

From: Michael Anastasiadis [REDACTED]
Sent: Friday, 26 February 2021 10:45 AM
To: regulation.branch
Subject: FW: Commerce Commission – Publication of open letter on improving retail service quality for telecommunications consumers

Morning Ben,

Please see Kordia's comments on consumer "pain points" to improve RSQ for telecommunications consumers.

Pain Point	Suggested Remedy
No clear lines of communication and visibility from supplier onsite technician to ISP which means to mis-information, rework and additional cost	Better customer-facing comms to allow for immediate information sharing across all parties
Timeframes for receiving approval of traffic management plans relating to access to telecommunication services	Standardized criteria for quick approval with the council
All third party suppliers and their service partner companies showcase infrequent commitment to access circuit build and delivery dates. No consequences for missed/postponed delivery dates.	Penalties for late delivery of circuits after a date commitment is made. More accurate commitment forecasting and clear/useful escalation procedures for missed commitments.

Regards,

Michael Anastasiadis

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From: regulation.branch <regulation.branch@comcom.govt.nz>

Sent: Thursday, 29 October 2020 9:30 AM

Subject: Commerce Commission – Publication of open letter on improving retail service quality for telecommunications consumers

Tēnā koutou

We have today published an open letter on our website, which announces our increased focus on improving retail service quality (RSQ) for telecommunications consumers. The letter also announces that we are prioritising our review of the Telecommunications Dispute Resolution Scheme (TDRS). You can find a copy of our letter here: <https://comcom.govt.nz/regulated-industries/telecommunications/projects/retail-service-quality>.

Seeking your views on key consumer pain points

As part of our increased focus on improving retail service quality (RSQ) for telecommunications consumers, the letter invites your views on the key "pain points" being experienced by consumers and how they could be remedied.

Your views on consumer pain points and suggested remedies are due by **26 February 2021**.