



# TelSoc

## Telecommunications & the Digital Economy

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### CommsWire - 10 July 2019

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

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11th July 2019

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#### **Mobile complaints low, voice over NBN complaints high**

Mobile services have fared best with a low rate of consumer complaints in stark contrast to voice only services delivered by telcos over the NBN which had the highest rate of complaints over a six month period last year, according to a new report from the ACMA.

#### **Dodo to fork out \$360,000 over NBN streaming claims**

Vocus Group subsidiary Dodo Services has agreed to pay back up to \$360,000 to 16,000 customers for claiming that its entry-level NBN broadband plans were "perfect for streaming".

#### **US says Huawei sales ok if no threat to national security**

The US Department of Commerce says it will issue licences to Chinese telecommunications equipment vendor Huawei Technologies for buying American products "where there is no threat to US national security".

#### **Refurbished smartphones - a super smart way to seriously save money**

COMMENT: With top of the line smartphones costing anywhere from \$1500 to \$2500 and beyond, and with smartphones lasting longer than ever, safely buying second hand via the security of a refurbished model can be a totally smart saving.

## Australians still hesitant about adopting smart home technology: report

Australians' attitudes towards smart home technology means it will be some time yet before it is fully adopted, with the younger generation of Australians — those aged between 18 and 34 — concerned about the impact of technology in their homes, according to a new research report.

### Newsletter PDF:

commswire\_2019-07-10.pdf <sup>[3]</sup>

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Huawei

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Complaints

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