

## Digital TV Switchover – Complaint Data

No.	Nature of Complaint / Feedback	Action / Progress / Resolution
1	<p>Customer alleges her TV is now screeching since the set top box was installed. Customer alleges the technician said he could not hear this and advised them to call without giving a complaint no. Customer tried to call 1800189941 went to music and was not answered. Then tried 1800810586 bells ringing. Customer alleges they waited for about 5 to 10 minutes on each line and this was not answered. Customer also called 1800556443 and was told that it is out of their hands.</p>	<p>Apologised to customer &amp; referred to Digital TV Switchover team to follow up.</p>
2	<p>Customer states that she is on a Widows Allowance and feels that she should be eligible for the Household Assistance Scheme.</p>	<p>Advised the customer that eligibility criteria for the Digital Switch Over was set out by the Department of Broadband Communications and the Digital Economy (DBCDE). I advised the customer that her feedback would be forwarded. Referred to Digital TV Switchover team to follow up.</p>
3	<p>Customer contacted regarding the eligibility for the Household Assistance Scheme. Customer does not agree with the fact that all other payments administered by Centrelink which are considered pension qualify under the Household Assistance Scheme but Parenting Payment Single (PPS) does not qualify. Customer advised that she feels by excluding PPS customers from the eligibility criteria Centrelink is assuming that PPS customers can afford to purchase a set top box and pay to have it installed and this is not correct.</p>	<p>Customer is in receipt of PPS and this is not a qualifying payment to receive a free set top box. I advised customer that as PPS is not listed as one of the eligible payments she does not qualify for the scheme. I advised customer that I cannot comment on why PPS has been excluded but have advised customer that under the eligibility criteria she needed to be in receipt of one of the following payments at the maximum rate for at least one day during the rollout window. Age Pension, Disability Support Pension (DSP), Carer Payment (CP), Department of Veterans Affairs (DVA) Service Pension or DVA Income Support Supplement (ISS).</p> <p>Customer has received a sincere apology for her experience and has been advised of eligibility criteria as above.</p>
4	<p>Call centre busy</p>	<p>Apologised for delays. Transferred announced to 6022.</p> <p>Customer has been advised that Centrelink is currently experiencing high call demand. An explanation and sincere apology will be a strong acknowledgment that Centrelink accepts responsibility for the issue and is serious in rectifying the problem</p>
5	<p>Customer contacted re incorrect information provided. Customer states she was advised she would receive a letter in June and the switchover would take place soon after that. Customer has contacted today and been advised that her area will not be switched over until 2013. Customer states it is appalling that incorrect information has been provided.</p>	<p>Apologised to customer. Record has not been accessed in June. Advised customer the information may have been provided without confirming her address. Advised would forward feedback. Customer has received a sincere apology for her experience. The customer does not require a further call back.</p>
6	<p>Customer advised that she has been trying to call through to 1800 55 64 43 to make an enquiry about digital TV but has not been able to get through as the number has been engaged.</p>	<p>Apologised to customer. Transferred customer to Digital Television Switchover hotline to assist with her enquiry. It has been explained to the customer that Centrelink is experiencing high call demand at the moment. An explanation and sincere apology provided that Centrelink accepts responsibility for the issue and is serious in rectifying the problem.</p>

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7	Customer's daughter called to lodge a complaint about the installer that installed customer digital set top box. Customer has made several calls about this matter and feels she has been given the run around.	I spoke to Digital Ready on 1800201013 who advised that they would contact customer to obtain further information to lodge a complaint.
8	Power of Attorney contacted to follow up complaint re DTV installer	Transferred to DTV information line.
9	Customer not happy about the Household Assistance Scheme as she did not know that there was a scheme to provide the set top box with installation so bought one already. Customer bought a set top box for \$99 and paid \$50 for it to be installed. As customer was not aware that one would be supplied for free, she feels that a rebate should be available. Customer would like to have a reimbursement of the costs she incurred for supplying the set top box herself.	Customer was satisfied with discussion with Customer Relations Unit and does not require a follow up.  Issues have been discussed with customer and customer does not require a call back.
10	Customer contacted to complain about recent contact made with Centrelink. The customer claims that she contacted to enquire about her eligibility for the digital television (DTV) installation scheme. [REDACTED]  [REDACTED] The customer gave permission for her son to speak to me on her behalf. Her son complained that although what the CSA stated was correct the way in which it was said [REDACTED]	I apologised to the customer for any upset caused and advised that the feedback would be passed on. The complaint has been processed as staff attitude as the advice to the customer [REDACTED] was correct. However, it was the way the information was given that is being complained about. The customer felt that the information could have been given in a different way, [REDACTED]  Discussed with CSA further training session to be undertaken.
11	Nominee called to complain about a staff member giving him incorrect information. Caller claims that he was advised by staff member that he was eligible for the Household Assistance Scheme as his income from [REDACTED] should not be considered. Caller has since been advised that this is not the case.	Apologised to caller and advised that feedback would be passed on. Caller does not want a callback.  Feedback has been referred for training purposes to the site where the staff member is based. Feedback is to be addressed with staff member but no further contact with the customer is required.
12	Customer claims that has been calling the digital Switch Over access number (1800 556 443) yesterday and today and it has been ringing out.	Apologised to customer and transferred customer through to the hot line. An explanation and sincere apology provided that Centrelink accepts responsibility for the issue and is serious in rectifying the problem.
13	Customer called to complain about not being able to get through to 1800 55 64 43. Customer claims that when he calls the number it is engaged.	Apologised to customer and transferred to correct number for assistance. An explanation and sincere apology provided that Centrelink accepts responsibility for the issue and is serious in rectifying the problem.
14	Customer states he has recently moved address and states that the contractor needs another letter from Centrelink with the correct address	Customer submitted an application on 15/11. Because they have already claimed the system will show they are not eligible to apply again as they have a claim in progress. Customer will need to reapply with new address details.

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15	<p>Customer has had the set top box installed however is unable to get the local channels. Customer advised that she contacted the installation agency and was advised that work needed to be done on the antenna to enable the Customer to access these channels. The customer is not eligible as Centrelink have the customer recorded as a non home owner. [REDACTED]</p>	<p>Apologised to customer. Contacted the Digital TV number and was advised the customer is eligible to have the antenna upgraded. Advised customer she will be contacted in relation to her feedback.</p>
16	<p>Customer complaint in relation to contractor advising not eligible for a set top box. Customer claims he has been advised that another person in his household has applied for the set top box. [REDACTED]</p>	<p>I have contacted the customer and also two contacts to the Household Assistance Scheme number (6022). Issue has been resolved and customer has a successful application for Household Assistance Scheme in progress.</p>
17	<p>Customer would like to lodge a complaint in relation to the letter received in relation to the Digital Television Switchover offer. [REDACTED] [REDACTED] Customer would like to see much more information in the letter in particular the rules and regulations for getting the free aerials and cabling. Customer states this is not explained at all and therefore customers will assume they are entitled to it and may miss out on a technicality and the customer does not think this is right. Customer also states the rules the companies seem to be operating under are different to the rules that Centrelink is operating under. Customer would like to know why as she states both parties should be following the same legislation. Customer also states the people installing the set top box did not show up yesterday</p>	<p>The customer is not the homeowner and therefore is not entitled to the free aerials and cabling.</p> <p>I told the customer that Centrelink did not control the technician coming out and I called the contractor. The contractor stated the customer had been coded as no longer wanting the assistance but customer stated this never happened. As part of this complaint a request has been sent for Centrelink to send the record back to the contractor. Customer has requested the contractor contact her when the file comes back.</p>
18	<p>Nominee contacted to make complaint regarding repeated requests to have letter stopped from being sent out. Nominee advised he has contacted twice as they don't need the assistance, but is still receiving letters regarding the assistance.</p>	<p>I advised customer that the only letter we have sent regarding this was sent on the 17.01.11. Nominee advised that they he has received this but was not referring to this. Nominee states he has received 3 letters from the actual digital switch over program. I have apologised to the Nominee and advised I will pass this feedback on to Project team.</p>
19	<p>Customer complaint in relation to Digital Switchover. He claims his television has not worked correctly since the installation of his set top box and that he often has no sound and/or no picture. He claims it comes good after a while and then he loses it again. This has been going on since the installation about 4 weeks ago. Customer claims he has been calling the helpline for 3 to 4 weeks. However, no-one takes his call. He claims he was advised by the technician to call the contractor between 8 am and 6 pm Monday to Friday on 1800443716 if help is needed. He claims he stays on hold for around 5 minutes and then he gets a message advising him to leave his name and number for a call back. He claims he has left his details but has not received a call.</p>	<p>I discussed with customer at some length and he finally admitted that he left his phone number for the first time today. [REDACTED]</p> <p>Discussion has been held with customer and reasons for the delay have been clearly explained.</p>

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20	<p>Customer contacted the digital TV line to test his eligibility for an antenna. Customer was on the Centrelink website searching eligibility criteria. Customer states that he has not received a letter from Centrelink inviting him to test his eligibility. Customer states that he [REDACTED] does not receive the maximum rate of Age pension. Customer would like feedback passed on as he states that his Age Pension and [REDACTED] would equal the full rate of pension. Customer disagrees with the eligibility for the Household Assistance Scheme for digital television switch over.</p>	<p>Q999 complaint acknowledgement letter issued to customer. No further contact or follow up with customer required.</p> <p>Advised customer as pereref 101.01410 that a pensioner has to receive a maximum rate of pension for at least one day in the roll out window. Advised customer that as [REDACTED] affects his Age Pension he is not entitled to the Household Assistance Scheme for digital television switch over</p>
21	<p>Customer phoned to complain that his DVD player has not worked since the contractor installed his digital set top box for digital television (TV).</p> <p>Customer states that on the day the TV guy did the installation, [REDACTED]</p> <p>[REDACTED] Customer advised he has contacted the contractor on 1800850521 to report the problem and have had the technician attempt to talk him through checks over the phone. Customer is not confident in unplugging cords and following the instructions and has been attempting to have the technician return to correct the problem. Customer states that they have not returned as they don't accept responsibility for the problem.</p>	<p>I contacted the company for the customer and asked to have the decision reviewed at manager level. Customer to be contacted by the contractor after review of decision.</p>
22	<p>Customer called to lodge a complaint in regard to the recent installation of the digital set top box as part of the Digital Switch Over. Customer states that his reception keeps breaking up, distorting the image and sound.</p>	<p>Apologised to customer for any inconvenience this has caused him. Advised customer to report this feedback to the Digital Switch Over Taskforce by either calling them or submitting the details via the web portal at <a href="http://www.digitalready.gov.au/contact.aspx">http://www.digitalready.gov.au/contact.aspx</a>.</p> <p>Customer received a sincere apology and been advised that his feedback will be forwarded for training purposes.</p>
23	<p>Customer has made a complaint regarding being advised that she is not eligible for the digital installation.</p>	<p>An apology has been offered. Investigation has shown the customer record has been incorrectly updated to reflect that customer is a non homeowner rather than a homeowner and this has impacted the assistance available.</p> <p>Digital Team have advised that eligibility will be reviewed. Installer will advise Customer of a new date.</p>
24	<p>Customer called in regard to information Centrelink as published in the newspaper in regard to Digital Switchover. Customer states in the local Benalla paper and in the Herald Sun it states that customers on a Disability Support Pension can be eligible. However, customer states that this is false advertising as customers who receive a maximum rate are only eligible. Customer stated has applied and is not eligible due to only receiving a part pension.</p>	<p>Apologised to customer.</p> <p>Complaint forwarded to the Communications Division for their information about the lack of complete information in the article.</p>

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25	Customer rang to complain about the poor television reception that she has had since her set top box has been installed. Customer advised that sometimes she has no picture or picture drops. Customer has contacted the digital switch over team today and is waiting for a call back from the service contractor	Suggested to customer to wait for call back from service contractor and that if no call back is received to call back.
26	Customer states that the Customer Service Advisor (CSA) did not advise her that to be eligible for Digital Television (DTV) she must receive the maximum rate of Disability Support Pension (DSP) for at least one day in the rollout window.	I apologised on behalf of Centrelink for their experience. Customer is not eligible for DTV as she has not received a day of DSP at the maximum rate during the rollout window. See Ereference 101.01410. Customer states that she dialled 1800 201 013 circa October 2010 and that she was sent a brochure.  Customer is happy and satisfied with the response provided.
27	Customer was advised previously by a Customer Service Centre (CSC) that contact number would not be required for Digital Television (DTV) household scheme installation. This has resulted in customer not being contacted by contractor and file returned. Workflow has been re run however customer will need to wait for new contractor to be assigned. Customer does not have television as switchover has now occurred.	Customer has had DTV workflow run again for new appointment to be made. Customer has provided a contact number for the purposes of making this appointment. Feedback referred accordingly to be addressed with staff member. No further action required. Acknowledgement letter sent.
28	Customer went into CSC (customer service centre) requesting to have her Digital TV (television) set up. She brought in her letter stating clearly that she wanted it done then and there. CSA stated it was done. Customer waited 2 months for a response from the company and she's now called to check on it on the last day of switchover. She is left without any tv.	Customer complaint is in regards to action not taken by listed officer (who was identified by the customer). Q999 issued and complaint sent to [REDACTED]
29	Customer contacted regarding a conversation he had with a customer service advisor (CSA) via the call centre on 09.05.11. Customer states he had recently had a set top box installed and was advised by the contractor that he was not eligible for an aerial as he was not a homeowner and that was his reason for calling. [REDACTED]  [REDACTED] Customer is very upset about the experience as he was frustrated that the television reception was not working [REDACTED]	Apologised to customer for his experience. CSA has been identified by validate receipt number screen. Referred FYI training.
30	Customer complaint in relation to the wait times in queue to talk to officer in digital switchover scheme. Customer states he has only got a mobile phone and no access to landline and cannot afford to wait in the queue for any length of time. Customer states he has received letter in relation to the switchover.	Apologised to customer for any distress this issue has caused. Attempted to connect him through speed dial number but call dropped out. Customer has advised he will be going to the office on Monday.

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31	<p>Customer requested to provide feedback about 2 items...</p> <p>[REDACTED]</p> <p>She said she asked this CSA also about the Digital TV scheme and the CSA allegedly advised her that the scheme is only for people in regional Australia which is incorrect. [REDACTED]</p>	<p>I called customer to apologise that she was given the incorrect information about Digital TV. I explained to customer that she was in the Perth region and that her area would switchover from analog to Digital on 30.06.2013. I explained to customer that approx 6 month prior to her regions switchover date that she will be sent a letter inviting her to apply for the Household assistance Scheme. At the time of receiving this letter she needs to call Centrelink and we would test her eligibility and send out a technician if eligible. [REDACTED]</p> <p>Customer terminated the call.</p>
32	<p>Customer has advised that the digital switch over letters received by customers are not clear and it is difficult for some customers with disabilities to understand what the letters actually mean. [REDACTED]</p>	<p>Apologised to customer. Customer has been advised Centrelink has a team whose aim is to improve the style, appearance and general readability of all Centrelink's forms and letters. Issue resolved and referred for your interest.</p>