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# 25th May 2019

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## ACCC publishes guide for problem-plagued NBN fixed wireless broadband customers

Australia's competition regulator, the ACCC, has published a guide for NBN fixed wireless customers, advising them how to seek compensation when they encounter problems with broadband services, including slow speeds.

### Optus apologises for outage, says issues completely fixed

Any Internet issues faced by Optus users on Thursday have been individual service-related issues, the company says, adding that these were not related to the overnight outage reported in these columns.

## Chinese brands dominate, but Europe smartphone sales down

Smartphone sales in Europe during the first quarter of 2019 fell 3% year-on-year and 20% quarter-on-quarter, the analyst firm Counterpoint Research says, adding that there was a marginal increase in eastern Europe while Western Europe saw a 6% year-on-year drop.

### Spark warned of 'likely' law breach on broadband pricing notification

New Zealand competition regulator, The Commerce Commission, has warned the country's largest telco Spark for likely breaching the law in a notification to customers on broadband prices rises.

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## Nokia, UMobile ink agreement on Malaysian network deployment

Nokia and U Mobile have signed a three-year contract to deploy a Nokia Single Radio Access Network (RAN) network as well as microwave and IP-based mobile transport technologies in Malaysia.

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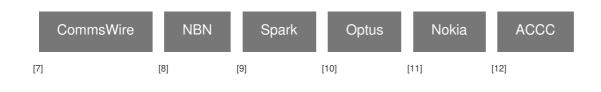
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