

Case study three – when we decide to stop handling the complaint

(De-identified for publication)

Complaint against previous Telco

The consumer complained about a fault with their landline and internet service supplied by Telco A. The consumer said the problems began after a storm damaged the lead in cable.

While we were handling the complaint, the consumer transferred their services to Telco B but wanted to continue pursuing the complaint against Telco A. The consumer said they thought contacting Telco B about the problem would delay it being fixed.

We stopped handling the complaint because Telco A no longer had obligations to supply the service or fix service issues. We can handle complaints about a service supplied or offered by a member of our scheme. Since the consumer transferred the services from Telco A, Telco A was no longer under an obligation to supply the services or fix the issues.

(This decision was based on the equivalent of clause 2.1 of the current Telecommunications Industry Ombudsman Terms of Reference)