



TELECOMMUNICATION  
**DISPUTE  
RESOLUTION**

Full Year, November 2007 to December 2008

# Annual Report

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## Report from the Chair

**I'm impressed with the work of the TDR in its first year in operation. As a new Council member and Chair, I have had the opportunity to look at the service as an outsider coming in. Two things stand out.**

First is the responsible attitude participant companies have taken to resolving complaints. When the Scheme was established it was anticipated that there would be a greater number of disputes passing through the four-step escalation system. The first-year stats tell a different story. It is clear that company internal complaint handling processes are working well.

Second is the efficient handling of complaints by the Scheme Agent. Dispute Resolution Services Ltd (DRSL) has achieved a very high customer satisfaction rating, which is a confirmation that the Scheme is running efficiently and fairly for the consumers who use it.

While the service being offered to consumers is of a very high standard, there are still issues of administration and structure that need to be addressed. Some companies have expressed dissatisfaction with the customer-led progression of complaints through the system. These concerns have been taken seriously and are being addressed. As a start, an inquisitorial process more in line with the ombudsman approach used by other industries is being considered.

A lack of full industry acceptance of the Scheme is another matter to be tackled. Self-regulatory industry/consumer complaint handling schemes, when soundly based on an equal partnership, are efficient, adaptable to change and very cost effective. I make this judgment based on experience with a number of other industry-specific consumer complaint handling processes operating in New Zealand. However, for self-regulatory schemes to work there needs to be participation of all major companies in a sector, supported by a very high sign-up by smaller operators. Retention and recruitment will be important issues in the coming year.

My thanks for the hard work and wise direction my fellow Council members have given to the Scheme in its first, formative year. In particular I recognise the contribution made by Bill Bevan, the outgoing Chair of the Council.



**David Russell**  
Chair TDR Council

Introduction from Neil McKellar,  
General Manager, DRSL and  
Anne Scragg, Manager TDR

**TDR has now reached the end of its first year. The TDR team has been focused on providing an excellent service to customers and Scheme Members and it is pleasing to see that a high level of customer satisfaction has been achieved.**

We have dealt with 1,396 matters. We were unable to progress 542 of these, mostly because the customers had not lodged a complaint with their service provider. There has been a significant increase in such cases during the year as more customers have become aware of the existence of TDR but not necessarily the details of the Scheme.

Of the remaining 854 cases, 815 were referred back to Scheme Members as level 1 complaints because resolution was still being attempted through the Scheme Members' internal complaint handling process. Twenty-eight jobs progressed to level 2 (facilitated negotiation), 12 to level 3 (conciliation) and one to level 4 (adjudication).

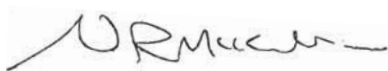
Statistics for the final quarter of the year and the whole year are set out on page 18 of this report.

During the final three months of the year, TDR has participated in a Telecommunication Carriers' Forum (TCF) working party looking at possible changes to the Scheme to align the policies and procedures of the Scheme Agent more closely with those of the Telecommunications Industry Ombudsman in Australia. A review of the benefits and disadvantages of making any changes is currently underway.


Priorities for the second year include fine-tuning the categorisation of complaints and developing our ability to identify, report and monitor systemic issues. TDR will play a role in helping to build awareness of the Scheme. There will be more focus on conveying information via the TDR website. TDR will no longer be issuing quarterly reports but will be providing regular updates to Scheme Members, consumer groups and interested organisations.

The TDR Business Plan Summary for 2009 is included as an appendix to this report.

We look forward to being of service to Scheme Members and their customers next year.


















**Neil McKellar**  
General Manager



**Anne Scragg**  
Manager TDR

## TDR Scheme Member list

December 2007 to December 2008

	Deed sign date	Compliance date	Complaints received
	02-11-2007	03-03-2008	–
	18-07-2007	30-11-2007	★
	01-11-2007	01-03-2008	–
	19-11-2007	19-03-2008	–
	12-11-2007	30-11-2007	–
	12-11-2007	12-05-2008	–
	03-10-2007	03-02-2008	–
	30-10-2007	30-11-2007	–
	06-07-2007	30-11-2007	★
	02-11-2007	02-03-2008	★
	06-07-2007	30-11-2007	★
	16-07-2007	30-11-2007	★
	28-11-2007	28-03-2008	–
	11-07-2007	30-11-2007	★
	24-08-2007	24-12-2007	★

KEY: ★ Complaints have been received about this Scheme Member

# Types and causes of disputes

During the final quarter of 2008, 187 disputes were closed at level 1, mostly because resolution was still being attempted through the Scheme Members' internal complaint handling process and deadlock had not been reached. Eleven jobs proceeded through to level 2 (facilitated negotiation) and three to level 3 (conciliation). One job progressed to level 4 (adjudication). At the end of the fourth quarter, there are five jobs on hand at level 1, seven at level 2, one at level 3 and one at level 4.

Types of jobs received during the final quarter:

Billing	34%
Customer service	18%
Faults	15%
Transfer	9%
Contracts	7%
Network performance	5%
Credit management	4%
Complaint handling	1%
Other	7%

Under the TDR Scheme, the Scheme Agent is required to report on the types of disputes it receives and to analyse, on a regular basis, underlying causes, systemic issues and significant trends. Categorisation of disputes, according to the nature of the complaint giving rise to the dispute, is necessary to allow the Scheme Agent to fulfil its reporting responsibilities.

During the third quarter, it became apparent that the then current classification did not accurately reflect the nature of complaints received and in the final month of the quarter some new categories were introduced. The statistics for the final quarter are based on the new categories.

Disputes involving multiple issues are categorised according to the customer's major complaint but the use of keywords as free text in the TDR recording system will help us record multiple issues raised in a dispute and to identify potential systemic issues.

Billing

In the three previous quarters, disputed amounts and disputed responsibility for payment accounted

for most of the billing complaints. This was also the case during the final quarter. Data usage, credit adjustment issues and account errors formed the basis of most of the remainder.

Customer service

Complaints have included failure to keep customers informed or action requests, the provision of incorrect or inadequate information, and long wait times when contacting providers. Some customers have complained that they do not receive responses to emails or return phone calls despite being informed they will. Customer service issues are also frequently raised in relation to other complaints.

Faults

Equipment failure accounted for the majority of these complaints. Some customers complained about recurring faults and there were a few complaints about providers claiming mobile phone problems were the result of water damage. There were fewer complaints about this in the final quarter, however, than there were earlier in the year.

“Thank you for your response to my complaint last Friday. It was gratifying that it was addressed so promptly.”

### Transfer

The number of complaints about transfer issues earlier in the year led to TDR establishing this as a new category in the third quarter. The majority of complaints in this category in the final quarter have related to unauthorised transfer. Other complaints have related to sales tactics and point of sale advice, transfer delay, reversal of transfer, and porting issues.

### Contracts

Complaints falling within this category have related to sales tactics and advice provided at point of sale, or the accessibility and/or variation of terms and conditions.

### Network performance issues

Speed and service interruptions continue to be the issues that prompt most of the complaints in this category. These generally relate to internet services but mobile phone complaints account for some of the complaints.

### Credit management

Complaints have generally related to payment arrangements and collection costs.

Some cases have involved suspension or disconnection of services.

### Complaint handling (internal)

This new category was designed to capture complaints regarding the way in which complaints are acknowledged, recorded and escalated by providers, and failure to action an undertaking or advise an outcome. Only four complaints were recorded in this category during the final quarter.

### Other

Twenty-seven complaints were recorded in this category in the final quarter. TDR is working to further refine the classification process to ensure as few complaints as possible are recorded in this category.

With more accurate classification of disputes it will be easier for TDR to provide a root cause analysis of complaints received. As noted in previous quarterly reports, it is still too early to make more than preliminary observations. Communication difficulties seem to play a significant secondary role in many of the complaints about other issues. TDR hopes eventually to have a system in place which will enable multi-level and multi-issue reporting.

## Glossary

**Non-relevant enquiry (NRE)** – an enquiry which is not attributable to a Scheme Member, does not relate to a customer’s telecommunication service or relates to an event which occurred before the commencement of the Scheme on 30 November 2007

**Level 1** – TDR establishes whether deadlock has been reached (deadlock = when the end of the company’s internal complaints procedure has been reached, or six weeks have passed since the customer made a complaint, and there is no resolution)

**Level 2** – TDR facilitates negotiation between the customer and the company through exchange of documents

**Level 3** – conciliation – a TDR conciliator works with both parties to achieve a mutually acceptable outcome

**Level 4** – adjudication – a TDR adjudicator considers all the information available and delivers a fully reasoned written decision which is binding on the company

## Systemic issues

One of TDR's key roles is to report systemic issues. Systemic issues are issues that relate to process or procedural problems within one or more telecommunication companies. They generally affect customers beyond those involved in a particular dispute.

In its first quarter report, TDR identified some potential areas of concern. These related to:

- Scheme Members' complaints handling
- contractual terms and conditions
- damage to mobile phones
- multiple providers.

In its second quarterly report, TDR focused on the first two of these areas.

In relation to **complaint handling**, TDR noted differences in industry practice in the recording and numbering of complaints and in communication with customers. Because in most cases customers approaching TDR are unsure about the status of their contacts with providers, these cases are routinely logged as level 1 disputes and referred to Scheme Members for clarification. If there were greater clarity for customers and greater consistency across the industry about what constitutes a complaint, some cases might be quickly identified as not ready to be referred to the Scheme Agent. Improvements in this area would reinforce the Scheme's

primary purpose, which is to achieve the earliest possible resolution for the customer, utilising the provider's own dispute resolution processes, with referral to the independent Scheme Agent as the last resort.

There were no significant developments during the third and fourth quarters but TDR will continue to monitor this area. TDR will be focusing on how complaint details and discussions between providers and customers are recorded. A number of customers have complained that they have had to 're-tell their story' each time they have contacted their provider. Communication difficulties relating to overseas call centres have also been noted during the fourth quarter as a potential area of concern.

In relation to **contractual terms and conditions**, TDR identified issues involving the timing and adequacy of information imparted by Scheme Members and the accessibility of that information. TDR has continued to monitor this area during the year and these issues continue to be raised.



“Thanks again for all your help. If it wasn’t for your help I would have been paying the rest of my life!”

Many customers approaching TDR claim in their complaint that before they bought the product or service in dispute the provider’s representative:

- did not give them enough information about the product/service, or
- gave them incorrect or misleading information about the product/service or about an incentive to buy the product/service, or
- a combination of the above.

They also claim that they may not have bought the product/service if the provider’s representative had given them accurate information.

The Telecommunications Industry Ombudsman in Australia considers telecommunications providers should provide customers with sufficient information about a product or service to allow them to make an informed purchase or to give their informed consent when they agree to buy the product or service. Clearly it is a question of fact in each case as to whether this has occurred.

TDR will maintain its focus on this area next year.

In its third quarter report, TDR noted that it had received fewer complaints about **mobile phones** which providers claimed were **water damaged** than it had received during the first and second quarters. TDR is pleased to report that this trend has continued during the fourth quarter with very few customers complaining about this particular issue.

In the first and second quarter reports, the issue of **multiple providers** was identified as an area of potential concern. This issue was canvassed in some detail in the third quarter report. Complaints related to the **transfer** of services and suggested a need for improvement in the processes used to obtain valid, complete and informed customer authorisation. A particular systemic issue affecting one Scheme Member was raised with the Scheme Member and resolved. TDR is pleased to report there have been fewer complaints against Scheme Members lodged

over transfer issues in the fourth quarter. A number of customers have approached TDR about transfer issues involving providers that are not Scheme Members. Unfortunately TDR has been unable to progress these complaints as they fall outside its jurisdiction.

During the year, an increasing number of complaints have been received that relate to **internet data usage**. While it is premature to identify any systemic issues, TDR is concerned about the increasing number of complaints about the inadequacy or inaccuracy of information provided at the point of sale and the timeliness and accuracy of usage meters. TDR will continue to monitor complaints in this area.

# Customer feedback during the fourth quarter

## Complaints

During the fourth quarter there were two complaints from customers relating to DRSL's role as the independent Scheme Agent for TDR.

## Customer satisfaction

### Customer satisfaction surveys

During this quarter, TDR sent out customer satisfaction survey forms to customers whose cases had been closed.

The following responses were received:

"The overall process was fair and impartial" **84%** strongly agree/agree

"The outcome of my complaint was fair" **92%** strongly agree/agree

"If a friend had a similar problem to yours, would you recommend they use TDR?" **92%** yes definitely/yes probably.

**During the year** TDR sent out 704 survey forms to customers. There were 184 replies – a response rate of **26%**.

**91%** of respondents said that if a friend had a similar problem to theirs, they would recommend they use TDR.

## Anecdotal feedback received from customers during the fourth quarter

"I was at a loss as to where to turn to when I had a problem with X. I was paying for high-speed broadband but was only receiving dial-up speeds. No amount of complaining or support tickets into X helped – they wiped their hands clean and stood behind their 'Terms and Conditions of Service'. As a consumer, all I had was the Consumer Guarantees Act to protect my rights. X felt their contract superseded legislation. Maybe as part of its relationship with telecommunication providers TDR could reiterate or educate them on this legislation. Just like retailers have been. I thank TDR for all their help and advice in aiding me in getting what I was entitled to as a consumer. I have recommended you to a lot of X customers and I hope they find the time to stick up for themselves also. I only wish companies like X saw us as real people and not a username."





“Thank you  
for your call”

“Just a quick note to let you know that I received my credit from Z.”

“This has been resolved now to the credit of B, who came back to me. They gave me a \$500 credit on my account and I settled the rest of my account in full today. You were right – I made a payment after I received this email from you, and then phoned them back and they were able to re-enable my phone. They gave me the impression that this debacle was not account specific – it had more to do with the process chain and getting lost in the system, which they are looking into so it doesn't happen again. Thanks again for your help, I found you very approachable and easy to talk to.”

“Thanks – A gave me a call and they fixed the situation. I'd like to thank you for helping me fix this. Great stuff. Thanks again.”

“I can't think of anything to improve the service. The lady was fast, helpful and friendly and my complaint got resolved so I am very happy.”

“My only regret is that my brother's problems with A happened before your organisation started. His problem (bill) was before November 2007 but you started the procedure for me and the resultant contact with A was seen at a higher level. Although A didn't change their mind in any way as far as his bill was concerned, there is now a flag on his name. This had been what I had wanted to happen on a previous bill of my brother's. So at least this has now happened. My phone calls and a letter I sent to you are on your records as a case study. I liked that idea. So thank you very much. I appreciated the time, effort and advice given to me. Your staff are to be congratulated.”

“Thank you so much for your help. You were just awesome to deal with. I really feel it wouldn't have been such a positive outcome if TDR had not become involved. I only found out you existed through a copy of Consumer. What a lucky break for me.”

“Staff were excellent and I was surprised how easily and smoothly it went.”

“I didn't know anything about Telecommunication Dispute Resolution but was given your phone number by P's call centre person the same day I first rang you. I am impressed by the person I spoke and dealt with. She explained every detail to me and I am very pleased with the results. People like me don't know your service is out there. I feel we need to know; people need to know about you with some sort of advertising. People I have spoken to certainly don't know who you are or your website or phone number. The service is excellent but please let the general public New Zealand know you are there, because nobody wants to tell us. Please advertise your service. Thank you. You're better than Fair Go.”

“Thank you for your help. This situation is now resolved thanks to TDR. We came to an agreement with a S representative. Despite my requests for the agreement to be put in writing, it was never forthcoming. You did help to get someone to actually talk to me so that the bill is paid and finished. Thank you again.”

## Bouquets from customers

A selection of reported and verbatim comments follows.  
For more feedback please refer to the TDR website [www.tdr.org.nz](http://www.tdr.org.nz)

“Thank you for your help regarding the issue I was having with Z. I wanted to let you know that A from Z has managed to help me. I would like it noted that A’s efforts have been fantastic and he truly has gone above and beyond to help sort out my problems with Z. And I am happy to say that I am now a satisfied customer.”

“I was impressed by the prompt action of the TDR person I contacted and also the prompt response from the company after being contacted by the TDR person. It showed that they respect the TDR and will work within the Consumer Guarantees Act when they know TDR is involved. We need the TDR to fight for the rights of the little bloke! Well done!”

“Thank you very much for all your help and advice. That matter has now been agreed upon between C and me and I am just waiting for an apology letter from C. Once again thank you.”

“Just a quick note to thank you for all your assistance with regard to this query. B have sent X his bill and the charges that I have been disputing have been credited back to him. I have attached the bill so that the query can now be closed. Once again thank you for your all your assistance – you have done a wonderful job keeping me informed and following up with all of my queries.”

“Good day! I’m writing to thank you for assisting me with my problem with B. B has since responded to my complaint, and I am satisfied with their action. Again, my sincerest appreciation for your great help. Cheers.”

“Excellent service! Staff were knowledgeable and friendly. Thank you!”

## Case studies



“Welcome to TDR.  
How can I help?”



The following case studies are loosely based on complaints received by TDR during the fourth quarter. They are included in this report to illustrate the sort of cases TDR has dealt with. All identifying information has been removed.

## 1. It's important to get the full story

In early 2008, a small business customer entered into a three-year contract with a telecommunications provider for eight mobile phones. She had coverage issues with the phones from the outset and received customer service that she felt was unsatisfactory. Eventually, the customer asked the provider to release her from her contract.

The provider's customer service representative agreed that if the customer returned the phones, she would be released from her contract without penalty. The customer duly returned the phones to the provider.

A different customer service representative then advised the customer that she would have to pay an additional month's charges for the phones plus a termination fee because the phones were not in an 'as new' condition when she returned them. The customer was very upset because she said she had not been advised of this requirement when she talked to the first customer service representative about cancelling her contract. She asked the provider to honour its original offer and to wipe any additional charges and the termination fee.

The provider advised the customer that her agreement stipulated that if the phones were returned in good and working order, she would not have to pay an early termination fee. Because the phones showed signs of excessive wear and tear they could not be reused. The provider, however, agreed to waive half the disputed charges.

The customer was unhappy with this offer and approached TDR.

TDR contacted the provider and was advised that the matter was at deadlock. TDR asked the customer to put her complaint in writing and this was sent through to the provider.

The provider then rang the customer and said that having looked at the matter again, it accepted the company was 'in the wrong.' The provider agreed to credit the disputed charges in full. The customer rang TDR to say that she was very pleased with this outcome.

Get all the facts  
before you sign  
any contract

## 2. When staff leave

A customer complained to his provider that he was having problems with his landline and internet services. He had difficulty communicating with the provider on the telephone so he drove some distance into the city so that he could talk with one of the provider's staff members in person. Despite a lengthy discussion about the customer's problems, the problems were not fixed.

The customer refused to pay any further charges and he made two more trips into the city to see the same staff member. On the last occasion, the staff member told the customer the provider would credit payments he had made previously.

Shortly after this, the customer's internet and telephone services were cut off. This caused the customer some distress because he was not in good health and was concerned he might not be able to access emergency services.

The customer approached TDR. He told TDR that he had spent countless hours on the telephone, faxed several enquiries and written untold letters to the provider, all to no avail.

TDR contacted the provider and was advised the particular staff member the customer had been dealing with had left the company. The provider said it was very difficult to determine exactly what had happened because the notes left by the staff member were not very clear. The provider therefore agreed to pull back the customer's debt from its collection agent and to credit all outstanding charges. The customer was satisfied with this outcome but had already signed up for services from a different provider.

## 3. Poor customer service can be costly for providers

A small business customer signed up for a three-year contract for a mobile phone package involving four mobile phones. The package included special charges for frequent calling numbers and texting deals. There were a number of problems with the functionality of the phones and the account charges.

The provider promised to send someone to 'sort out' the faulty phones and to address the account queries but according to the customer this led to a series of unreturned phone calls and unkept promises. The customer asked to be released from his contract as he had had to go elsewhere for a working connection and phones. The provider advised the customer that if he was released from his contract, he would be charged early termination fees of over \$2,000.

Eventually, eight months after the customer's initial complaint, the provider agreed to investigate the customer's issues. The customer received some credits but because some charges remained unpaid, his services were disconnected and he continued to receive monthly accounts.

The customer approached TDR saying that he didn't want to stop the contract because of the threat of having to pay the termination fees of over \$2,000.

TDR contacted the provider. The provider agreed that the dispute was at deadlock. The provider acknowledged there had been historical service issues but believed the customer's problems could be fixed relatively easily. Having considered the matter further, the provider agreed to waive the early termination fees once the phones were deactivated. The customer accepted this outcome.

Don't make promises  
that can't be kept



## 4. Data usage

A residential customer incurred \$2,100 in wireless broadband data charges for a four-month period in 2008. The customer believed the salesperson who sold the technology and plan to her had misled her about her ability to control her data use and indicated her usage would be 'capped' at a certain volume.

The provider advised the customer that wireless broadband did not have a cap for customers' usage and that the software gauge indicator was only a guide to usage. The provider's account was always to be regarded as the final indicator of usage and charges each month. The provider said that it could not categorically state that its technology would be 100% fault free all of the time.

The customer cancelled her contract with the provider and argued that the provider had sold her a product which was not fit for the purpose, in terms of the Consumer Guarantees Act 1993.

The customer approached TDR and TDR referred the matter to the provider. The provider agreed to provide a partial credit of the usage charges and a credit of her early termination charges as a one-off gesture of goodwill if she returned the technology to the provider. The customer advised the provider that she wished to settle the matter and would accept an amount of \$800 and an apology in order to resolve the matter. The provider declined to increase its offer and the customer advised TDR that she wished to proceed to conciliation. The provider then withdrew its offer of settlement.

A TDR conciliator worked with the customer and the provider to try to achieve a mutually acceptable outcome but no agreement was reached. The conciliator issued an Assessment of the Dispute and recommended that the provider credit the customer with the sum of \$500 plus her early termination charges. The conciliator also recommended that the provider apologise to the customer for the lack of clarity, reliability of the billing system and delays in customer service which had occurred during the dispute.

Both parties accepted the conciliator's recommendations and the case was closed.

*Research technology  
thoroughly before  
you buy it*

"Thank you for following up so promptly on my complaint regarding Z. What great service!"

## 5. Beware of liability if your mobile phone is stolen

A dispute over responsibility for charges arose over the circumstances surrounding the theft of a mobile phone and communication between the customer and the provider.

The customer said that he asked his provider to cancel his services in February 2008. He said he ceased using the phone at that time and paid what he thought was the final account in March. He said that he had advised his provider in March that the phone had been stolen and had reported the theft to the Police.

In May, the provider charged the customer for calls he disputes having made. The total owing, including outstanding collection charges, amounted to nearly \$7,000.

When the customer queried these charges, his provider maintained that he had not advised the company of the theft of the phone until May. The provider reminded the customer that under the terms and conditions in their contract, customers are liable for all charges made from their connection regardless of the loss or theft of the phone or whether calls are unauthorised until they have notified the provider and the SIM card has been deactivated.

Both parties firmly believed their version of what had happened was accurate.

TDR worked with the parties to try to clarify the factual situation. This involved the gathering of further information including the Police report. After negotiations conducted by a TDR conciliator, a settlement was reached. The provider agreed to a 50% reduction of the amount outstanding. The customer agreed to make an immediate payment of \$700 and to enter into a payment plan for the remaining balance of \$2,800. Both parties accepted this outcome and the case was closed.

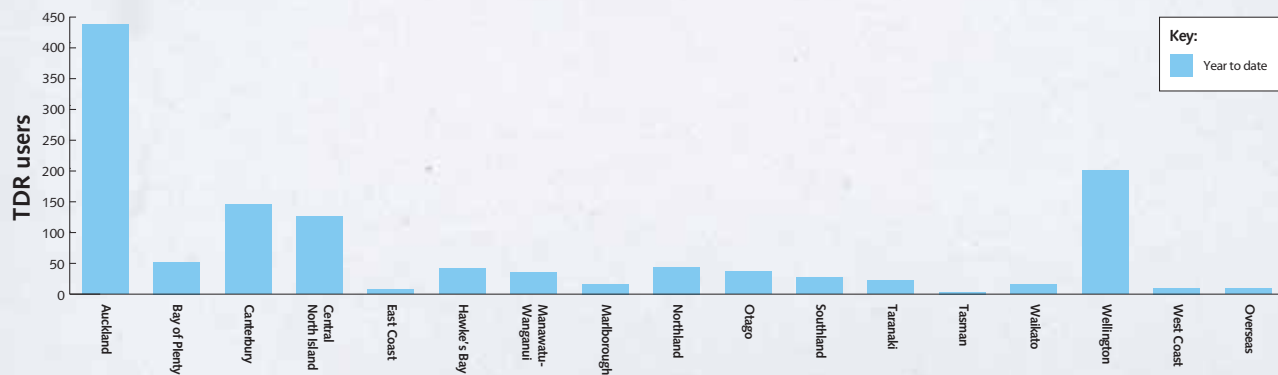
“It feels good from my point of view to have stood up and been counted. Thank you again for your time and courtesy over this matter.”

“Many thanks for your help. I was at the end of my rope with G; one easy email was all it took. Very helpful and friendly staff. Action was effective and almost immediate. Thank you.”

The map shows where telecommunication customers live who have contacted TDR.



Demographics of TDR users 2008



# Key Indicators

October to December 2008 (4th quarter)

## Jobs started in period

	4th quarter	YTD
Number of non-relevant jobs received	208	542
Number of level 1 jobs received	202	854
<b>Total new jobs received</b>	<b>410</b>	<b>1,396</b>

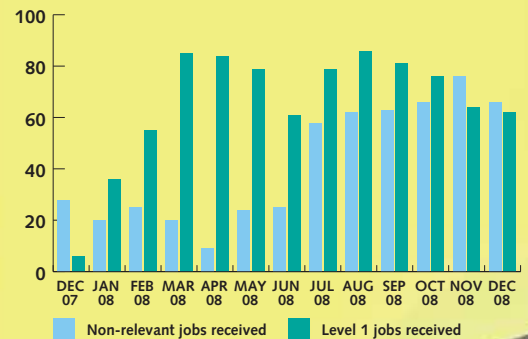
## Jobs on hand

Number of jobs at level 1	5
Number of jobs at level 2	7
Number of jobs at level 3	1
Number of jobs at level 4	1
<b>Total number of jobs on hand</b>	<b>14</b>

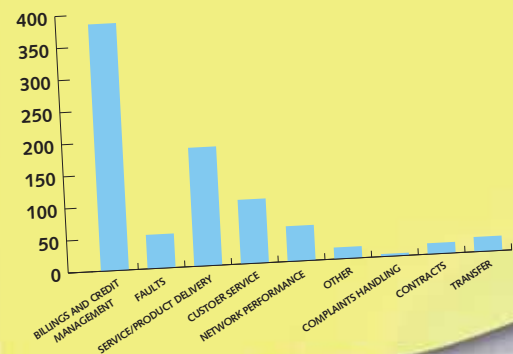
## Resolved jobs by issues category

Billings and credit management	83	385
Faults	29	53
Service/product delivery	10	185
Customer service	21	100
Network performance	12	55
Other	7	18
Complaints handling	2	4
Contracts	12	17
Transfer	16	23
<b>Total number of jobs completed</b>	<b>192</b>	<b>840</b>

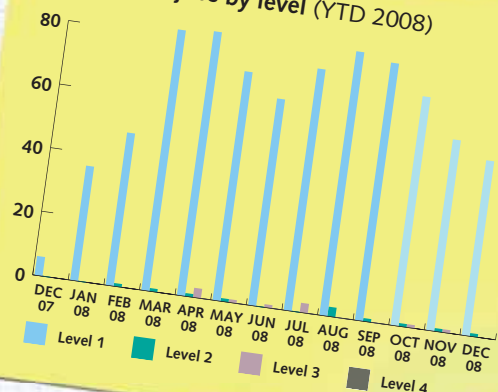
Jobs started (YTD 2008)



Resolved jobs by category (YTD 2008)



Resolved jobs by level (YTD 2008)





## TDR Service Level report (YTD)

Achievement targets relating to the speed of response to customers' complaints, the speed of resolution and the type of resolution have been agreed as measures of TDR's performance. The following charts detail the actual performance against the targets.

### Early resolution Service Level Indicator

Dispute resolved	Number resolved	% Resolved	Target
Level 1	819	98%	75%
Level 2	11	1%	18%
Level 3	10	1%	6%
Level 4	0	0%	1%
<b>Total</b>	<b>840</b>		

### Timeliness Service Level Indicator

Dispute resolved	Number resolved	Number resolved within target	% Resolved	Target
Level 1	819	772	94%	100% in 8 business hours
Level 2	11	11	100%	75% in 32 working days
Level 3	10	8	80%	75% in 50 working days
Level 4	0	0		100% in 16 working days
<b>Total</b>	<b>840</b>	<b>791</b>	<b>94%</b>	

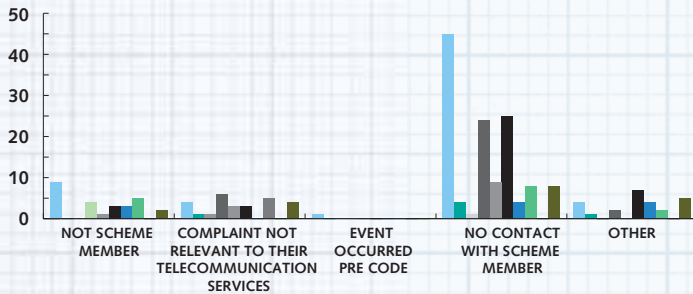
NRE	Number NRE	Number NRE within target	% NRE within target	Target
NRE	542	538	99%	100% in 3 business hours

### Telephony Service Level Indicator

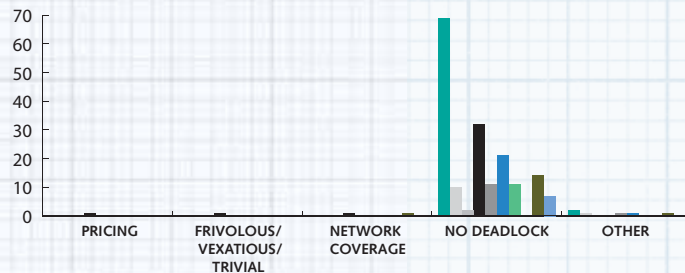
	% Answered within target	Target
Answered calls	93%	80% within 20 seconds
Abandoned calls	3.5% Abandoned	<5% on any given day

## Reasons for NRE and No Jurisdiction

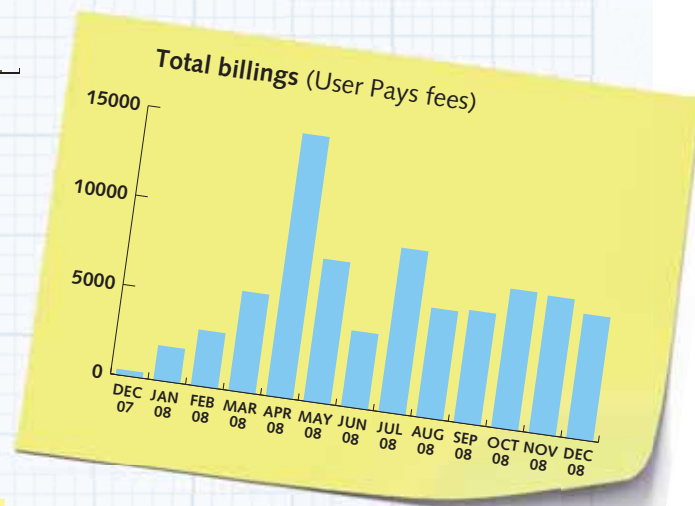
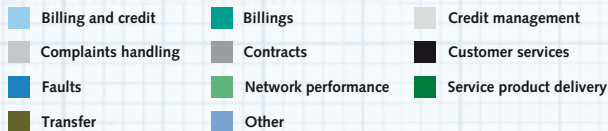
**NRE reasons (YTD 2008)**



**No Jurisdiction (YTD 2008)**



**Key:** For NRE reasons and No Jurisdiction graphs



## Scheme costs

### Costs December 2007 to December 2008

User Pays fees	77,507
Quarterly Overhead fees	\$353,657
<b>Total cost</b>	<b>\$431,164</b>

#### Notes:

- User Pays fees:** Scheme Members pay a fee per complaint resolved.
- Quarterly Overhead fees:** Overhead costs in running the Scheme are agreed each year in advance through the Scheme Business Plan. Scheme Members pay a proportion of the Overhead fees each quarter in arrears based on the percentage of total User Pays fees attributable to them.

\$ 77,507  
 \$ 353,657  


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 \$ 431,164

2009

# TDR Business Plan Summary



## This Business Plan builds on the first year of the Telecommunication Dispute Resolution (TDR) Scheme.

**Since the Scheme commenced on 30 November 2007 and up to the end of December 2008 TDR has dealt with 1,396 matters, of which 854 were classified as complaints.**

Revenue for the 13 months ending 31 December 2008 was \$431,000. This comprises \$77,000 User Pays fees and \$354,000 Scheme overheads.

The development of strong foundations is essential to ensure the viability of the Scheme for the future. It is not surprising then that continuous improvement is one theme in this Business Plan.

The other main themes focus on two equally important areas to support the long-term future of the Scheme.

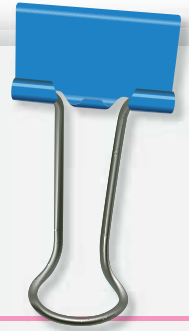
The first of these is to increase awareness of the Scheme among customers. Ideally Scheme Members will keep their own customers informed about TDR as an integral part of their own complaint handling processes. However greater emphasis on awareness building will be required from the Scheme Agent. This will be pursued through more interaction with community intermediary bodies such as Citizens Advice Bureaux and provision of information through the website, publications and wider communications activity.

The second area of focus involves ensuring a strong perception of the independence of the Scheme among customers. This will be achieved primarily through high-quality interaction between TDR staff and customers based on ongoing staff training. In addition TDR will provide relevant, timely information back to Scheme Members to support the efficiency and effectiveness of their own processes.

Some changes to the Customer Complaints Code – the rules of the Scheme – are envisaged during the year in response to practical experience in operating the Scheme.

This Business Plan forecasts total Scheme costs of \$772,000, being User Pays fees of \$3,500, Scheme fees of \$536,000 and an Administration fee of \$232,500. The reduction in User Pays fees reflects changes to pricing policy in 2009.





## Vision

- To be recognised by telecommunications customers as the preferred external option in helping resolve disputes with their telecommunications service provider.
- To be seen to add value to the Scheme through a pro-active focus on customers' and Scheme Members' needs.
- To be recognised as fair and independent.
- To be well-known by and accessible and responsive to the needs of telecommunications customers in New Zealand.

## Values

The core values exhibited by the Scheme are: accessibility, independence, fairness, accountability, efficiency and effectiveness. These values flow through into the Business Plan objectives.

## Mission

To be recognised as the preferred provider of external dispute resolution services to telecommunications companies and their customers in New Zealand.

## Objectives & Strategies

- To ensure the Scheme is well-known, readily available, easy to use and has no barriers for customers.
- To ensure the processes and determinations of the Scheme are objective and unbiased.
- To ensure the processes and determinations of the Scheme are fair.
- To ensure public confidence in the Scheme and provide opportunities for improvement in its performance and that of Scheme Members.
- To ensure the efficient operations of the Scheme so that value is given to Scheme Members and complainants.
- To ensure the Scheme operates effectively.
- To ensure a strong and positive working relationship between the Scheme Members and the Scheme Agent is maintained.



## Budget

### User Pays fees:

The 2009 plan assumes there will be no separate User Pays fees for Levels 1 and 2. The User Pays fees for Levels 3 and 4 will be \$500 for each level. These are estimated to account for \$3,500 in total.

### Scheme Overhead fees:

Item	2009 Amount (\$) Plan
Non-relevant enquiries	10,000
Website enhancement and maintenance	17,000
Publications	20,000
PR and communications	9,000
Staff training	15,000
Scheme Member training	10,000
Marketing research	27,000
Council advisory	50,000
Annual Report	15,000
Benchmarking	10,000
Process and systems upgrades	35,000
Council meetings	50,000
Relationship management	8,000
Recruitment	5,000
Analysis and reporting	20,000
Scheme management	215,000
Contingency	20,000
Total of Scheme Overhead	536,000
Administration fee	232,500
<b>Total Overhead</b>	<b>768,500</b>

Total cost structure can be summarised as follows:

	Plan 2009
User Pays fees	\$3,500
Scheme Overhead fees	\$536,000
Administration fee	\$232,500
Total Scheme fees	\$772,000


\$ 3,500  
 \$ 536,000  
 \$ 232,500  


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 \$ 772,000

If you have any questions or concerns about your current services and would like to discuss them with your service provider, or you would like to sign up with one of the companies that belong to this Scheme please see their contact details below:

Airnet	0508 247 638
Call Plus	0800 225 575
Communitel	0508 266 686
Digital Island	0800 999 010
Eziphone	0800 394 746
Genesis	0800 188 111
Igrin	0800 244 746
Kordia	09 916 6400
Orcon	0800 131 415
Slingshot	0800 89 2000
Snap	0800 500 638
Telecom	Call 123 or *123 (mobile)
TelstraClear	0508 888 800
TNZ Group	0 52 8246323666
Vodafone	0800 800 021
Worldxchange	0800 123 123



“Thanks very much for  
your help. It’s a good  
result. Thanks again.”

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**Freephone 0508 98 98 98**