

Paul W Robinson



2023-10-24

The Manager  
Telecommunications Performance and Regulation Section  
Australian Communications and Media Authority  
(Submitted online)

Dear ACMA

Thanks for the opportunity to comment on the Consultation for the "*Proposed Telecommunications Financial Hardship Industry Standard*". After having read the documents, I have the following personal comments which I would be grateful if these could be considered in the review.

- Eligible customers and applicants should be given further information about their options to appeal any adverse decision.
- Eligible customers and applicants should not be disconnected from their service during the review process and for at least a week after being informed of its conclusion (to allow for appeal).
- If an application for relief is not approved, after an appeal period has expired the service may be reduced to a minimum of emergency service access via voice and/or SMS services, and the customer should also be able to call or contact the service provider to discuss connection issues going forward for at least one full ordinary billing period following the review period.
- When a customer calls a financial hardship service, they should not be kept waiting longer than 6 minutes to reach a live service agent who can handle their call (not just put them on hold). They may be offered an app for contact but the customer in hardship conditions should be able to speak to a live person in any case. Apps are not known for empathy.

Thanks for your consideration of these personal views.

Sincerely,

A handwritten signature in black ink, appearing to read 'Paul W Robinson', with a small mark at the end.

Paul W Robinson

