

From: [REDACTED]
To: [PSA Consultations](#)
Subject: Request for information regarding PSA's Call for Inputs Review on subscription billing
Date: 08 October 2018 23:13:39
Attachments: [REDACTED]

PSA,

Item #69 in your 15 page Call for Inputs document (6 September 2018) states " ... analysing our customer complaint data".

Is the PSA's customer complaint data private or can I request a copy? Gaining a complete understanding of the specific nature of complaints, along with their frequencies, will help direct where potential improvement recommendations should focus. Thank you.

Best regards,

[REDACTED]

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