

# CommsWire

Essential daily reading for the communications industry executive

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## NEW LOOK TIO LAUNCHES COMPLAINTS WEBSITE



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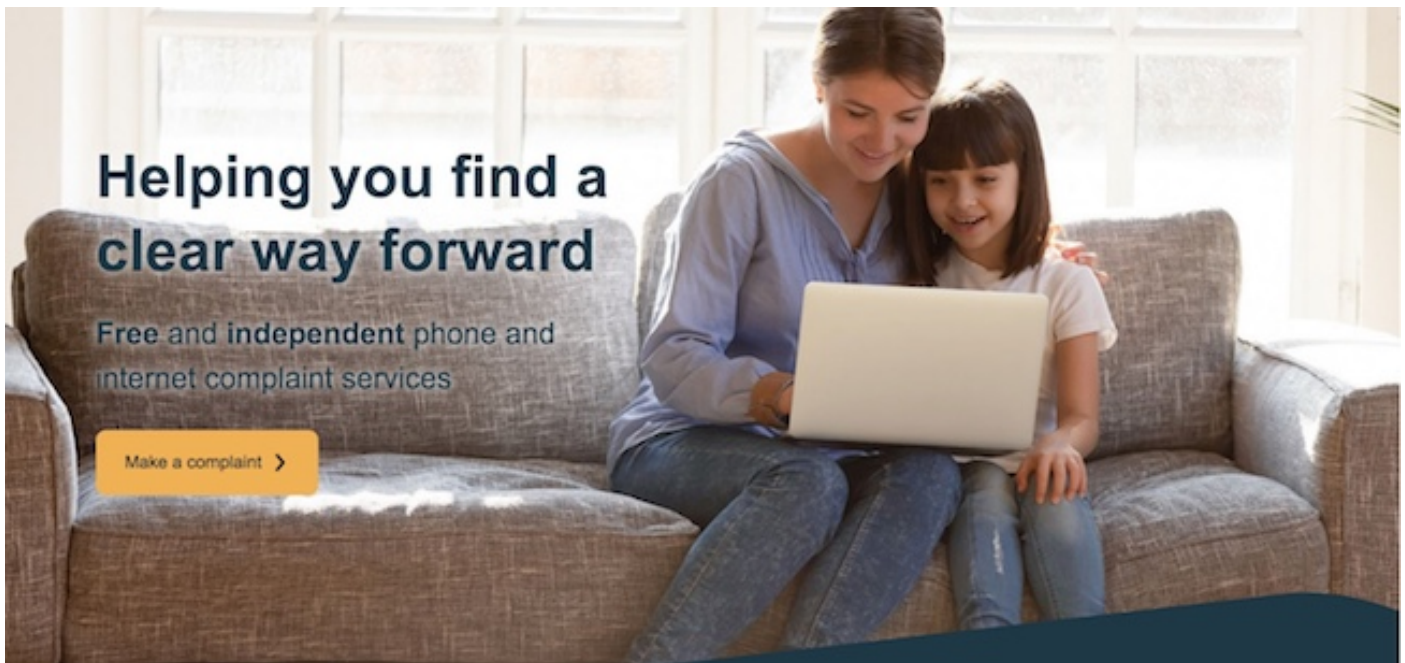
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# TIO LAUNCHES WEBSITE WITH 'EASIER ACCESS' FOR COMPLAINTS

The Telecommunications Industry Ombudsman has launched a new brand, logo and website with Ombudsman Judi Jones saying the new website makes it easier for consumers and small businesses to go through the complaints process.

The TIO launched the new branding and website on Wednesday and in its announcement said the changes provide a fair, independent and accessible dispute resolution service for consumers and the telecommunications industry that complies with the benchmarks for industry-based customer dispute resolution.



According to the TIO, the new brand and logo are designed to unify its “diverse stakeholder community and represent all parties in the complaint resolution process”.

“The new logo embodies the sustainability and resilience of the organisation, now in its twenty-sixth year, while the earthy colour palette is reflective of the fair, independent and grounded mindset required to successfully resolve complaints,” the TIO notes.

“The new brand represents the warm, professional and approachable service we provide. The improved accessibility of the website makes it easy for a consumer to make a complaint and provides clear information to help consumers and providers understand processes, policies and common outcomes,” Jones said.

“The development of this brand has been a journey of reflection: Where have we come from as an organisation? How do we want to be perceived? It’s about providing a dispute resolution service for all.”

The TIO says the new website will also improve the way phone and Internet providers access information on complaints and online training.

**Peter Dinham**

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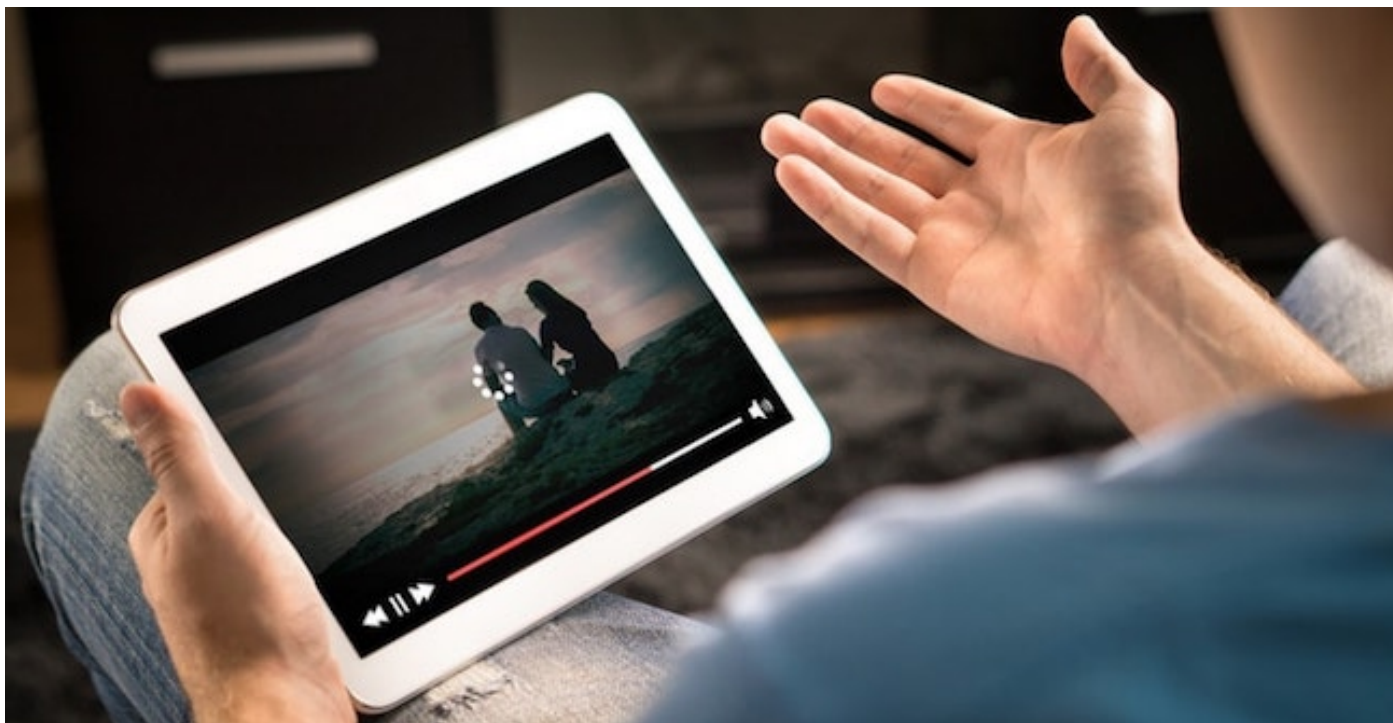
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## FIBRE COMES UP TRUMPS FOR NZ VIDEO STREAMING SERVICES

**Most New Zealanders are able to reliably stream high definition (HD) video, such as Netflix and YouTube, most of the time, according to regulator The Commerce Commission, which says fibre performs the best in delivering video streaming services.**

The Commerce Commission made the comments with the release of the second [report](#) from its enhanced broadband monitoring program.



The Measuring Broadband New Zealand Autumn Report, from independent testing partner SamKnows, includes speed and performance comparisons across copper (ADSL and VDSL), fibre (Fibre 100 and Fibre Max) and fixed wireless technologies.

And, Telecommunications Commissioner Dr Stephen Gale said: “Fibre plans perform the best, being able to deliver 4k video streaming from Netflix over 99% of the time.

“We are pleased that all technologies are delivering a good video streaming experience – even ADSL is capable of delivering HD video around 75% of the time.

“However, for households with multiple people streaming, downloading files, or gaming at the same time, fibre plans will give the best results.”

The Commission says it is continuing to look for more volunteers on specific plans to enable it to publish more detailed information on a range of topics, including broadband performance in different regions in New Zealand and comparisons between providers.

A list of plans the Commission is seeking volunteers for are detailed in the [report](#), and the next report is due out around September this year.

**Peter Dinham**



# John de Ridder

Telecommunications Economist

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# ACCAN WELCOMES APPOINTMENT OF NRS SERVICE PROVIDER

**The Australian Communications Consumer Action Network (ACCAN) has welcomed the Federal Government's appointment of a service provider for the National Relay Service (NRS), which delivers accessible telecommunications for the deaf or speech impaired.**

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ACCAN says the NRS is a vital service that allows its users to communicate for work, socially, and in emergencies.

"All Australians deserve the right to reliable communications whether they access it through traditional telco technology or through the NRS," said ACCAN CEO, Teresa Corbin.

"ACCAN is pleased that the NRS will maintain existing call relay options when the new provider, Concentrix, begins delivering the service in October. This means that many users who rely upon the essential communications service will be unaffected by the new arrangement. However, ACCAN notes that users of the handset-based Captioned Relay service will need support to transition to a new technology option.

"While we know that many NRS users are now using messaging and video calls, some people do still prefer the familiarity of a phone handset when accessing the NRS. It's important that these users have the help they need to transition to an appropriate alternative before the NRS stops supporting these devices in February 2020."

Corbin said that as Australia's peak body for communications consumers, ACCAN will be actively engaging with NRS users, Concentrix, and the Department of Communications and the Arts to ensure a seamless transition process for all NRS users.

"This service is too important to all Australians to allow it to falter as changes take place in the background," explained Corbin. "NRS users must be able to trust that they will have continuity of service during the transition."

Corbin said that with a contract now in place for the NRS until 2022, ACCAN strongly urges the government and Concentrix to make sure that the whole Australian community are adequately informed about this important service. "All NRS users must also be properly supported to determine the best technology for them to access the NRS, and how to use it."

ACCAN says that for many years, the NRS has enabled Australia to be a world-leader in delivering accessible telecommunications for those who are Deaf or have hearing or speech impairment, and it is hopeful that this can continue throughout the transition and into the future.

**Peter Dinham**



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## HUAWEI UPS ANTE IN SPAT, ASKS VERIZON FOR \$1B LICENSE PATENTS

**In what appears to be an escalation of the US and China trade war, telecommunications giant Huawei Technologies has written to US wireless provider Verizon asking it to pay more than US\$1 billion to license more than 230 patents that the Chinese company owns.**

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**Reuters** [cited](#) "a person briefed on the matter" as saying that the patents covered network equipment from over 20 of Huawei's vendors, including big American companies. These vendors would indemnify Verizon, this individual said, adding that some of these vendors had been approached directly by the Chinese firm.

Earlier, **The Wall Street Journal** [reported](#) that a Huawei IP licensing executive had written to Verizon in February, saying it must pay to "solve the patent licensing issue". It said the patents covered core network equipment, wireline infrastructure and IoT technology and could affect some of Verizon's vendors.

The US Government [placed](#) Huawei and 68 of its affiliates on its Entity List on 16 May, meaning that the company would have to seek permission to purchase any American components it needed to manufacture its products.

Four days later, Google [announced](#) it was cutting off Huawei's access to future updates of Google's Android and Google Play Store.

Huawei, which is now the second biggest smartphone vendor globally after Samsung, uses a customised version of Android on all its smartphones and tablets.

On 21 May, the US Commerce Department [eased](#) some of the restrictions until August, allowing Huawei to maintain and update existing networks and handsets.

Officials from Huawei and Verizon are said to have met in New York last week to discuss the licensing issue and find out whether Verizon is using equipment from other companies that would infringe on Huawei's patents.

The Chinese firm, a frontrunner in 5G technology, has more than 1500 patents for the technology, second only to South Korean giant Samsung. Prior to the American ban, Huawei was the leader in the 5G market.

**Reuters** quoted Verizon spokesman Richard Young as saying he could not comment about the issue as it was "a potential legal matter".

But he added: "These issues are larger than just Verizon. Given the broader geopolitical context, any issue involving Huawei has implications for our entire industry and also raises national and international concerns."

Contacted for comment, a Huawei spokesperson said the company had nothing further to say.

**Sam Varghese**

# TEN US STATES SUE TO PUT STOP TO T-MOBILE-SPRINT MERGER

The backing of the US Federal Communications Commission's chair for a merger of wireless companies is not enough to push it over the line, with 10 state attorneys-general filing a case opposing the merger between US giants T-Mobile and Sprint.

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The case, filed in New York, claims that mobile prices would rise if the third- and fourth-biggest wireless outfits in the country were allowed to become one, *The Wall Street Journal* [reported](#).

As *CommsWire* [reported](#), FCC chairman Ajit Pai gave his blessing to the deal in May. This came following national security clearance after both Deutsche Telekom, the majority owner of T-Mobile, and Sprint's majority owner, Japanese firm SoftBank, agreed to exclude Chinese telecommunications giant Huawei as a supplier.



Both companies also pledged to build 5G infrastructure in rural areas and sell off Sprint's Boost Mobile pre-paid mobile service.

New York attorney-general Letitia James told the media that if the deal went ahead, jobs would be lost, services would deteriorate and prices would rise. "The deal is bad for consumers, it's bad for innovation, it's bad for workers," she said.

It is unusual for state officials to file legal challenges of this kind unless they are supported by their federal counterpart.

T-Mobile and Sprint announced their proposed merger in April last year. Since then, the FCC has been provided with a huge amount of feedback from parties who have an interest in the transaction.

The US Department of Justice has yet to give its final word on the deal.

A previous effort to lessen the number of national US wireless operators down to three failed in 2011, when the Justice Department and the FCC both opposed AT&T's plan to buy T-Mobile, saying it would lessen competition.

**Sam Varghese**

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