



Australian Government

Department of Infrastructure, Transport,
Regional Development and Communications

Alternative Voice Services Trials—Summary Report to 31 March 2022 (update 1)

31 March 2022

Introduction

The Alternative Voice Services Trials (AVST) program aims to identify different ways to deliver voice services in locations across rural and remote Australia, test them and raise awareness of them. The Trials also provide an opportunity to help providers refine their products and processes.

The Department undertook to report on the Trials. A first report to 31 December 2021 was published on 21 March 2022. This shorter report updates that report. Background to the Trials can be found in the first report. An independent survey company, Lonergan, collects feedback from triallists. Their results for the period to 31 March 2022 are generally consistent with those for the earlier period.

New results in this report are in the table rows highlighted in yellow.

Trial services

At the end of March 2022, the number of trial services is shown in Table 1.

Table 1: Recruitment targets and services for AVST at 31 March 2022

Service recruitment targets	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi	Total
Service recruitment targets	200	260	15	60	295	50	880
Trial services at 31/12/21	138	185	15	51	102	49	540
Trial services at 31/03/22	138	180	15	47	102	50	532

NBN Co had eleven withdrawals during January to March, with six triallists being replaced, leaving a net reduction of five. Pivotel trial services fell by four. Three were due to the withdrawal of a triallist with three services; the other reflects a triallist activating only one of two services ordered.

Results reported by grantees

The following section provides key results reported by grantees for the Trials for the period of 1 July 2021 to 31 March 2022.

Median connection times

Table 2 shows the median time for connections of the services, noting there is some variation of the period measured due to supply approaches (e.g. the extent to which installation depended on the grantee or retailer and the customer). All trialists completed their connections by end of September 2021, so there is no change to report as at 31 December 2021.

Table 2: Median connection time

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
July-Sept	15 minutes	25 days	34 days	18 days	9 days	32 days

Service uptime (availability)

Table 3 provides the uptime for the voice services (the percentage of time for which the voice service was reported as being available). Service uptime calculations for satellite-based trials may be affected by satellite outages or disruptions to transmission caused by bad weather.

Service uptime for January—March 2022 was very high, as was also the case with the previous results, although Concerotel's and NBN Co's results show a consistent improvement.

Table 3: Service Uptime (%)

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
July	99 (NI) 89 (CKI)	95	100	100	100	99.46
August	100 (NI) 94 (CKI)	98.33	100	100	100	99.54
September	100 (NI) 97 (CKI)	98.64	100	99.91	100	99.85
October	97 (NI) CKI*	99.13	100	99.95	100	99.22
November	97 (NI) CKI*	98.94	100	99.31	100	99.94
December	97 (NI) CKI*	98.54	100	98.85	100	98.42
January	99.5 (NI) CKI*	99.28	100	99.90	100	98.26
February	100 (NI) 100 (CKI)	99.59	100	99.92	100	99.05
March	100 (NI) 100 (CKI)	99.70	100	99.77	100	99.55

*Data for the Cocos (Keeling) Islands (CKI) not available due to a system issue.

Call volumes

Table 4 provides call volumes across all services in the Trials, by grantee.

Table 4: Total call volumes per month of the Trial across all trial services

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
July	418	431	53	0	5,257	N/A
August	1,487	702	74	60	5,800	N/A
September	2,482	1,092	57	158	4,852	N/A
October	2,638	1,636	70	443	6,050	N/A
November	3,572	2,414	48	628	5,865	N/A
December	3,772	1,780	58	591	5,209	N/A
January	2,205	2,547	50	615	4,771	N/A
February	2,373	1,729	30	667	5,025	N/A
March	2,203	2,397	67	584	5,349	N/A

Call volumes include the total number of outgoing and incoming calls across all services, with the exception of Pivotel and MultiWave in the NBN Co trial, which only bill outgoing calls and therefore do not record incoming calls in their business systems. As the figures cover calls that were successfully connected and answered, they do not include calls that were made but not answered (for example, because the call recipient was away or busy).

NBN Co's call volumes from the previous report have been adjusted downwards to reflect more accurate later data.¹ Its results do not include calls for two smaller RSPs in certain months.

Zetifi cannot directly monitor call volumes as it does not originate or terminate calls. Optus's call volumes are low because it has only a small number of triallists (15), and because triallists also used over-the-top applications to make calls and send messages, which are not recorded by Optus's billing systems, as well as other voice services. Optus and Zetifi triallists also regularly used their services to access the Internet.

Average call success rate

Table 5 provides average call success rates. This is the percentage of calls able to be delivered, regardless of whether they are answered by the party called.

¹ The previous reported call volume figures were: July—431; August—895; September - 1,379; October—2,229; November—2,808; December—2,163.

Table 5: Average Call Success Rate (%)

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
July	67 (CKI) 94 (NI)	94.76	100	Not available	99.33 (4G) 98.67 (Sat)	N/A
August	74 (CKI) 85 (NI)	99.76	100	75	99.37 (4G) 92.38 (Sat)	N/A
September	84 (CKI) 91 (NI)	99.86	100	97	99.17 (4G) 99.09 (Sat)	N/A
October	74 (CKI) 82 (NI)	93	100	91	99.31 (4G) 95.57 (Sat)	N/A
November	86 (CKI) 91 (NI)	95.43	100	98	99.28 (4G) 98.54 (Sat)	N/A
December	84 (CKI) 91 (NI)	94.76	100	99	99.41 (4G) 98.56 (Sat)	N/A
January	64 (CKI) 88 (NI)	82.28	100	99.84	99.41 (4G) 98.56 (Sat)	N/A
February	75 (CKI) 93 (NI)	93.98	100	91.75	99.31 (4G) 96.57 (Sat)	N/A
March	83 (CKI) 94 (NI)	95.28	100	100	99.35 (4G) 95.95 (Sat)	N/A

Generally, results from January-March 2022 were consistent with earlier results. Concerotel's call success rate for CKI continued to fluctuate, which may be due to its reliance on satellite backhaul, especially during rainy weather. NBN Co's January results were significantly lower. We are investigating this further. NBN Co advises most of its call failures resulted from triallists dialling invalid numbers or not adding the area code before the number, though its SkyMuster platform also experienced an outage in January 2022.

Zetifi cannot record average call success rates because it does not originate or terminate calls.

Mean Opinion Score (MOS)

Table 6 below gives the average Mean Opinion Score (MOS) reported for the trial services in the period. The MOS relates to the quality of the voice call as perceived by the parties and is a long-established measure. Services are rated from 1 to 5 where 1 equals the lowest perceived quality (as perceived by the parties) and 5 equals the highest perceived quality. While originally based on ratings by callers, network-based call monitoring is now generally used.

Table 6: Mean Opinion Score (MOS) 1 July 2021 to 31 March 2022

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
July	3.4 (NI) 3.7 (CKI)	3.88	4.4	3.7	4.1	4.1
August	3.2 (NI) 3.8 (CKI)	3.89	4.4	3.5	4.1	4.1

Month	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
September	3.2 (NI) 3.7 (CKI)	3.85	4.4	3.67	4.1	4.1
October	3.4 (NI) 4 (CKI)	4.03	4.4	3.6	4.1	4.25
November	3.3 (NI) 4.2 (CKI)	3.94	4.4	3.6	4.1	4.25
December	2.9 (NI) 4.1 (CKI)	3.97	4.4	3.63	4.1	4.25
January	2.8 (NI) 4.0 (CI)	3.96	3.8	3.65	4.09	4.29
February	2.5 (NI) 3.8 (CI)	3.8	3.8	3.65	4.09	4.29
March	2.9 (NI) 3.8 (CI)	4.15	3.8	3.65	4.09	4.29

As Zetifi provides a platform to extend its customers' access to their existing mobile services, it cannot monitor call quality via its network and it surveys its triallists quarterly.

Faults and repairs

Data are collected on faults and repairs, including median repair times. Faults are primarily due to issues with networks or customer premises equipment (e.g. modems). During the March quarter 94 faults were reported, 69 caused by network issues, 24 caused by failures of customer premises equipment and one caused by a lightning strike that damaged cables. In relation to network issues, NBN Co reported one of its satellites was hit by a micro meteor in January that required the satellite to be repositioned and led to outages affecting satellite triallists for one week. NBN Co also reported four weather-based satellite outages that primarily affected Norfolk Island.

All repairs were carried out on the date agreed between the grantee and the customer.

Results from independent Lonergan surveys

Summary statistical data from Lonergan's monthly survey of triallists are at **Attachment A**. The tables have been reordered to align with following commentary. Table A.5 has been expanded for both July to December 2021 and July 2021 to March 2022.

While triallists are strongly encouraged to participate in the survey, participation is ultimately voluntary. Overall participation rates are lower than expected and vary between grantees and over time. Results are based on the cumulative responses of triallists over the nine months from 1 July 2021 to 31 March 2022. As such, the results, while useful, should be seen as illustrative rather than definitive. In addition, by its nature the survey is qualitative and responses and results are necessarily subjective. The results are shared with grantees to help with product and process improvement.

Consumer expectations

During the March quarter a small number of triallists responded to surveys for the first time, and as a result provided input on their expectations going into the trials. Table A.1 has been updated accordingly. However, there is little change from the last report in terms of actual expectations in joining the trials. Most triallists joined a trial to get a more reliable phone line and to get a better-quality voice service. Zetifi and Telstra triallists also stated that they joined trials to get better mobile reception at home.

Service quality and customer support

The majority of triallists by grantee rated their trial service as fair to excellent, with a smaller majority rating it from good to excellent—see Table A.2. The majority of triallists rated the quality of their trial service above that of their existing service—see Tables A.3 and A.4. The majority of triallists with an existing copper service also rated the quality of their trial service as good or excellent, relative to their existing copper service—see Table A.4.

Issues raised about service quality and support were generally the same as in the previous report—see Tables A.5 and A.6. Further data were obtained on service quality enabling the top six (rather than three) issues to be reported both to 31 December 2021 and 31 March 2022—see Tables A.5.

Concerotel's triallists noted that their services could have some noise on the line, echo or latency, and that at times the connection would drop out during rainy weather. In the March quarter, some NBN Co and Zetifi triallists reported issues with their equipment.

During March the survey recorded that one triallist was approached by a scammer. The Department alerted the grantee and the matter was investigated and resolved. Other grantees were also alerted and asked to advise their triallists. No further reports were received.

During the March quarter 19 triallists reported failures of customer premises equipment to surveyors. This figure is close to the figure reported to the Department (24) directly by grantees.

Attachment A

Results from independent surveys of triallists by Lonergan

The survey covered participating triallists from 1 July 2021 to 31 March 2022. 1,631 surveys were completed over the nine months. The data presented generally reflect the number of times a matter was reported to Lonergan. As such, the number of reports should be considered against the total responses over the nine months, as in many cases the actual number of issues raised is relatively low in comparison to the total number of trial services and survey responses. An issue may also be raised in consecutive months by a triallist, either because it has not been resolved or because the triallist is reflecting their overall experience to date. Results for 1 July 2021 to 31 December 2021 are included as a comparison.

Table A.5 focusses on the quality of the voice service itself, while Table A.6 focusses on customer support.

Table A.1: Top 6 reasons to be involved with the trial services (previously Table B.1)—from 1 July 2021 to 31 December 2021

Top 6 reasons to be involved	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi	Total
To get a more reliable phone line	(n=12)	(n=22)	(n=0)	(n=12)	(n=20)	(n=10)	(n=76)
To get a better quality phone line	(n=9)	(n=17)	(n=0)	(n=9)	(n=21)	(n=9)	(n=65)
To get better mobile coverage	(n=7)	(n=9)	(n=0)	(n=6)	(n=8)	(n=15)	(n=45)
To get a better internet service	(n=7)	(n=7)	(n=0)	(n=2)	(n=7)	(n=0)	(n=23)
Financial incentive	(n=2)	(n=2)	(n=0)	(n=5)	(n=1)	(n=11)	(n=21)
I was invited/requested to/to help out	(n=5)	(n=3)	(n=0)	(n=2)	(n=6)	(n=0)	(n=16)
Other	(n=13)	(n=10)	(n=0)	(n=3)	(n=26)	(n=3)	(n=55)

Table A.1: Top 6 reasons to be involved with the trial services (previously Table B.1)—(b) From 1 July 2021 to 31 March 2022

Top 6 reasons to be involved	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi	Total
To get a better quality phone line	(n=21)	(n=43)	(n=2)	(n=10)	(n=34)	(n=18)	(n=128)
To get a more reliable phone line	(n=15)	(n=52)	(n=1)	(n=12)	(n=23)	(n=17)	(n=120)
To get better mobile coverage	(n=11)	(n=19)	(n=1)	(n=6)	(n=11)	(n=22)	(n=70)
To get a better internet service	(n=3)	(n=6)	(n=0)	(n=7)	(n=1)	(n=16)	(n=33)
Financial incentive	(n=7)	(n=9)	(n=0)	(n=2)	(n=8)	(n=0)	(n=26)
I was invited/requested to/to help out	(n=1)	(n=13)	(n=0)	(n=1)	(n=11)	(n=2)	(n=28)
Other	(n=19)	(n=35)	(n=2)	(n=3)	(n=30)	(n=5)	(n=94)

Table A.2: Triallists' overall satisfaction with their trial service by provider (previously Table B.2)—(a) From 1 July 2021 to 31 December 2021

Overall service rating	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
Excellent	19% (n=23)	19% (n=19)	20% (n=5)	28% (n=12)	28% (n=98)	44% (n=75)
Good	42% (n=52)	30% (n=31)	56% (n=14)	51% (n=22)	43% (n=152)	35% (n=60)
Total of excellent and good	61% (n=75)	49% (n=50)	76% (n=19)	79% (n=34)	71% (n=250)	79% (n=135)
Fair	28% (n=34)	25% (n=25)	16% (n=4)	12% (n=5)	21% (n=74)	15% (n=26)
Poor	10% (n=12)	14% (n=14)	8% (n=2)	9% (n=4)	6% (n=22)	4% (n=7)
Bad	2% (n=2)	13% (n=13)	0% (n=0)	0% (n=0)	2% (n=6)	2% (n=4)

Table A.2: Triallists' overall satisfaction with their trial service by provider (previously Table B.2)—(b) From 1 July 2021 to 31 March 2022

Overall service rating	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
Excellent	21% (n=42)	20% (n=58)	20% (n=8)	15% (n=16)	30% (n=176)	42% (n=113)
Good	41% (n=83)	33% (n=98)	53% (n=21)	55% (n=61)	43% (n=253)	37% (n=98)
Total of excellent and good	62% (n=125)	53% (n=156)	73% (n=29)	70% (n=77)	74% (n=429)	79% (n=211)
Fair	27% (n=55)	22% (n=65)	20% (n=8)	18% (n=20)	19% (n=110)	15% (n=41)
Poor	9% (n=19)	13% (n=39)	8% (n=3)	10% (n=11)	5% (n=28)	4% (n=10)
Bad	1% (n=3)	11% (n=33)	0% (n=0)	2% (n=2)	3% (n=15)	2% (n=6)

The March quarter was generally consistent with the previous results, with a majority of triallists rating services as fair to excellent and a smaller majority rating it good to excellent. Triallists rating the services as poor or bad were similar across the two periods.

Table A.3: Overall satisfaction with trial service versus existing voice service (previously Table B.5)—(a) From 1 July to 31 December 2021)

Satisfaction rating	Triallist satisfaction with...	Triallist satisfaction with...	Triallist satisfaction with...	Triallist satisfaction with...
	Previous landline	Previous landline	Previous landline	Overall service
	Copper Technology	Other technology	Total landline	AVST trial
Excellent	14% (n=15)	3% (n=1)	11% (n=16)	31% (n=67)
Good	38% (n=41)	35% (n=14)	37% (n=55)	39% (n=84)
Total of excellent and good	52% (n=56)	38% (n=15)	48% (n=71)	69% (n=151)
Fair	28% (n=30)	28% (n=11)	28% (n=41)	18% (n=40)
Poor	11% (n=12)	18% (n=7)	18% (n=7)	9% (n=19)
Bad	9% (n=10)	18% (n=7)	18% (n=7)	4% (n=8)

Table A.3: Overall satisfaction with trial service versus existing voice service (previously Table B.5)—(b) From 1 July to 31 March 2022

Satisfaction rating	Triallist satisfaction with...	Triallist satisfaction with...	Triallist satisfaction with...	Triallist satisfaction with...
	Previous landline Copper Technology	Previous landline Other technology	Previous landline Total landline	Overall service AVST trial
Excellent	14% (n=22)	7% (n=4)	12% (n=26)	29% (n=81)
Good	32% (n=51)	33% (n=20)	33% (n=71)	39% (n=111)
Total of excellent and good	46% (n=73)	40% (n=24)	45% (n=97)	68% (n=192)
Fair	28% (n=44)	33% (n=20)	28% (n=61)	18% (n=52)
Poor	15% (n=23)	28% (n=17)	15% (n=33)	9% (n=25)
Bad	11% (n=17)	15% (n=9)	12% (n=26)	5% (n=14)

Table A.4: Overall satisfaction of triallists with copper services with the trial service relative to their original services (previously Table B.6)—(a) From 1 July 2021 to 31 December 2021

Satisfaction rating	Previous landline	Overall service
	Copper Technology	AVST trial
Excellent	14% (n=15)	34% (n=53)
Good	38% (n=41)	41% (n=64)
Total of excellent and good	52% (n=56)	74% (n=117)
Fair	28% (n=30)	16% (n=26)
Poor	11% (n=12)	6% (n=10)
Bad	9% (n=10)	4% (n=8)

Table A.4: Overall satisfaction of triallists with copper services with the trial service relative to their original services (previously Table B.6)—(b) From 1 July 2021 to 31 March 2022.

Satisfaction rating	Previous landline Copper Technology	Overall service AVST trial
Excellent	14% (n=22)	32% (n=65)
Good	32% (n=51)	40% (n=83)
Total of excellent and good	46% (n=73)	72% (n=148)
Fair	28% (n=44)	17% (n=34)
Poor	15% (n=23)	7% (n=15)
Bad	11% (n=17)	4% (n=9)

Data on the top six, rather than three, issues was sourced for July-December 2021 and for July 2021-March 2022.

The issues are ranked according to how often they were raised by triallists over nine months. In some cases, an issue was raised more than once by the same triallist in different months. Phone call quality issues are generally minor, such as some echo or noise on the line.

Table A.5: Top 6 issues reported with the trial services (From 1 July 2021 to 31 December 2021) (previously Table B.3)—(a) From 1 July 2021 to 31 December 2021

Top 7 issues	Concerotel	NBN Co	Optus	Pivotal	Telstra	Zetifi
1	Phone call quality issues (n=39)	Phone call quality issues (n=29)	Phone call quality issues (n=6)	Internet - any issues (n=14)	Phone call quality issues (n=60)	Internet - any issues (n=41)
2	Phone line/ connection patchy (n=24)	Phone line/ connection patchy (n=22)	Phone line/ connection patchy (n=1)	Phone call quality issues (n=13)	101/voicemail issues/ missed calls (n=36)	Phone line/ connection patchy (n=31)
3	Phone didn't work (n=17)	Phone didn't work (n=20)	Internet - any issues (n=1)	Phone line/ connection patchy (n=7)	Phone didn't work (n=23)	Phone didn't work (n=19)
4	Phone call dropped out (n=8)	Internet - any issues (n=17)		Phone call dropped out (n=6)	Phone line/ connection patchy (n=22)	Phone call dropped out (n=16)
5	Internet - any issues (n=7)	Phone call dropped out (n=17)		Phone didn't work (n=6)	Internet - any issues (n=9)	Phone call quality issues (n=4)

Top 7 issues	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
6	101/voicemail issues/ missed calls (n=2)	101/voicemail issues /missed calls (n=4)		101/voicemail issues/ missed calls (n=1)	Phone call dropped out (n=7)	101/voicemail issues/ missed calls (n=2)
7	Other (n=48)	Other (n=27)	Other (n=3)	Other (n=12)	Other (n=65)	Other (n=9)
Total	145	136	11	59	222	122

Table A.5: Top 6 issues reported with the trial services (From 1 July 2021 to 31 December 2021) (previously Table B.3)—(b) From 1 July 2021 to 31 March 2022

Top 7 issues	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
1	Phone call quality issues (n=51)	Phone call quality issues (n=58)	Phone call quality issues (n=10)	Internet— any issues (n=27)	Phone call quality issues (n=74)	Internet - any issues (n=52)
2	Phone line/ connection patchy (n=31)	Phone call dropped out (n=44)	Phone line/ connection patchy (n=3)	Phone call quality issues (n=23)	Phone call dropped out (n=38)	Phone line/ connection patchy (n=34)
3	Phone call dropped out (n=24)	Phone line connection patchy (n=39)	Internet - any issues (n=2)	Phone line/ connection didn't work during power outage/ weather (n=20)	Phone line connection patchy (n=30)	Phone call dropped out (n=25)
4	Phone line/connection didn't work during power outage/weather (n=23)	Internet— any issues (n=35)		Phone call dropped out (n=12)	Phone line/ connection didn't work (n=16)	Phone line/ connection didn't work (n=23)
5	Internet - any issues (n=16)	Phone line/ connection didn't work (n=32)		Phone line/ connection didn't work (n=10)	Phone line/ connection didn't work during power outage/ weather (n=15)	Phone call quality issues (n=7)

Top 7 issues	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
6	Phone line/ connection didn't work (n=13)	Phone line/ connection didn't work during power outage/ weather (n=13)			Internet - any issues (n=12)	Phone line/ connection didn't work during power outage/ weather (n=3)
7	Other (n=34)	Other (n=85)	Other (n=4)	Other (n=34)	Other (n=173)	Other (n=26)
Total	192	305	19	126	358	170

The March quarter results are generally consistent with the previous ones. There are some slight changes in the ranking of some issues. Phone call quality issues were the main issue raised, along with 'other'. During the March quarter, 'other' issues raised by triallists were mostly concerns with installation and the performance of equipment (e.g. the volume of the ring tone, volume of the phone call, performance of voicemail or issues with mobile coverage in the home).

Concerotel's score for 'other' issues decreased during the March quarter because concerns about the connection not working during power outages or bad weather moved into the top 6 issues. These concerns were lower during July-December 2021 and therefore recorded in the 'other' category.

Table A.6: Triallists' reported issues with the provider support—from 1 July 2021 to 31 December 2021

Triallists issues with support	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
1	There was no help/support/ felt fobbed off/ not taken seriously. (n=6)	They didn't contact me when they said they would/ follow up. (n=10)	It took too long to fix/ Issue still not fixed. (n=1)	They didn't contact me when they said they would/ follow up. (n=3)	It took too long to fix/ Issue still not fixed. (n=12)	It took too long to fix /Issue still not fixed. (n=7)
2	It took too long to fix/Issue still not fixed. (n=5)	Couldn't get through to them/ had issues getting through to them. (n=7)	Instructions provided were difficult/ confusing. (n=1)	There was no information/ I didn't know what was happening. (n=2)	Couldn't get through to them/ had issues getting through to them. (n=11)	They didn't contact me when they said they would/ follow up. (n=3)

Triallists issues with support	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
3	There was no information/ I didn't know what was happening. (n=2)	It took too long to fix/Issue still not fixed. (n=6)		Couldn't get through to them/ had issues getting through to them. (n=1)	They didn't contact me when they said they would/ follow up. (n=7)	There was no help/support/ felt fobbed off/ not taken seriously. (n=2)
4	They didn't contact me when they said they would/ follow up. (n=2)	There was no help/ support/ felt fobbed off/ not taken seriously. (n=5)		It took too long to fix/Issue still not fixed. (n=1)	There was no help/support/ felt fobbed off/ not taken seriously. (n=7)	Couldn't get through to them/ had issues getting through to them. (n=1)
5	Couldn't get through to them/ had issues getting through to them. (n=1)	Instructions provided were difficult/ confusing. (n=2)			There was no information/ I didn't know what was happening. (n=7)	
6		There was no information/ I didn't know what was happening. (n=1)			Instructions provided were difficult/ confusing. (n=4)	
7	Other (n=1)	Other (n=1)			Other (n=9)	Other (n=2)
Total	17	32	2	7	56	13

Table A.6: Triallists' reported issues with the provider support—(b) From 1 July 2021 to 31 March 2022

Triallists issues with support	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
1	There was no help/support/ felt fobbed off/ not taken seriously. (n=8)	It took too long to fix/ Issue still not fixed. (n=30)	It took too long to fix/ Issue still not fixed. (n=1)	It took too long to fix/ Issue still not fixed. (n=9)	It took too long to fix/ Issue still not fixed. (n=24)	It took too long to fix/ Issue still not fixed. (n=11)

Triallists issues with support	Concerotel	NBN Co	Optus	Pivotel	Telstra	Zetifi
2	It took too long to fix/ Issue still not fixed. (n=5)	They didn't contact me when they said they would/ follow up. (n=22)	Couldn't get through to them / had issues getting through to them. (n=1)	They didn't contact me when they said they would/ follow up. (n=9)	There was no help/support/ felt fobbed off/ not taken seriously. (n=15)	They didn't contact me when they said they would/ follow up. (n=5)
3	They didn't contact me when they said they would/ follow up. (n=4)	There was no help/support/ felt fobbed off/ not taken seriously. (n=18)	Instructions provided were difficult/ confusing. (n=1)	There was no information/ I didn't know what was happening. (n=7)	Couldn't get through to them / had issues getting through to them. (n=12)	There was no help/support/ felt fobbed off/ not taken seriously. (n=3)
4	Couldn't get through to them / had issues getting through to them. (n=3)	Couldn't get through to them/ had issues getting through to them. (n=15)		Couldn't get through to them / had issues getting through to them. (n=4)	They didn't contact me when they said they would/ follow up. (n=10)	Couldn't get through to them / had issues getting through to them. (n=1)
5	There was no information/ I didn't know what was happening. (n=3)	There was no information/ I didn't know what was happening. (n=5)		There was no help/support/ felt fobbed off/ not taken seriously. (n=2)	There was no information/ I didn't know what was happening. (n=9)	
6		Instructions provided were difficult/ confusing. (n=5)			Instructions provided were difficult/ confusing. (n=6)	
7	Other (n=5)	Other (n=3)		Other (n=4)	Other (n=13)	Other (n=2)
Total	28	98	3	35	89	22

Some respondents raised more than one issue. The results from the March quarter are consistent with the previous results. There are some slight changes in the rankings of issues. NBN Co's retail providers and Telstra experienced more issues than other grantees, noting they have the most triallists.