

APPENDIX 1

Systemic issues*

1 July 2010- 30 June 2011

Investigation	Outcome
Slow internet speeds	Assessed complaints and liaised with provider and monitored until wholesale migration complete.
Unbundling charges	Assessed complaint and liaised with provider, monitored and closed.
Failure to negotiate payment arrangements	Assessed complaints, gathered information from provider, monitored and closed.
Disputed charges, billing accuracy, point of sale advice, customer service	Assessed complaints and investigated current ACCC enforcement actions and referred matter to ACCC.
Final migration of ADSL customers	Investigated complaint issues and raised them with provider who made a number of undertakings which satisfied the TIO that consumer detriment was being managed effectively, monitored and closed.
Unauthorised ADSL transfers	Gathered information and provided this to the ACMA as part of an active investigation of the issue by the regulator.
Point of sale advice	Assessed and investigated issue, notified the provider, who responded, liaised with ACCC and the ACMA. The provider sold its customer base so no further action could be taken.
Point of sale advice and unauthorised direct debits	Assessed and investigated issue, notified the provider, who responded, liaised with ACCC and the ACMA. The provider sold its customer base so no further action could be taken.
Unauthorised transfers/cooling off periods	Investigated a significant increase in complaints , raised issue with provider but was unable to formalise investigation with this provider as it sold customer base.
Marketing practices	Assessed complaints and contacted provider who indicated a third party issue was driving complaints and that it had been addressed, monitored and closed.
Continuation of credit management on disputed debts	Investigated complaints and raised issue with provider as part of Credit Management project.
CSG Waiver	Assessed complaints and escalation rate and referred issues to provider who undertook to make significant amendments to process. The investigation remains open and subject to active monitoring.
Discontinuation of Unlimited plan	Identified issue in media announcement, undertook assessment of complaints and contacted provider to ensure the unilateral change was made consistent with contract and terms and conditions.
Billing obligations as a result of customer transfer	Assessed complaints and liaised with provider and internally with legal counsel to form a response to these complaints.
Members charging for tethering feature	Assess complaint issue, researched relevant point of sale and marketing information and advised provider of issue. Investigation closed after TIO satisfied that issue has been addressed by provider.
Refusal to deal with authorised representative	Investigated complaints and sought information from provider, who provided information about its policies around authorised representatives. Made recommendations and closed complaint on the basis that satisfactory processes were in place.
Charging for calls made to and from ships in the 870/872 prefix zones	Assessed complaints and sourced relevant technical information and closed after satisfaction with the scheduled resolutions outlined by the provider
SIM memory product	Liaised with provider who provided detailed information about product and agreed to rectify information on website that was out of date and potentially confusing to consumers.
Blocking of third party numbers	Researched issue and liaised with provider and agreed to close investigation after being provided with information that issue related to an intra-industry dispute.
Failure to provide reasons for declining application for service	Investigation of issues, interaction with Provider resulting in changes being made to scripting and removal of three month re-application advice.
Point of sale advice	Investigation of issues, interaction with Provider resulting in several changes to website, standard form of agreement and marketing scripts.
Wholesale migration issues	Identification of issues, provision of advice to investigation staff, assistance provided to provider in identifying complaint drivers.
Unlimited internet plans being shaped	Investigated complaints and raised issue with provider who agreed to remove unlimited plans and address consumer detriment.
Hybrid plans and use of "bucket" charging	Investigated complaints, sought further information from provider and committed to monitoring issue for a designated period.
Saver plans	Assessed complaints, raised issues with provider, investigation ongoing.
Loss of mobile numbers	Liaised with provider, wholesaler and regulator to develop a case management approach.
Marketing practices	Assessed complaints and liaised with provider to ensure the correct information was being provided to customers about the identity of the provider in marketing tools such as scripting.
Telemarketing	Assessed complaints and liaised with provider. Changes were made to scripting and transfer processes to address complaint issues.

*Systemic investigations include issues that we acted on formally or informally

Appendix 1: Systemic issues*

1 July 2010- 30 June 2011

Investigation	Outcome
Disconnection from service due to lack of information	Investigated complaints and liaised with provider, appeared as though issue is being dealt with effectively by provider, monitored and closed.
Billing of mobile plans	Identified issues for consumers about the appearance of credits on mobile invoices, notified provider who indicated an ongoing project to address this issue. Investigation closed in July 2010 after provider made relevant amendments to their invoices.
Failure to action undertakings	Investigated complaints and raised the issue with the provider who agreed to a number of undertakings, monitored and closed.
Premium messages (unauthorised subscription services)	Reopened a systemic investigation after complaint data indicated the issue was ongoing or had recurred, currently subject of formal interaction with provider.
Premium weekly service	Assessed complaints and sought technical information, liaised internally and monitored complaints awaiting further development of issue.
Presentation of international data charges	Provider changed the presentation of the charges on the invoice to reflect the way in which they were being charged.
Double charging for ADSL	In response to TIO assessment, provider explained apparent double charging with respect to presentation to miscellaneous credit and legacy email accounts. Provider indicated a program of works aimed at addressing this issue.
SMS capacity of home phone/ internet product	Investigated complaints and liaised with provider to seek further information on the product which was forwarded to investigation staff to assist in the investigation of future complaints.
Time frame for recharge on mobile service	In response to TIO complaints assessment, provider took steps to amend the format of the recharge voucher to mark the separation between the "recharge" portion and the "other offers" portion of the voucher.
Mail-merge	Provider informed TIO of mail merge issue. TIO sought further information including sample letters and undertook to monitor complaints for three months and then closed.
Failure to apply bundle discounts	Provider demonstrated a program of works aimed at streamlining the bundling process.
Auxiliary line itemisation	Investigated complaints and liaised with provider, formed a view that the issue was not systemic and closed the investigation.
Pre-paid activation number not working	Identified issue and raised it with the provider who advised the error on the website was being attended to and outlined a number of other methods for activation available to consumer. TIO satisfied with response and closed.
Failure to escalate to manager on request	Assessed complaints and raised the issue with provider who outlined a course of works already being undertaken to address the issues, will monitor for a designated period to assess the effectiveness of these undertakings.
Billing increment change	Provider informed TIO of change to billing increment, liaised with provider and internal stakeholders including legal counsel to form a view on how to manage cases of this nature moving forward.
Online usage meter accuracy	Provider responded by advising that changes had been made to clarify the need to close a data session before data would appear on meter, that notification at 80% and 100% of usage would now warn of excess usage and that data meters would reflect closer to real time usage.
Marketing practices	Assessed complaint and liaised with provider to ensure the correct impression was being provided to customers about the identity of the provider in marketing tools such as scripting.
Cap saver plan: billing, point of sale and credit management	Formal investigation of the issues, including liaising with CEO, a number of resolutions agreed and reporting of the outcomes to the ACMA.
Agreement of Terms and Conditions	Investigated complaints and raised the issue with the provider, focusing on the presentation of terms and the content of verbal recordings, response received and further assessment ongoing.
Change of terms and conditions	Assessed complaints, liaised with provider who advised it was addressing consumer detriment, monitored and closed.
Restricting access to mobile numbers	Provider advised TIO of business decision to restrict access to certain numbers, monitored complaints and agreed to close investigation after being provided with information that issue related to intra-industry dispute.
Text restrictions	Provider advised TIO of changes to unlimited plan with respect to texting, TIO investigated complaints and noted few complaints on the issue, monitored and closed.
Sim swap problems	Provider advised TIO of issue with SIM cards and outlined a plan of works to address any detriment. TIO satisfied with the undertakings and monitored complaints for a designated period before closure.
Multiple billing SMS issue	Assessed complaints, analysed information given by provider, suggested resolutions, many of which were implemented by provider but the TIO continues to monitor this issue.

*Systemic investigations include issues that we acted on formally or informally

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Investigation	Outcome
Data roaming charges (domestic)	Assessed complaint data, raised the issue informally with the provider.
Bills not received	Provider informed TIO that there was a system error which meant that approximately 0.2% of customers were not receiving their bills each month. In addressing each complaint its staff had been instructed to take a soft approach on debt recovery, and a fix had been created which was to be deployed on 27 November 2010. The TIO monitored complaints and, noting no further complaints after a three month period, closed the investigation.
Coverage issues	Investigated complaints, sought technical information and raised the issue with the provider. Response from provider to ACCC, the ACMA and TIO considered to be reasonable at this time, ongoing monitoring of undertakings made by provider.
Charging for previously unbilled data	Provider informed TIO of previously unbilled data on a particular point of access. TIO ensured provider's response was reasonable and sought further information to ensure all consumer detriment had been addressed. Monitored and closed.
Multiple invoice charges	Investigated issue and raised it with provider who outlined a course of work designed to address the issue. TIO satisfied with provider's response, monitored and closed.
Transferring consumers with poor coverage from one network to another	Assessed complaint data, raised the issue informally with provider who is preparing a response.
Information about recharging prepaid vouchers	Liaised with provider who provided information about product, TIO closed investigation after being satisfied the issue was being sufficiently dealt with by provider.
Nature of reason for declining a service	Monitored complaints and clarified a number of issues with the providers, provided internal updates and advice to investigation staff on how to deal with complaints.

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