



TelSoc

Telecommunications & the Digital Economy

Published on *TelSoc* (<https://telsoc.org>)

Home > CommsWire - 12 December 2017

CommsWire - 12 December 2017

An **iTWire** publication complimentary to **TelSoc** financial members.

Disclaimer: The content and any views expressed in CommsWire do not necessarily represent the views of TelSoc, its board or its members. Members and others may submit comments subject to TelSoc publication Guidelines.

12th December 2017

[1]



Optus to compensate 8700 NBN customers for slow speeds

Optus has become the second telco to offer compensation to its customers on certain NBN plans, with about 8700 users to be offered "remedies" for being misled about the maximum speeds they could achieve.

Vocus launches Indonesia link for Australia-Singapore cable

Vocus Communications has officially launched the Indonesian link of the submarine cable between Australia and Singapore in Indonesia with partner company XL Axiata.

Optus launches package to improve customer relationships

Optus, has expanded the customer experience management solutions offered by its Optus Business division, launching a cloud-hosted package to improve clients' customer relationships.

Competition, no monopoly, says Spark on NZ 5G rollout

New Zealand's largest telco Spark has hit out at a major competitor over suggestions that 5G mobile services in the country should be rolled out by a monopoly network rather than competing companies.

LivePerson, Webjet team up on mobile messaging deployment

Cloud business messaging solutions provider LivePerson has launched in-app mobile messaging technology in online travel agency Webjet's customer service business, which it says has resulted in a 54% uplift in text based service engagements with the app.

Newsletter PDF:

commswire_2017-12-12.pdf ^[3]

Published by:

Editor: Stan Beer

Contact the editor ^[4], Mobile: **+61 418 516 720**

Complementary to TelSoc members:

Telecommunications Association Inc.

ABN 34 732 327 053

<https://telsoc.org> ^[5]

Contact TelSoc ^[6]

Optus NBN

Vocus

Spark

CommsWire

^[7]

^[8]

^[9]

^[10]

Source URL: <https://telsoc.org/news/commswire-12-December-2017>

Links

^[1] <https://www.addtoany.com/share?url=https%3A%2F%2Ftelsoc.org%2Fnews%2Fcommswire-12-December-2017&title=CommsWire%20-%202012%20December%202017%20> ^[2] <https://telsoc.org/printpdf/news/commswire-12-December-2017?rate=8SAvapYMIjTnJ0BqxqHTLhPVZWAA4e0VjqNmn1r3imc> ^[3] https://telsoc.org/system/files/newsletters/commswire_2017-12-12.pdf ^[4] <https://telsoc.org/contact/commswire> ^[5] <https://telsoc.org> ^[6] <https://telsoc.org/contact/newsletters> ^[7] <https://telsoc.org/topics/optus-nbn> ^[8] <https://telsoc.org/topics/vocus> ^[9] <https://telsoc.org/topics/spark> ^[10] <https://telsoc.org/newsletter/commswire>