

7 September 2017

Ms Sussan Ley MP  
Chair  
Joint Standing Committee on the National Broadband Network  
PO Box 6100 Parliament House  
CANBERRA ACT 2600

By email: [nbn.joint@aph.gov.au](mailto:nbn.joint@aph.gov.au)

Dear Ms Ley

### **Changes to Service Type and Key Word for Complaints**

I am responding to your request for additional information that could be made public regarding the changes the TIO made to service types and key words.

From 1 July 2017, the TIO implemented a new data collection and reporting model for service types and key words used when recording complaints from residential consumers and small businesses. This model increases the service types from three to five, and reduces key words from 285 to 76. The TIO has also added new codes to simplify the capture of information about the types of enquiries that fall outside the TIO's complaint handling scope.

In relation to service types, the TIO added Multiple Services and Property to the already existing Landline, Mobile and Internet service types. Multiple Services is used when a complaint applies to more than one service, for example a complaint about a delay connecting both a landline and internet service. Property is used to capture land access issues, as well as complaints about property damage, cabling and carrier infrastructure.

The rationalisation of key words aims to improve data collection by removing redundant key words and improving their usability to ensure consistent recording of issues raised in complaints. The TIO will be monitoring the new model over the coming months to ensure it is effective at capturing complaint issues raised with the TIO by residential consumers and small businesses.

Yours sincerely

Judi Jones  
**Ombudsman**

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