

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Budget Estimates May 2017
Communications Portfolio
Department of Communications and the Arts

Question No: 16

Program 1.1

Hansard Ref: Page 48-49, 24/05/2017

Topic: USO services – Surveys to measure satisfaction

Senator Chisholm, Anthony asked:

Senator CHISHOLM: Are you aware of any surveys to measure the satisfaction of consumers with their telephone voice service across the different technologies? Has the department pursued some form of feedback in this regard?

Ms Silleri: The department, to my knowledge, has not commissioned any surveys on satisfaction with the delivery of service, but I do understand that the Communications Alliance, which is the industry body for the telecommunications industry, regularly publishes a survey of consumer satisfaction with service. I am not sure whether it goes into technology by technology, but that is something we could get for you. They do consider the consumer satisfaction with a range of issues relating to service. It is not just about the Telstra USO services, though.

Senator CHISHOLM: That might be something you can take on notice.

Ms Silleri: Yes.

Answer:

The Department of Communications and the Arts has not commissioned research to measure the satisfaction of consumers with their telephone voice service across the different technologies.

The Department is aware that Communications Alliance has engaged Roy Morgan Research to undertake quarterly national Telecommunications Customer Satisfaction Surveys. The results of the January 2017 –March 2017 survey are available from the Communications Alliance website at: www.commsalliance.com.au/__data/assets/pdf_file/0006/57165/Customer-Satisfaction-Survey-March-2017-W14.pdf

The associated Communications Alliance media release is available at www.commsalliance.com.au/Documents/releases/2017-media-release-13