

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

(De-identified for publication)

Consumer's preference on type of broadband technology

The consumer complained about the type of broadband technology available at their premises to connect to the National Broadband Network. The consumer wanted the Telco to connect the National Broadband Network by underground cable, but the Telco planned to connect using an aerial HFC connection. The consumer was concerned about the appearance.

We explained to the consumer the option of choosing the type of technology at their own cost but the consumer did not want to pay a fee.

We decided to stop handling the complaint because we cannot consider complaints about telecommunications policy and the type of broadband technology a wholesaler decides to use for a connection falls into this.

(This decision was based on the equivalent of clause 2.7 of the current Telecommunications Industry Ombudsman Terms of Reference)