

SPEAK OUT ABOUT YOUR EXPERIENCES WITH THE SYSTEM

Everyone in Australia seems to have their own nightmare story to tell about phone and internet companies. Whether it is waiting on the phone for hours, seemingly simple requests about moving house or billing problems that drag on for weeks, promises that are not kept, or call centre staff who give you a different story every time you call.

Well, now is the time for you to tell your story to the people who might make a difference.

Public Inquiry into Customer Service

The Australian Communications and Media Authority (ACMA) is conducting a public inquiry into customer service in the telecommunications industry. The inquiry is called **Reconnecting the Customer** and was launched because of the ever increasing number of complaints about poor customer service and complaints-handling and the lack of an adequate industry response.

The [deadline](#) for submissions to the inquiry is 5pm on Friday 10 September.

It is important that you take the time to have your say. The Inquiry **will be influenced** by stories it receives from the public. If they don't hear from you, they simply won't be able to push for the changes we all know need to happen.

The Inquiry is focusing on industry practices in **Customer Service** as well as in **Complaints-handling**.

How to write it

It doesn't have to be long and can be in any style that you feel comfortable writing. Stick to the key problems and the way it could be fixed.

The Inquiry will only consider common or "systemic" problems because they will be trying to find the causes of customer dissatisfaction with the industry overall.

Definitely relate your particular nightmare experience as an example, but make sure you point out that it demonstrates a wider problem, not just one particular incompetent person or dishonest company.

Your situation as an example

For example, when you moved house and tried to move your phone and internet service, you might have been forced to talk to eight different call centre staff – a different person each time you called, and you might have been cut off without explanation four out of the eight times. Each staff member might have given you different or conflicting information about what was happening and when.

You should explain that your experience is an example of poor training of call centre staff who did not understand the products and services adequately, a poor quality international call centre which had constant dropouts, and of poor management in that no person took responsibility for solving your problem.

What can be improved?

You should say what you think would have been the better way to go about things.

Explain your reasoning and provide any supporting evidence you have that is relevant. That could be, for example, some email correspondence between you and your phone or internet provider.

Lodging your submission

If you want to read the background to the Inquiry or the Terms of Reference, check out the [ACMA's Inquiry web site](#).

The closing date for submissions is **5:00pm, Friday, 10 September 2010**.

You can email to: reconnectingthecustomer@acma.gov.au

Or by regular mail, to:
Manager, Public Inquiry Section
Australian Communications and Media Authority
PO Box 13112, Law Courts,
Melbourne Victoria 8010

If you have any further questions, contact the ACMA's 'Reconnecting the Customer Inquiry' hotline:
1800 062 130