

SpinTel Investigation Report

Findings

The ACMA finds that SpinTel Pty Ltd (ACN 082 087 689) (**SpinTel**) contravened paragraph 7(1)(a) of the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018* (the **Complaints Standard**) on 3 August 2018, by failing to establish a complaints handling process that includes the minimum requirements for consumer complaints handling.

The ACMA also finds that SpinTel contravened subsection 128(1) of the *Telecommunications Act 1997* (the **Act**) by failing to comply with an industry standard determined under subsection 125AA(1) of the Act on 3 August 2018.

Background

In a letter dated 31 August 2018, the ACMA advised SpinTel that it was investigating SpinTel's compliance with sections 8, 9 and 10 of the Complaints Standard (the **minimum requirements for consumer complaints handling**).

That same letter advised:

- that ACMA staff had assessed the complaints handling process that was available on SpinTel's website on 3 August 2018, (the **CHP**) and
- the ACMA's preliminary findings regarding SpinTel's compliance with the minimum requirements for consumer complaints handling.

SpinTel provided a submission on 4 September 2018, in response to those preliminary views of ACMA staff (**response**). SpinTel did not dispute the preliminary findings but did provide an updated CHP. The revised CHP is not the subject of these findings.

Reasons

The table below sets out the ACMA's final findings and the reasons for those findings. In making its final findings, the ACMA has considered the CHP and the response.

Compliance with the minimum requirements for consumer complaints handling

Provision	Requirement	ACMA finding and reasons
7(1)(a)	A carriage service provider, that offers to supply telecommunications products to consumers under a consumer contract must establish a complaints handling process that includes the minimum requirements for consumer complaints handling.	SpinTel has contravened paragraph 7(1)(a) by failing to include the minimum requirements for consumer complaints handling in the CHP as set out below.
8(1)	A complaints handling process must:	
8(1)(b)	be made available to the public on the carriage service provider's website in a concise form that sets out the minimum requirements for complaints handling referred to in paragraphs (d) to (m), and sections 9 and 10;	The CHP did not set out the requirements referred to in paragraphs (d) to (m), and sections 9 and 10, namely: <ul style="list-style-type: none">- paragraph 8(1)(g);- paragraph 8(1)(k);- paragraph 8.1(m);

		<ul style="list-style-type: none"> - section 9; - paragraph 10(f); and - paragraph 10(g). <p>Therefore, the ACMA finds that SpinTel did not include the minimum requirements in paragraph 8(1)(b) of the Complaints Standard in the CHP.</p>
8(1)(g)	set out how and when a consumer can make a complaint and monitor the progress of their complaint;	<p>The CHP included information on how a consumer can make and monitor a complaint. However, it did not include information on when a consumer can make a complaint.</p> <p>Therefore, the ACMA finds that SpinTel did not include the minimum requirements in paragraph 8(1)(g) of the Complaints Standard in the CHP.</p>
8(1)(k)	require members of its personnel to:	
8(1)(k)(i)	clarify with a consumer if they wish to make a complaint where the consumer has made contact and expressed dissatisfaction through one of the channels referred to in paragraph (h) or paragraph (i), and the member of the personnel is uncertain if the consumer wishes to make a complaint; and	<p>The CHP did not include any information requiring personnel to clarify with a consumer whether they wish to make a complaint.</p> <p>Therefore, the ACMA finds that SpinTel did not include the minimum requirement in paragraph 8(1)(k) of the Complaints Standard in the CHP</p>
8(1)(m)	set out in sequence each potential step in the process for managing a complaint that was unable to be resolved on first contact, including the following steps:	The CHP did not set out in sequence the potential step in the process for closing a complaint as required under subparagraph (8)(1)(m)(viii) as described below.
8(1)(m)(viii)	closing a complaint;	<p>The CHP did not include information about closing a complaint.</p> <p>Accordingly, the ACMA finds that SpinTel did not include the minimum requirement in paragraph 8(1)(m) of the Complaints Standard in the CHP.</p>
9	A complaints handling process must identify the relevant time periods associated with each step in the process, including the response times for managing a complaint set out in sections 12, 13, 14, 15, 16 and 17.	<p>The CHP did not:</p> <ul style="list-style-type: none"> - state that complaints made by telephone (other than by recorded message) will be acknowledged immediately as required by subparagraph 12(a); - include any timeframes for completing the implementation of the proposed resolution of urgent and non-urgent complaints as required by subparagraph 13(1)(j); - provide any information regarding the timeframes for advising of frivolous or

		<p>vexatious complaints as required by section 16; and</p> <ul style="list-style-type: none"> - timeframes for attempting to contact a consumer where SpinTel has been unable to contact the consumer to discuss their complaint as required by section 17. <p>Therefore, the ACMA finds that SpinTel did not include the minimum requirements in section 9 of the Complaints Standard in the CHP.</p>
10	A complaints handling process must:	
10(f)	provide that a consumer's telecommunications service cannot be cancelled for the sole reason that the consumer was unable to resolve the complaint directly with the carriage service provider and pursued options for external dispute resolution; and	<p>The CHP did not state that a consumer's telecommunications service cannot be cancelled because a consumer was unable to resolve the complaint and pursued external dispute resolution.</p> <p>Therefore, the ACMA finds that SpinTel did not include the minimum requirements in paragraph 10(f) of the Complaints Standard in the CHP.</p>
10(g)	include a process for classifying complaints into different categories, which clearly describes each category of complaint.	<p>The CHP did not include a process for classifying complaints into different categories.</p> <p>Therefore, the ACMA finds that SpinTel did not include the minimum requirements in paragraph 10(g) of the Complaints Standard in the CHP.</p>

Compliance with subsection 128(1) of the Act

Provision	Requirement	ACMA finding and reasons
Subsection 128(1)	if an industry standard applies to participants in a particular section of the telecommunications industry and is registered under Part 6 of the Act, each participant in that section of the industry must comply with the standard.	<p>The Complaints Standard:</p> <ul style="list-style-type: none"> - is an industry standard determined under subsection 125AA(1) of the Act and registered under Part 6 of the Act; and - applies to participants in the telecommunications industry including carriage service providers (CSPs). <p>SpinTel is a CSP that supplies internet and mobile services to the public. As a participant in the section of the telecommunications industry to which the Complaints Standard applies, SpinTel is required to comply with the Complaints Standard under subsection 128(1) of the Act.</p> <p>SpinTel's CHP did not include the minimum requirements for consumer complaints handling as described above.</p> <p>Therefore, the ACMA finds that SpinTel contravened subsection 128(1) of the Act on 3 August 2018, by failing to comply with paragraph 7(1)(a) of the Complaints Standard.</p>