

Share your thoughts: Telcos and young people

The Australian Communications and Media Authority (ACMA) is currently undertaking an inquiry into the ongoing poor level of customer service in the telecommunications industry.

The ACMA will be convening a Youth Workshop to discuss the telco issues confronting young people.

ACCAN would like to take as many of your stories with me to this important discussion.

Any feedback is welcome on young people's experiences with telcos, such as the following:

- What telco problems do young people commonly experience? Please be as specific as possible.
- How good are telcos at dealing with young people and their telco problems?
- How do young people solve their telco problems? Do young people use the TIO?

It would be great to have case studies and specific examples of these experiences.

Please send your comments and feedback to kirisha.t@accan.org.au by close of business on **Wednesday 6 October**. Again, case studies are particularly welcome so please tell us about the experiences of your younger constituents.