



TELECOMMUNICATION
DISPUTE
RESOLUTION

January 2011 – June 2011

Interim Half Year Report

Introduction

The Telecommunication Dispute Resolution scheme (TDR) continues to move in a positive direction for both consumers and Scheme Members.

As this report shows, a large number of consumers continue to contact TDR looking for help with disputes they have with their telecommunication service provider. Almost all of those consumers report that they are very happy with the way TDR has handled their complaint.

It has been a period of change for the Scheme Members involved with the TDR scheme as well, with changes to the underlying Customer Complaints Code, a change to the way complaint fees are charged to Scheme Members, and the industry association and owner of the TDR scheme, the Telecommunication Carriers' Forum (TCF), taking on more responsibility for increasing TDR membership.

Annual reports for TDR have traditionally been provided for the period January to December each year. However, as mentioned, TDR has undergone significant changes with an update of the Customer Complaints Code, and also with the Terms of Reference for the Scheme. One of the changes was to amend the period for the Annual Report to 1 July – 30 June each year. Therefore, this Interim Report will bridge the six months until the new Annual Report year commencing on 1 July 2011.

About the scheme

Membership of the TDR scheme is voluntary for telecommunication companies operating in New Zealand, and is free for residential and small businesses to use to settle disputes with their telecommunication service providers. Not all telecommunication companies are members of the Scheme (meaning their customers cannot use TDR), but the majority are, ensuring TDR provides coverage of the majority of residential and small business customers throughout the country.

TDR administers the scheme on the basis of the TCF's Customer Complaints Code and Terms of Reference, and operates the scheme according to the six international benchmarks of dispute resolution – fairness, accountability, accessibility, independence, efficiency and effectiveness – in addition to the general law which must be adhered to (for example the Fair Trading and Customer Guarantees Acts).

Scheme members

The TDR scheme members during the period covered by this annual report were:



Complaints received

For the six months ending 30 June 2011, TDR received almost 1000 calls, however a change in the way complaints are classified has meant these calls are now no longer classified as 'Level 1' complaints.

This means many calls did not evolve into formal complaints, but were instead handled by the telecommunication company and the customer.

Billing issues continue to be the highest complaint type, with disputed contracts second and customer service issues third. Consumers report they are also having issues with transfers between telecommunication companies, and credit management.

The revised customer complaints code

The Scheme was reviewed in 2010-2011, resulting in significant changes to the Customer Complaints Code and Terms of Reference. This has brought about significant modifications to how complaints are managed under the 'new' Scheme.

THE TCF HAS SUMMARISED THE CHANGES ON ITS WEBSITE:

"The result is intended to create a flexible and responsive system that can adjust to the needs of an individual complaint without getting lost in formality. TDR no longer forces complaints into the four present levels and the process is split into two halves, registration and investigation/resolution, with the Scheme Agent able to use the dispute resolutions tools that it deems suitable for the given complaint."

The revised Customer Complaints Code came into force on 1 August 2011. TDR has worked hard to ensure the new process and reporting requirements were implemented as smoothly as possible, and has also been working closely with the TCF and Scheme Members in preparation for the changes.

Customer Satisfaction Survey

TDR regularly conducts customer satisfaction surveys with consumers who have come into contact with the service, and has always received high levels of customer satisfaction. An interim customer satisfaction survey was undertaken during the period of 1 March – 4 August 2011, and it too reveals high satisfaction ratings.

THE KEY HIGHLIGHTS WERE:

89% of customers were satisfied with the overall TDR dispute resolution process.

94% were satisfied with the way in which TDR staff handled their complaint.

More than **80%** of customers gave TDR staff the highest possible rating in terms of their professionalism, how well they listened to what the customer had to say, and the promptness with which they dealt with the complaint.

98% of customers surveyed agreed that TDR staff acted professionally when dealing with their complaint (**94%** strongly agreed).

93% of customers agreed that TDR staff listened well to what they had to say (**87%** strongly agreed).

96% of customers agreed that TDR staff were available when needed (**79%** strongly agreed).

“...at least 90 percent of customers agreed or strongly agreed that each of these attributes applied to TDR staff. The proportions giving the most positive rating of “strongly agree” is an unusually high level in our experience.”

Research New Zealand said the TDR results were some of the best they had ever seen in terms of their six key attributes of customer service – staff are knowledgeable, listen, are prompt, professional, available and provide the right information.

When asked what TDR could do to improve its service, 60% of respondents had no suggestions. However, of the suggestions that were provided, the one most commonly mentioned was that TDR needed to better advertise or promote its services to the general public.

Key Indicators

January to June 2011

Complaints started in period

	2011
Number of non-relevant complaints received	796
Number of Level 1 complaints received	7
Total new jobs received	803

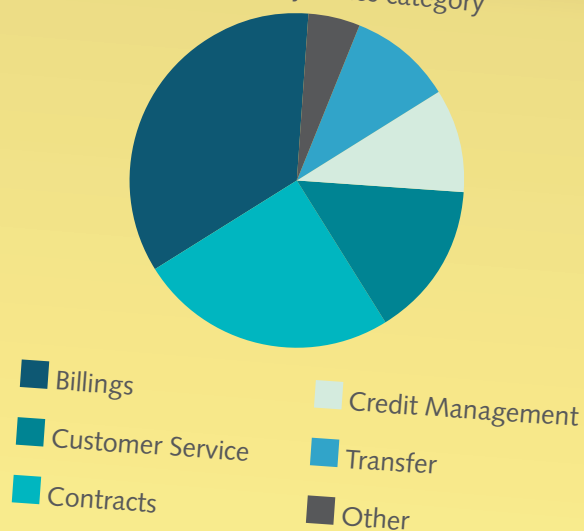
Complaints on hand

	2011
Number of complaints at level 1	55
Number of complaints at level 2	4
Number of complaints at level 3	15
Number of complaints at level 4	-
Total number of complaints on hand	74

Resolved complaints by issues category

	2011
Billings	7
Customer Service	3
Faults	-
Network Performance	-
Contracts	5
Credit Management	2
Complaints handling	-
Transfer	2
Other	1
Total number of complaints on hand	20

Resolved complaints by issues category



TDR Service Level Report

Early Resolution Service Level Indicator

Dispute Resolved	Number resolved	% resolved	Target
Level 1	8	40%	75%
Level 2	6	30%	18%
Level 3	6	30%	6%
Level 4	-	0%	1%
Total	20		

Timeliness Service Level Indicator

Dispute Resolved	Number resolved	Number resolved within Target	% resolved	Target
Level 1	8	96	96%	100% in 8 business hours
Level 2	6	14	93%	75% in 32 working days
Level 3	6	14	100%	75% in 50 working days
Level 4	-	13	81%	100% in 16 working days
Total	20	137		

Telephony Service Level Indicator

	% answered within target	Target
Answered Calls	99%	80% within 20 seconds
Abandoned Calls	1%	

Total number of calls received was 996, of which 982 were answered within 20 seconds.

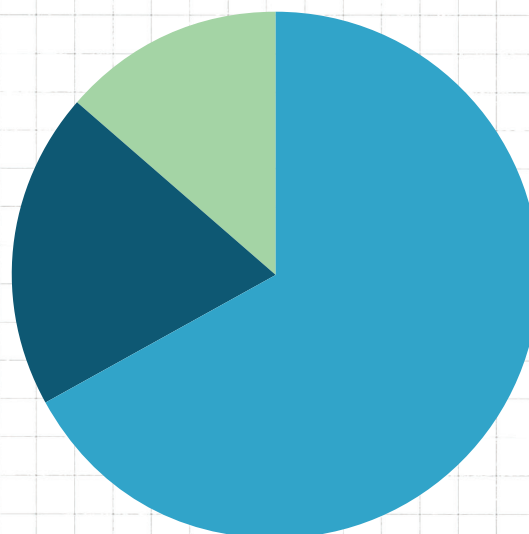
Non-Relevant Enquiries (NRE) and no jurisdiction

NRE Reasons (2011)

No complaint registered (no contact with scheme member)	535
Not a Scheme Member	154
Other	107
Complaint not relevant to their telecommunication services	-
Event occurred pre code	-
Total new jobs received	796

(NRE report)

NRE Reasons



- Not a Scheme Member
- No contact with scheme member
- Other

TDR - Non Relevant Enquiry Information

NRE - Category & Reason	Current YTD
Billings	213
Complaints Handling	3
Contracts	78
Credit Management	18
Customer Service	186
Faults	98
Network Performance	42
Other	81
Transfer	77
Non Relevant Enquiry Total	796