

## Proof Approval

**ocean**

*To* Paul King, Dispute Resolution Services  
*From* Nicola Jennings, Ocean Design Group Limited  
*Date* 31/10/2007  
*No of pages* 1 (including this page)

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Dear Paul,

Project Title: TDRS brochure  
Project Number: 20569  
Date: 31/10/2007  
Proof No/Description: V4 Proof Approval

### **Please find attached an Ocean Client Proof**

Would you please check the proof, advise clearly any revisions that are required, and return this signed acknowledgement with the proof to Ocean Design Group Limited.

Ocean Design Group Limited shall not be liable for errors in the completed work where a proof has been submitted to, and approved by, the client.

*Specifications:*

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*Delivery:*

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*Revision noted:*

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*New proof required:*

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Approved by client

\_\_\_\_\_  
Date

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## What can TDR help with?

TDR can look at complaints about products and services you get from your telecommunications company.

This includes:

- Any service or product, including pre-pay mobile phones
- Your bill (but not the company's pricing).
- Residential and small business customers
- Complaints that have already been made to a telecommunications company, but not resolved
- Complaints that involve \$12,000 or less in compensation

But not:

- Equipment or software not supported by the telecommunications company
- Network coverage
- 111 calls
- Yellow Pages advertising content
- Domain names
- Privacy Act issues

**Freephone 0508 98 98 98**



Here to help you



Level 8, 117-125 Lambton Quay  
P.O.Box 5573, Wellington 6145  
[www.tdr.org.nz](http://www.tdr.org.nz)

**Freephone 0508 98 98 98**

## What is Telecommunication Dispute Resolution?

Telecommunication Dispute Resolution (TDR) is a **free, independent** service to help consumers with complaints about their telecommunications company.

You can use the TDR service if you have made a complaint with your telecommunications company and you're not happy with the result.

You need to have made the complaint to your telecommunications company **first**, before we can help.

TDR covers all of the major telecommunications companies in New Zealand.

You can find out more about TDR on the website: [www.tdr.org.nz](http://www.tdr.org.nz)



\*TDR was set up on November 30, 2007. It cannot consider complaints about events that happened before this date.

## How do I make a complaint? The best start is to call TDR on freephone 0508 98 98 98

We'll talk to you about your complaint, and see if it is something we can help you with.

You need to have made your complaint to your telecommunications company first, and you may have been sent a letter of deadlock – meaning you have come to the end of the company's complaint process.

We'll try to resolve your complaint with the company, and work with you both to reach a settlement. If that doesn't work we'll make a decision, which may be in your favour, or the company's favour. The decision is binding on the telecommunications company, but not on you. If you are unhappy with it, you can still take your complaint to court.

You can also make your complaint on-line, at: [www.tdr.org.nz](http://www.tdr.org.nz)

## What does it cost? Nothing – the service is free to consumers.

## How does it work?

