



# WISPAU

Wireless Internet  
Service Provider  
Association of Australia



## Wireless Internet Service Providers Association of Australia Response

### Response to TIO proposed amended Terms of Reference

August 2024

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## ABOUT WISPAU

WISPAU (Wireless Internet Service Providers Association of Australia) Members offer broadband services into remote, regional and underserved markets in Australia. We offer local services that deliver many economic benefits including affordable broadband, skilled local employment, training, technology provision and support for the communities we operate in.

For over 10 years WISPAU has supported Wireless Internet Service Providers in Australia, combining the experience and talent of those dedicated business owners who are striving to deliver improved coverage and service in areas whilst also providing economic benefits and support to the local community.

Together, these businesses through collaboration of this organisation are not necessarily competing against the national carrier but complimenting the vision for better connectivity outcomes for all Australians. In many instances we are working towards the same goal as the national carrier, complementing and increasing the coverage provided with connectivity options available for Australians.

## THE IMPORTANCE OF WISP'S FOR REGIONAL AUSTRALIA

Fixed wireless internet service providers (WISPs) play a crucial role in enhancing connectivity in local Australia, particularly in regional and rural areas.

WISP providers offer reliable high-speed internet access by transmitting data via radio signals from a base station to a fixed antenna on the customer's premises. This technology is especially significant in Australia due to the vast and often challenging landscape, which can make traditional wired infrastructure expensive and difficult to deploy.

WISP providers are inherently local business that operate in the local community to which they service. For this reason, local WISP's are keenly concerned on providing the best experience to their customers and also why WISPAU supports the work and purpose of the Telecommunications Industry Ombudsman scheme.



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## QUESTIONS FOR COMMENT – RESPONSES FROM WISPAU

- 1. Do the proposed changes successfully clarify TIO's power to handle SIP connection complaints following the recent legislative changes? If not, what other ToR amendments should be made to achieve this purpose?**

WISPAU supports the changes to the TIO ToR.

- 2. Do the proposed changes support the TIO implementing recommendations 2, 12 and 17 of the 2022 Independent Review of the TIO? If not, what other ToR amendments should be made to address these recommendations?**

WISPAU is supportive of the proposed changes, however WISPAU notes that TIO should communicate the requirements of the proposed changes to the Complaint Handling Standard Complaints and Members obligation to signpost TIO, in particular the understanding of members to take 'reasonable steps'.

For example – is a direct hyper link on the members home page required, or to have the complaints policy located in a location on the site under another menu link. Is having the TIO contact information located on customers invoice emails / PDF 'reasonable steps'?

Clarification should be made to members so that the requirements of the TIO is understood clearly.

WISPAU will work to communicate and assist its WISP members in ensuring that they are compliant with the expectations of the TIO.

- 3. Do the proposed changes adequately correct drafting issues in the current ToR?**

WISPAU supports the changes.





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## **ADDITIONAL**

WISPAU is open to discussions from any organisation or agency that is keen to assist in the delivery of better, reliable and faster broadband services to all Australians.

We encourage those that have the same vision as WISPAU and its members to reach out to WISPAU so that together with our WISP members and vendors we can deliver improved connections to those in Australia whilst also delivering sustainable economically viable local businesses that invest back into the regions they cover.