



TelSoc

Telecommunications & the Digital Economy

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10th July 2017

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CHOICE ISP satisfaction survey finds Telstra, Dodo the worst

An Internet satisfaction survey conducted by consumer advocacy group CHOICE has found that Australians have been dogged by disconnections, drop-outs, connection issues and slow speeds over the last six months, with Telstra and Dodo the worst offenders.

Rowland slams Turnbull in wake of CHOICE ISP survey

Shadow Communications has slammed PM Turnbull for 'all talk and no action' regarding 'the year of the customer' in face of NBN complaints to the TIO and Choice's survey results for ISP satisfaction.

NBN Co plan to use DLM likened to 'putting lipstick on a pig'

Plans by the company rolling out the national broadband network to implement dynamic line management on its fibre-to-the-node and fibre-to-the-basement connections in early 2018 have been termed as something akin to putting lipstick on a pig by the former chief executive of NBN Co, Mike Quigley.

Comms Alliance: mixed results on Telco Customer Sat survey

The latest quarterly Telecommunications Customer Satisfaction survey: mixed results with some key sat stats steady, while others highlight 'areas for industry improvement.'

Eftpos upgrades infrastructure, marks two billion transactions

Australia's eftpos payments network has completed an industry-wide technology infrastructure transformation, racking up its two billionth transaction across its Hub network.

Aussies still prefer people to chatbots

New research from Telsyte and Genesys reveals that despite significant advances in AI, chatbots and omnichannel contact centres, Aussies still have an overwhelming preference for a real human contact to ?sort things out?.

Newsletter PDF:

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