

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Budget Estimates Hearings May 2014
Communications Portfolio
Telecommunications Universal Service Management Agency

Question No: 441

Program No. TUSMA

Hansard Ref: Page 35 (29/5/2014)

Topic: First 15 FSAMS

Senator THORP asked:

Senator THORP: What percentage of customers in the 15 FSAMs that have passed the copper disconnection date have received communications from their own RSP? How many are directly from Telstra for people who are customers of nonparticipating RSPs?

Mr Wiegold: I do not have that breakdown. I can take that on notice. We have provided around 2,000 letters for the first 15 FSAMs. In addition, we also provided follow-up phone calls to priority assistance customers that were impacted.

Answer:

93.4 per cent of eligible voice-only customers received communications from their own Retail Service Provider (RSP) in the first 15 FSAMs.

6.6 per cent of eligible voice-only customers received communications from Telstra as the provider of last resort in the first 15 FSAMs. These are customers of RSPs that not participating in the Customer Management Tasks Programme.