally delivered as promised, I was ecstatic - the speed was unbelievable. I had picked the fastest, fattest option for internet because my online research just takes too long without it.

After only a few days, however, I then unfortunately had to leave that address because of a family COVID emergency and so was back to status quo - shit service, slow speeds, high latency, etc ad nauseam, at my new address.

#### **What would be the best ways to address them?**

Industry self-regulation has failed, and failed miserably.

Much tighter monitoring and enforcement is needed to ensure that the public paying billions to ISPs actually get the services they are promised, without having to spend months hassling their ISP to look into their problems.

A key measure of enforcement could come from ComCom monitoring ISP customer care staffing levels.

Incredibly, in my case, I got the distinct impression from a [Provider] technician who finally fixed my problems that he was the only advanced level expert on call. And that they were also handling social media e.g. Twitter! I may have been mistaken but it was the same person answering both Twitter and email inquiries.

Monitoring actual staff numbers could be a key indicator of ISP capacity to deliver services and address outages and other delivery problems.



### **Other feedback**

Other feedback would be for future surveys like this one have a check box option to deliver a copy of submissions to the email of the submitter, for their records.

Thanks for the opportunity to submit, and for the reminder on Facebook to do so!





### Searching for a new service

#### What are your pain points?

Generally I am finding service has got a lot cheaper and better. Clearly connectivity and speed both with broadband cable and 3g/4g still needs work in my case. I can fathom that the covid virus caused huge network problems as many kiwis worked from home all of a sudden, but that seemed to resolve itself OK.

a) I used to have a lot of problems with cable and [Provider] they refused to address and even with my own network monitoring tools like smokeping just ignored the evidence I presented to them. (I swapped to fiber, few issues and 2/3rds the cost. Still an ongoing issue.

Not directly related to this maybe is the insistence on sending a "free" wifi router for \$15 typically but then if you keep it a while and try and send it back they insist in their terms that they have the last say in whether its still in acceptable condition or not, if not they will try and charge you a "retail" cost that has no bearing on the real world cost for obsolete hardware, this is un-justified.

b) I find that 3g/4g often doesnt work at my home yet repeatedly [Provider] kept telling me I am in sight of [Location] so not their problem. I switched to [Provider], no difference.

#### What would be the best ways to address them?

A lot of issues really are around the bad attitude of the provider. [Provider] 20 years ago were awful, for years [Provider] were as bad, fibre gave me an exit off cable. Sadly this was slow as as cable was in my street [Provider] didnt bother to lay fibre right off. That meant for 4years I was paying \$40 a month more than I needed to. (I was paying \$139/month, I know pay \$98 for better)

Some thoughts,

a) Fixed term contracts and penalties if you leave early. When the supplier says "best efforts" yet the service is un-acceptable it gets messy when you want to leave to go to someone else as they try and penalise you. I am lucky i can do my own tools but these could be easily built into the router as evidence, say a rolling 1 month data retention. So a better lockdown in what is acceptable and a tool to prove it is or isnt.

b) The router scam as mentioned above, needs addressing, simply a) get its compulsory nature removed. b)



force a realistic depreciation model to be adopted.



### The Purchasing process

#### What are your pain points?

None really, except my not fav comms company.

a) installation by [Provider], it was acceptable in that the installer was 2 hours late, but he'd had no lunch due to work load. However this was much better than [Provider] that didnt even keep to its promised day! (I think it took 3 goes). I think penalty clauses should be in force but taht's probably history now.

b) comms during install, yes with [Provider] fine. My father did move house this year and being locked into [Provider] for three years contact they forced on him (he's 85 and frail, they took advantage IMHO). It was just painful, they didnt care and were un-coordinated and impossible to talk to. Eventually I took the day off and drove up to help (2hour round trip drive)

c) bills OK

d) penalty if late is a bit annoying when bank stuffs up.

e) easy to switch, see router scam comment, it can have a nasty sting.

f) see e)

g) yes generally contracts OK, but see previous flags

h) yes generally terms are. see router scam, LOL.

i) yes I have to give 1month notice once 1yr contract has expired. I did have problems with [Provider] being unable or unwilling to tell me the drop dead date when I had to be off and then tried to part month charge me afterwards (I was off in time by luck). really I think a lot is the bad/aggressive attitude of [Provider] sales team. My father had huge issues with [Provider] last year.

#### What would be the best ways to address them?

Competition seems to be doing it, keep that open and easy to move, the bad will drop away as the ppl they hack off move. removing the router sting would make moving easier. By all masn have a reasonable depreciation model as after say 3yrs the router is really worthless and not \$500.



### Using a service

#### What are your pain points?

a) speed & reliability, yes better

b) response is better and easier over http than [Provider] awful phone system

c) mostly

All I can eat plan.

**What would be the best ways to address them?**

choice, level playing field, make it as easy to move as possible.



**Quality of Customer Services**

**What are your pain points?**

none

acceptable

**What would be the best ways to address them?**

[Provider] service is acceptable for a retail offering way better than [Provider].



**Other feedback**

I suggest looking for and removing any barriers that are put up to prevent subscribers moving if the service is poor.

Ref: RSQ-6

Date: 24/02/2021



### Searching for a new service

#### What are your pain points?

Adverts that are straight out misleading, the recent one by [Provider] promoting "you can have fibre just like Judy" this is a straight out lie, Nobody in this area has or can get fibre. The only way is to pay to have it installed as a personal service, then [Provider] will piggy back customers of MY fibre. Not everyone lives in Epsom, Ponsonby or the North Shore.

The quality of rural cellphone service is often marginal at best, but where it is often needed with the greatest urgency.

#### What would be the best ways to address them?

Enforce stricter and more factual wording on adverts, You can have fibre like Judy, IF YOU LIVE IN THESE AREAS AND ARE NOT MORE THAN 75 METRES FROM THE NEAREST EXCHANGE.



### The Purchasing process

#### What are your pain points?

What is the point of changing, its still the same crap network.

#### What would be the best ways to address them?

Lets have Quality of Service review, also Time to Answer targets for call centres.



### Using a service

#### What are your pain points?

Speed appalling.

Faults, well thats a joke, never.

NO.

#### What would be the best ways to address them?

LETS TRY AND GIVE SOMEBODY REAL TEETH TO HIT THE TELCO'S IN THEIR POCKETS FOR ANY FAILURE TO DELIVER.

Customers should know what they can have as an expectation of service, have you ever really been told in hard figures.





### **Quality of Customer Services**

**What are your pain points?**

appalling

**What would be the best ways to address them?**

lets have some call centres back in NZ for a change.



### **Other feedback**

Can it get worse, probably, but they would have to try hard.

Ref: RSQ-7

Date: 23/02/2021



### Searching for a new service

#### What are your pain points?

Good to know what technology is available, but not always easy to get this info.

Also not easy to compare providers. One telephone call at a time is very time consuming, and there is no standard formatting which would make it easier.

Staff manning the enquirers services are not always helpful. I was often left with the impression that they were doing me a service rather than providing a service.

My current provider [Provider] only improved their service offer when I indicated that I was looking to change provider.

#### What would be the best ways to address them?

Clear, concise information on what each provider offers using the same formatting so that it is easier to compare services offered. No hidden costs.

Improved communication systems for those not used to using online services.

Simple information about what each package provides. E.g. x gigabytes will provide x number of hours access over x timelines.



### The Purchasing process

#### What are your pain points?

In my experience, Contracts are not always clear about the actual service being purchased.

Bills need to simply display what is being charged for. Certainly not clear at the moment.

#### What would be the best ways to address them?

Simple, clear communication about use.

The ability to be able to actually talk to an actual human being who understands their systems.



### Using a service

#### What are your pain points?

My current provider supplies usage information, but not in a way that



makes it easy to utilise the info providers.

E.g. getting a text 1 x a week about daily use is information in a vacuum.

**What would be the best ways to address them?**

More detail in bills.

Provision of Current useage in context. E.g. useage in relation to the contract. Accessing 2 hours per day will mean that your monthly charge will increase to \$..... , and suggested ways to reduce the cost, or review/change contract.



**Quality of Customer Services**

**What are your pain points?**

Not easy to contact my provider.

Using the online access is not easy because a lack of clear information means that I do not get the information I need, and often just give up.

**What would be the best ways to address them?**

Again, we need simple, clear information provided about the contract, current useage, ways of managing costs etc.



**Other feedback**

Ref: RSQ-8

Date: 23/02/2021



### Searching for a new service

#### What are your pain points?

I find the recent change to booking periods are deliberately misleading to customers, making it hard for them to compare plans. Prime example [Provider] and [Provider] having 4 weekly plans, or 28 day plans. Therefore, extracting an additional payment annually, it's a slight of hand but deliberate scam to trick customers.

#### What would be the best ways to address them?

Ensure all mobile providers offer calendar month plans, this would make it much easier for customers to compare deals.



### The Purchasing process

#### What are your pain points?

Mobile providers are still attempting to enforce an extra month on cancellation, this has been my experience on all networks. While all have waived the extra month when challenged they shouldn't be preying on customers that don't understand their contractual rights.

#### What would be the best ways to address them?

Force the operators to be clear and transparent on the cancellation process, advise customers on the first applicable date of cancellation and stop trying to scam customers on cancellation.



### Using a service

#### What are your pain points?

New Zealand has some of the most expensive data rates internationally. Mobile providers stealing unused data at the end of the month.

#### What would be the best ways to address them?

Make operators roll over data, after all nobody from countdown comes to take away my unused cornflakes at the end of the month. Why should we tolerate mobile companies taking data you've paid for away... Just pure greed.



### Quality of Customer Services

#### What are your pain points?

All of the mobile operators are keen to take sales calls, but when it comes to resolving problems it's a slow and





painful experience. The budget providers like [Provider] have no customer service whatsoever.

**What would be the best ways to address them?**

Clear industry guidelines on minimum service delivery standards.



**Other feedback**

Data poverty is alive and well in New Zealand. The utterly outrageous cost of data is appalling, creating a digital divide in our communities. The mobile networks have colluded to fix the cost of data, using the excuse of network cost, which simply doesn't hold up to scrutiny when you compare New Zealand to similar nations globally.

They networks have proven they cannot operate in a fair and genuinely competitive market.

## Retail service quality pain points: Consumer feedback

Ref: RSQ-9

Date: 08/02/2021



### Searching for a new service

#### What are your pain points?

It is difficult to compare the services of each provider.

#### What would be the best ways to address them?

A table comparing the key points offered by individual providers.



### The Purchasing process

#### What are your pain points?

Switching providers can be fraught with difficulties and communication can be poor. Long wait times when wanting to speak to someone and usually having to repeat the details when contacting the company again about the same issue.

#### What would be the best ways to address them?

Good clear notes of the conversations would be good so that all the information is readily available in one place.



### Using a service

#### What are your pain points?

Difficult to find information about usage in order to understand how much is being used.

#### What would be the best ways to address them?

Easy access to this information



### Quality of Customer Services

#### What are your pain points?

Long wait times and the lack of clear records of previous conversations make it frustrating.

#### What would be the best ways to address them?

Good records of the issue which can easily be accessed if you need to call back about the same issue



### Other feedback

It does appear that the providers are not interested in providing service to low users.



Ref: RSQ-10

Date: 12/12/2020



### Searching for a new service

#### What are your pain points?

Comparisons not easy.

Main pain point - what's the point when it all runs on the same [Provider] hardware

#### What would be the best ways to address them?

Make [Provider] more accountable to end users



### The Purchasing process

#### What are your pain points?

I am extremely dissatisfied with my current reseller - but too scared to switch providers for when the ball is dropped and I have no service.

Doesn't work when you run a business

#### What would be the best ways to address them?



### Using a service

#### What are your pain points?

Performance in my area has dropped significantly. My one less than 10 Mbps is not acceptable VDSL speed when I have been previously been getting around 40

Reseller has terrible customer service.

And due to privacy I will not be giving someone who calls me claiming to be from my reseller my account security information.

This is a major issue and I would like to opportunity to discuss this with someone.

#### What would be the best ways to address them?



### Quality of Customer Services

#### What are your pain points?

Easy to contact them - but they are not NZ based.

There are language issues.

Currently I am at 3 weeks with the currently unresolved speed issues.



**What would be the best ways to address them?**



**Other feedback**

The monopoly [Provider] has is a joke.

There maybe multiple resellers but they are hamstrung by poor infrastructure