Have your Say on Retail Service Quality

Your details

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Pain Points	Ways to Address
Searching for a new service • The NZ Broadband map is not current. • Fixed wireless service is shown as available in some areas where new connections are not permitted due to capacity limitations. • Inaccurate timings for RCG/RBI2 coverage discourages investment by other technology providers. • No minimum service standards (e.g. speed).	• Create SLAs (Service Level Agreements) or utilise process with regular reporting/updates between Internet NZ and network providers/RSPs. • A minimum standard of a solid 2Mbps would be an excellent starting point.
Purchasing Process • RSPs with a mobile network (e.g., Spark) strongly push fixed wireless when DSL or fibre may be a better solution for the consumer. This can also lead to congestion on cell sites. Congestion is especially detrimental to others in the area that are solely reliant on fixed wireless as a means to connect. • Communication issues with installation planning due to mobile phone number being required when customers do not always have one or they do not reside in coverage.	• Consider implementing regulations that DSL and fibre are the default option for consumers, monitor and report. • Remove requirement for mobile numbers on setting up a new service

Using a Service

- While the performance of NZ broadband is generally excellent, speed/reliably expectations are not met for some subscribers.

  E.g. the EUBA 32kbps minimum download speed (Section 30R) is not met on some ISAMs with restricted backhaul. There is also excessive packet loss on some restricted backhaul ISAMs (30%+ even at loads below 32kbps). High packet loss has a large impact on usability.

- A small, but significant percentage of broadband connections are not suitable for "working from home" due to poor performance. Speeds below 1Mbps, high latency (eg satellite), high packet loss are major issues for some business applications/websites.

- Mobiles are still being sold that can't use VoLTE RCG sites.

- Some mobile numbers have don't have 4G enabled, and are therefore unable to make VoLTE calls. For example, mobiles on some Vodafone plans didn't have 4G enabled.

- We've heard that some Android phones purchased from one provider might not work with VoLTE if you shift providers. The only option to purchase a new phone for VoLTE to work.

- Wireless (including WISPs) seems to be largely unregulated. Does this need to change?

- A minimum standard of a solid 2Mbps would be an excellent starting point. Consider what penalties could be applied when the standard is not met (eg fines, discounts.) which may encourage RSPs/WSP to fix the network. Chorus should start providing LAP (Link Aggregation Path) utilisation reports which identify all ISAMs with congested backhaul (the current reports do not do this).

- No phones sold without VoLTE capability. As an interim measure, non VoLTE capable mobiles should display a sticker on the box warning of the issues.

- Retrospectively enable 4G on all mobile numbers

- Mobile network providers to fix this

• Fixed wireless can suffer from congestion but the performance targets appear to offer little protection for the consumer. Eg The 2020 Annual CIP Report mentions the performance target for RBI2/MBSF as being "90% or more of all Eligible End Users must receive Rural Broadband Retail Services at the Minimum Speeds or greater, measured across a rolling 12-month period" • In some regions there is little incentive for the providers to increase capacity eg monopoly situations, where subscribers are uneconomic to retain, or when government funding may be provided in a few years (eg RBI2)	
Customer service • The help desk can be misleading when saying they are going to "test the line". This only tests between your home and the ISAM. There is no end to end or usability testing. • Threat of fee if no fault found discourages people from reporting faults. (Particularly people with less knowledge of the technology) • Lack of training on new and/or complex technologies e.g., IPv6, VoLTE on the RCG cell sites. • Planned outages leave people and communities without the ability to connect or immediately reach emergency services. (A greater number of people now work from home and there are many areas with only one technology solution for communications)	• Provide end to end testing capability for fault finding • Improve training / use industry standards • RSPs to give notice when there will be a planned outage, same as Power Companies.