



**TELECOMMUNICATIONS
DISPUTE
RESOLUTION**

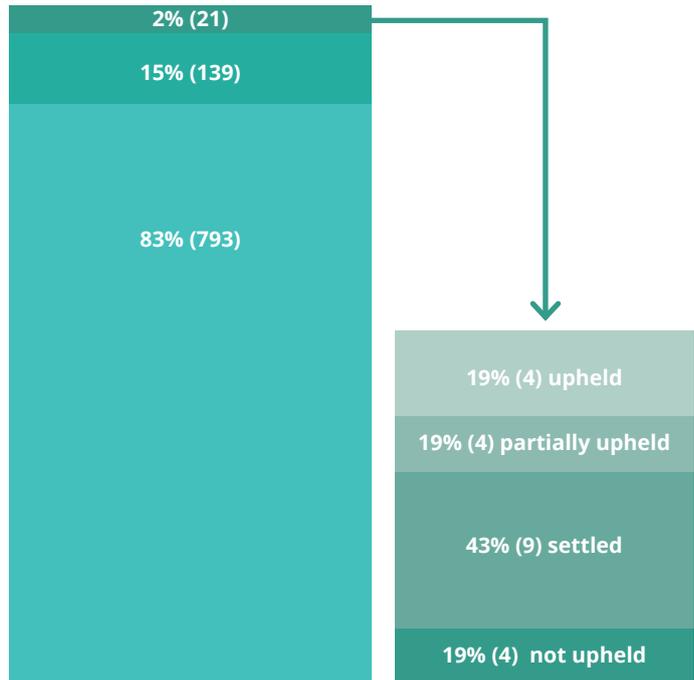
**2021
Part One**

**Telecommunications
Dispute Resolution**

Biannual Report
January – June 2021

How complaints and enquiries were resolved at TDR

- Formal intervention by TDR →
- No intervention by TDR, which includes: non-relevant complaints, complaint was withdrawn, or TDR did not have jurisdiction over the complaint →
- Resolved directly between provider and customer without TDR intervention →

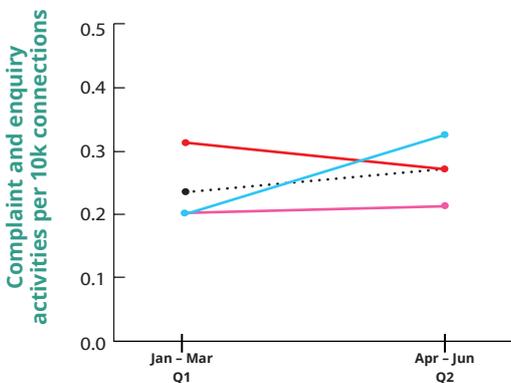


Nature of complaints and enquiries

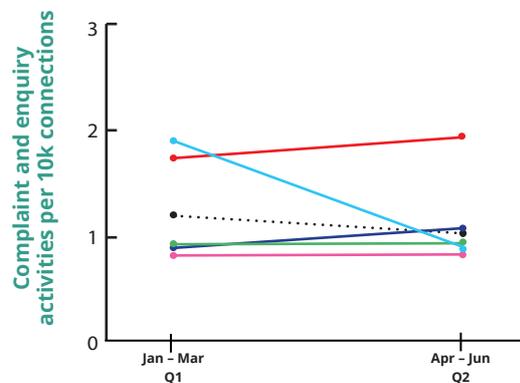
- 1 Disputed charges: 29% (271)
- 2 Failure to action customer requests: 9% (84)
- 3 Credit management (overdue bills): 7% (69)

Complaints and enquiries per 10,000 connections

Mobile



Broadband



Scheme member	*Complaints and enquiries per 10k connections	
	Q1	Q2
2degrees	0.20	0.33
Spark	0.20	0.21
Vodafone	0.31	0.27
Industry average	0.24	0.27

Scheme member	*Complaints and enquiries per 10k connections	
	Q1	Q2
2degrees	1.94	0.87
Spark	0.77	0.80
Trustpower	0.92	0.99
Vocus	0.85	1.19
Vodafone	1.71	1.99
Industry average	1.24	1.17

KEY

2degrees

Spark

TrustPower

Vocus

Vodafone

Industry average

* Spark includes Spark, Skinny & Bigpipe

** Vocus includes 2Talk, Flip, Orcon, Slingshot & Vocus Communications

*IDC New Zealand supplies TDR with connection data from IDC's Telecommunications Market Tracker. Please refer to page 5 of the report for additional reporting information.



TDR Biannual Report – 2021 Part One

Points of interest

Welcome to our report for the first half of 2021. Each day, our team help Kiwis to resolve issues with their broadband, mobile and home phone providers. Every six months Telecommunications Dispute Resolution (TDR) shares information on what we're seeing.

In this report we provide insights from 1 January to 30 June 2021, when our team received 935 complaints and enquiries. In the same period 953 cases were resolved or closed with assistance from TDR's team of Resolution Coordinators and Resolution Practitioners. Most matters (932 cases or 97.8%) were resolved or closed directly with the provider after initial assistance and referral by TDR. For the remaining cases, 9 were resolved through facilitation and mediation (0.9%), and 12 (1.3%) required TDR to make a decision.

Overall, numbers are trending down. In the same period in 2020, we received 32% more enquiries and complaints (1231) although this was a time where we were navigating the pandemic and lockdown. Over a year later, much has changed but we are ever reliant on technology to keep us connected. Working from home has become the new normal for many us. Recently we've had Level 4, Level 3 and Level 2 restrictions depending on where you live. TDR remains open across all Alert Levels, and our team in Auckland remain working from home and delivering our services remotely during this Delta outbreak.

In the first half of 2021, the types of complaints and enquiries received continued in a similar vein as previous years. Complaints about billing matters (428 cases or 45.8% of matters received) and customer service (180 cases or 19.3% of matters received) continue to be the top reasons why people complain. Looking further into these two categories we have seen the main billing issue is disputed charges (271 cases or 29% of all matters received) while in customer service it is either a lack of or an incorrect action (106 cases or 11% of a matters received) taken by providers, which leads to a complaint or escalation of an existing issue.

In this report we have two new complaints categories as we now provide dispute resolution services for two new Commerce Commission codes. The 111 Contact Code came into effect in February to support vulnerable consumers using modern landline technologies in being able to contact emergency services in a power cut. TDR is here to help with any disputes relating to the 111 Contact Code. Our service is open to customers of all home phone service providers, regardless of who your provider is. Any disagreements or complaints in relation to the rights and obligations of the parties under the 111 Contact Code can be referred to TDR if they remain unresolved after 5 working days. We received five cases under this new code in this period.

The Copper Withdrawal Code came into force on 1 March 2021. It outlines the responsibilities for Chorus, who operate the wholesale copper telecommunications network, when withdrawing copper services from an area. Consumers can complain to Telecommunications Dispute Resolution (TDR) if they have a complaint about their telecommunications provider's responsibilities or obligations under the code or if they claim Chorus has not complied with the code when withdrawing copper services from an area. The code came into effect on 1 March 2021 however Chorus will not be able to stop supplying copper services until 1 September 2021 at the earliest, so we did not receive any complaints in this period. Under the Customer Complaints Code, 111 Contact Code and Copper Withdrawal Code it is free for consumers to use our service.

We hope this report provides you with a useful snapshot of trends within the sector and how TDR is here to help. We welcome your suggestions on how to improve our service and reports, so please feel free to get in touch with us by email at contact@tdr.org.nz.

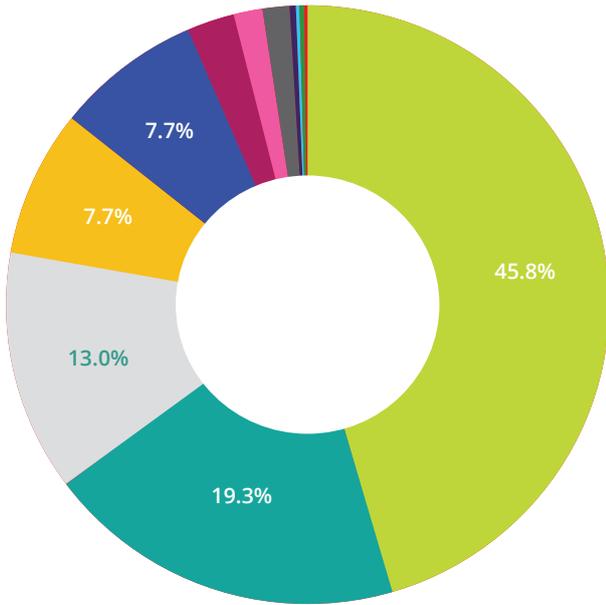


Jeanie Robinson

Operations Manager - Commercial Services
Telecommunications Dispute Resolution

Nature of complaints and enquiries received

This section outlines our statistics for all complaints and enquiries about TDR members that were received by TDR from 1 January to 30 June 2021, based on a total of 935 complaints and enquiries.



KEY	#	%
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Customer Complaints Code

Billings	428	45.8%
Customer Service	180	19.3%
Network Performance	122	13.0%
Installation	72	7.7%
Faults	72	7.7%
Contracts/Terms and Conditions	23	2.5%
Non-telecommunications matter	16	1.7%
Transfer	14	1.5%
Complaints handling	3	0.3%

111 Contact Code

Customer Service (111)	2	0.2%
Installation	2	0.2%
Vulnerable customer application	1	0.1%

*Please note that percentages have been rounded

Complaint and enquiry activities about home phones

Voice service / home phone / landline

In this report we have reported complaints and enquiries regarding voice services and landline services under 'home phone.' These complaints are separate to those that relate to broadband / internet services. For a more detailed description, please see glossary (page 11).



100

Complaints and enquiries about home phones in this period

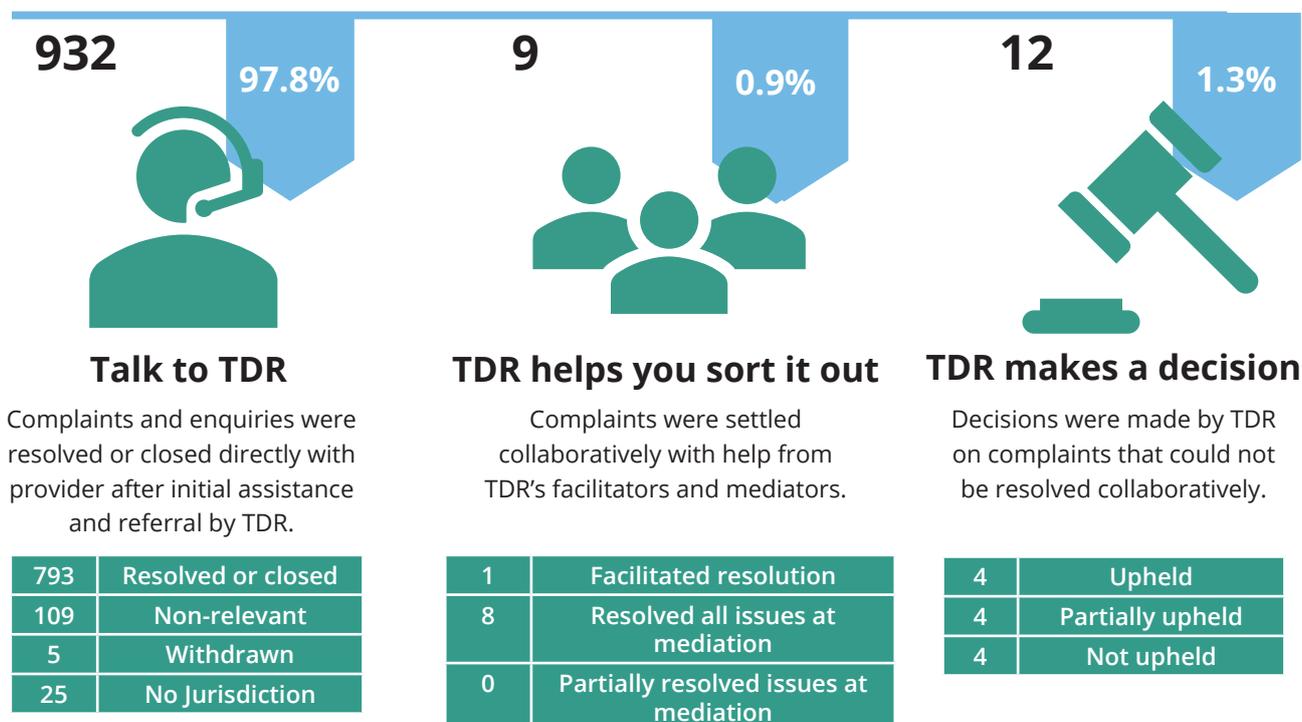
"My phone doesn't work after a flood and it's taking ages for the service to be restored"

"My phone doesn't work after upgrading to fibre"

"My phone cut off after talking on it for an hour"

How complaints and enquiries were resolved or closed

This table shows the movement through the process of the 953 complaints resolved or closed with assistance from TDR during the reporting period



Outcome	What it means	#	%
Settlement	Complaints were settled by TDR facilitators or mediators, meaning that before TDR had to make a decision, the consumer and their telecommunications provider were able to collaboratively resolve with assistance from TDR.	9	43%
Upheld	The TDR adjudicator determined that the complaint was successful, which means that the consumer's complaint prevailed.	4	19%
Partially upheld	Some aspects of these complaints were successful, which means that the TDR adjudicator found in favour of the consumer on those points.	4	19%
Not upheld	The TDR adjudicator determined that the complaint was not successful, which means that the consumer did not prevail.	4	19%

*Please note that percentages have been rounded

Net Promoter Score this period

A Net Promoter Score measures customer satisfaction. It is the core measure for customer experience around the world. The Net Promoter Score is calculated by customer responses to the question "how likely is it that you would recommend this company, product or service to a friend or colleague?" The measure can run from -100 to +100.

In this period, TDR achieved a Net Promoter Score of +55.

+55

Net promoter score

Customer feedback

"The representative investigated and got back to me with a resolution. I was very pleased with the outcome."

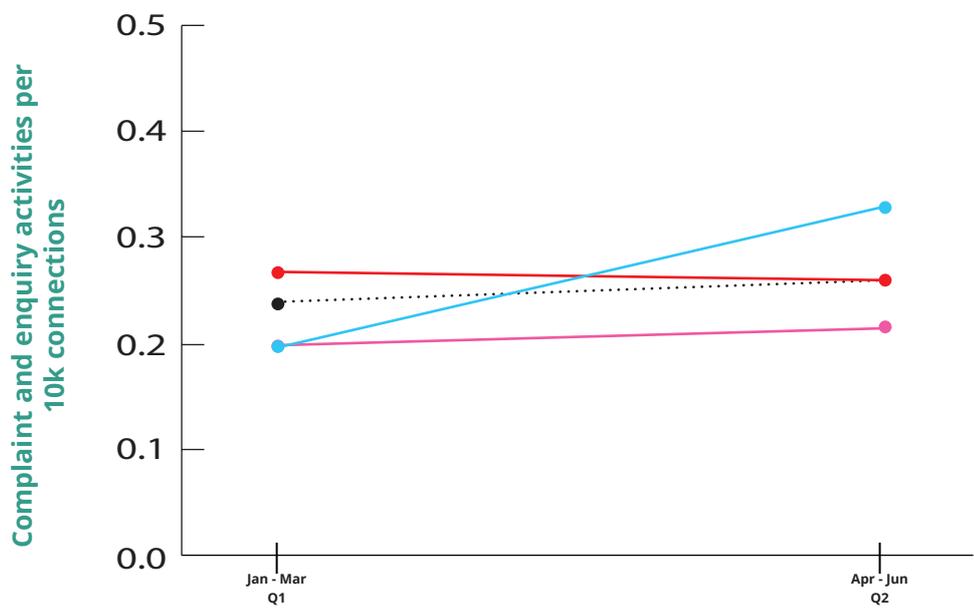
"Just one call from your office, the response was instant. I rarely read the fine print on invoices, thank goodness for your company. Thank you for being there."

"After I submitted the complaint to TDR. The other party contacted me immediately and offered a resolution. Good job TDR."



Year to date data

Complaint and enquiry activities per 10,000 connections – Mobile



KEY

- -
 -
 -
 -
 -
- 2degrees
 Spark
 * Spark includes Spark, Skinny & Bigpipe brands
- TrustPower
 Vocus
 ** Vocus includes 2Talk, Flip, Orcon, Slingshot & Vocus Communications
- Vodafone
 Industry average

Q1			Based on total industry connections of 6,248,098
Scheme member	*Per 10k connections	Total received	
2degrees	0.20	30	
Spark	0.20	48	
Vodafone	0.31	73	
^Other		6	
TOTAL		157	
Industry average	0.24		

Q2			Based on total industry connections of 6,260,184
Scheme member	*Per 10k connections	Total received	
2degrees	0.33	51	
Spark	0.21	50	
Vodafone	0.27	63	
^Other		6	
TOTAL		170	
Industry average	0.27		

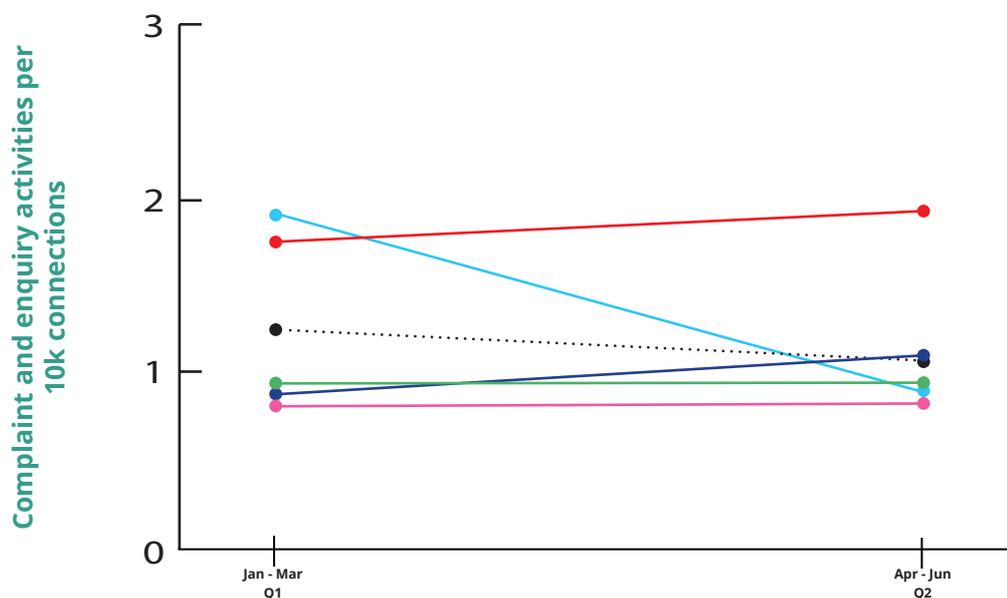
* IDC New Zealand supplies TDR with connection data from IDC's Telecommunications Market Tracker at quarterly points throughout the year. This report uses the connection data recorded at 31 March 2021 and 30 June 2021. Please refer to page 9 for additional information.

^ TDR does not calculate the per 10k connections of 'Other' scheme members, for more detail please see the FAQ on page 9.



Year to date data

Complaint and enquiry activities per 10,000 connections - Broadband



KEY

2degrees

Spark

TrustPower

Vocus

Vodafone

Industry average

* Spark includes Spark, Skinny & Bigpipe brands

** Vocus includes 2Talk, Flip, Orcon, Slingshot & Vocus Communications

Q1			Based on total industry connections of 1,870,049
Scheme member	Per 10k connections	Total received	
2degrees	1.94	26	
Spark	0.77	54	
Trustpower	0.92	10	
Vocus	0.85	20	
Vodafone	1.71	72	
^Other		17	
TOTAL		199	
Industry average	1.24		

Q2			Based on total industry connections of 1,890,316
Scheme member	Per 10k connections	Total received	
2degrees	0.87	12	
Spark	0.80	56	
Trustpower	0.99	11	
Vocus	1.19	28	
Vodafone	1.99	83	
^Other		10	
TOTAL		200	
Industry average	1.17		

* IDC New Zealand supplies TDR with connection data from IDC's Telecommunications Market Tracker at quarterly points throughout the year. This report uses the connection data recorded at 31 March 2021 and 30 June 2021. Please refer to page 9 for additional information.

^ TDR does not calculate the per 10k connections of 'Other' scheme members, for more detail please see the FAQ on page 9.

Repair despair

Ongoing issues and repairs with a new phone

A customer contacted TDR seeking a refund for the price paid for his phone. He bought the latest model mobile phone at the time, however he claimed it had ongoing issues. The phone was sent to the manufacturer three times for three separate issues. The first fault was found and repaired successfully, however the following two faults were unable to be replicated by the manufacturer and so could not be fixed. The customer lost confidence in the phone and requested a full refund.

The provider advised TDR that they had relied on the manufacturer's technicians and their expertise in this matter and refused a refund of the phone.

After the complaint was deadlocked, TDR's Resolution Practitioner suggested mediation however after a lengthy conversation with the customer, the matter proceeded directly to adjudication.

The Resolution Practitioner's role was to weigh up whether the customer was entitled to a full refund or not. As part of the adjudication process, they detailed the historical aspects of the complaint and acknowledged that while there had been one verified and repaired fault the next two issues were unable to be replicated and the phone continued to work as it should.

They acknowledged the customer's frustration at how the intermittent faults were not replicated by the manufacturer, however also confirmed it was understandable that the provider would be confident with the manufacturer's repairers and that sufficient tests are completed before a phone is returned to them.

The practitioner considered the claim under the Consumer Guarantees Act (CGA) and was satisfied that the provider had fulfilled their obligations under the CGA by facilitating the repair of the phone, and as the phone was still under its manufacturer warranty period continued to operate within the requirements of the CGA. The practitioner additionally confirmed there was no breach under the Customer Complaints Code and the customer was complimentary of the service they received from the provider.

The matter was not upheld and the provider did not have to provide a full refund.



Big bill despite issues

Will was liable to pay for his device, despite cancelling his plan

Will* took advantage of a deal where as well as landline and broadband services, he also received mobile phones at a discounted price. He ordered three phones on his account for himself and two family members.

Will began to experience billing and service issues which were not resolved to his satisfaction. After eight months of this, he decided to cancel and change to a new provider.

The previous provider acknowledged the issues that had occurred and agreed to wipe all early termination fees however the cost of the phones would remain, and payment was requested. Will received a significant bill for the outstanding amount owed for the three phones.

Will suggested that the provider offer him a separate discount for the phones considering the previous issues, however as the waived early termination fees were of a high value the provider declined further discounts and payment in full was again requested.

Will got in touch with TDR and the complaint proceeded to mediation with a Resolution Practitioner.

The Resolution Practitioner helped Will to clarify his position and desired resolution, and the provider acknowledged his experience. Discussions with the provider led to an offer to reduce the cost of the phones by the amount of time the phones were connected to the providers network. This amount was calculated, and Will subsequently accepted the offer.

**Names have been changed.*





FAQs

Who is Telecommunications Dispute Resolution?

Telecommunications Dispute Resolution (TDR) is a free and independent service to help consumers manage complaints about any product or service from their telecommunications provider.

What is the purpose of this report?

This report is designed to improve transparency in the telecommunications sector and to keep the public informed of issues that come to TDR.

How often do you report this data?

The data in this report is reported on a six-monthly basis.

My provider does not appear in this report, why not?

The TDR scheme is mandatory for Telecommunications Forum (TCF) members and voluntary for non-TCF members. The TDR scheme covers the majority of telecommunications providers in New Zealand (over 95% by revenue share).

We report on members who are identified in IDC New Zealand's Telecommunication Market Tracker which is presented at parent company level. A full list of our members can be found on page 13. If your provider does not appear in the list of members it means they are not a member of the TDR scheme.

Why is the data reported per 10,000 connections?

Each member's complaints and enquiries are reported per 10,000 connections to provide a fair comparison between different size members.

How did you work out how many connections each member has?

IDC New Zealand supplies TDR with connection data from IDC's Telecommunications Market Tracker. You can find more about IDC [here](#).

Why do you report at parent company level?

Reporting at parent company level is consistent with IDC New Zealand's Telecommunications Market Tracker. A full list of our members can be found on page 13.

Does the volume of complaints and enquiries represent performance of the member?

There are many factors that can be taken into account when considering the overall performance of a member. Our reporting reflects the total volume of complaints and enquiries made to TDR during each quarter. Each member's complaints and enquiries are reported per 10,000 connections to provide a fair comparison between different size members.

Some members may have lots of consumers contact us, for example if an issue has been in the media, if there has been a migration of services, or it may reflect a greater level of promotion of the TDR scheme by the member. This report captures the total volume of complaints and enquiries we receive. At this stage, there are too few formal complaints to report on outcome of cases by individual members. However we do report on the combined outcome of all complaints that require TDR's formal intervention across all members and report on this (see page 3 for more information).

How is the nature of complaints recorded?

A complaint or enquiry may feature several issues. The primary nature of the matter is recorded by TDR under generalised categories.



FAQs continued

As an example, the network performance category could include issues such as coverage, service interruptions, or speed for mobile or internet connections.

What is the difference between complaints received and resolved?

When a customer contacts TDR about their home phone, mobile or broadband provider, we record this as a complaint or enquiry that has been 'received.'

TDR will then assist the customer and their provider. We keep track of their progress, and record when the complaint or enquiry has been 'resolved or closed.'

In any reporting period, there is often a difference between the numbers of complaints or enquiries 'received' compared to 'resolved or closed' as these progress through the TDR process.

Methodology

This report provides information about complaints and enquiries made to TDR about mobile, home phone and broadband services from residential and small business customers.

TDR's internal systems record data from initial contact to final resolution. This information is detailed in this report.

This report is designed to provide information on complaints and enquiries within context so some of the information is published as a proportion of telecommunications connections in operation per provider. Providers' connection data is supplied by IDC New Zealand.

The data count for previous periods may change from report to report. This reflects the lifecycle of complaints, which may have since reopened. For this reason, we provide the latest information in each report which portrays an accurate snapshot at that point in time.



Glossary

Broadband

Broadband refers to high-speed internet access. The most common broadband technologies available are fibre, copper, mobile, fixed-wireless and satellite. For the purposes of this report “broadband” means high-speed internet access delivered to a home or small business over fibre, copper, fixed-wireless or satellite.

Mobile

Mobile refers to mobile networks that are used for voice and data communications through wireless transmission technologies. Mobile services allow customers to make calls, send texts and access broadband to and from a mobile [cellular] handset when in range of a wireless transmission signal.

Mobile Network Operator (MNO)

A MNO is an operator that owns or controls all the elements necessary to deliver mobile services to consumers, including radio spectrum and the wireless network infrastructure.

Mobile Virtual Network Operator (MVNO)

A MVNO is an operator that provides mobile services but does not generally have its own radio spectrum or much of the infrastructure required to provide mobile services. It therefore relies on buying services from an MNO. The amount of control it has over the services it offers will vary according to the nature of its agreement.

Voice service / home phone/ landline

For the purposes of this report these terms mean voice services delivered to residential or small business consumers through a non-mobile device. Voice services can be delivered either over a traditional public switched telephone network (PSTN) or a digital network referred to as voice over internet protocol (VoIP).

How your provider delivers your home phone or small business phone service is evolving as the technology in this area is changing. TDR is reviewing the way complaints about voice services / home phones / landlines will be reported in the future. In this report we have reported complaints and enquiries regarding voice services under ‘home phone.’ These complaints are separate to those that relate to broadband / internet services.



TDR's complaint process

There's a problem

1



Let your provider know there's a problem

Contact your telecommunications service provider directly and make your complaint.

Your provider will work with you to find a solution.

Typical issues raised include:

- My plan isn't working the way I thought it would (cost, service, etc.)
- There are charges on my bill I dispute/have questions about
- I raised an issue with my provider and I haven't gotten a response
- There has been an unreasonable/unexplained delay in installing my fibre/internet
- I have a complaint about how my fibre/broadband was (or is being) installed.

My complaint is with my provider and we're trying to work it out

2



Talk to TDR

If you make your complaint directly with your provider, you can still contact TDR. TDR will have a chat with you about how we can help and what you can expect from the process. TDR will ask you questions to help you clarify issues, identify options you want to talk about with your provider, and help you work out what you think will resolve the issue.

TDR does not step in at this point. This is the chance for you and your provider to work together. Most complaints are resolved at this stage. However, TDR is always here to provide information to both of you and to answer questions. A little help from TDR can often make a big difference.

We need TDR's help to fix this

3



Collaborate

You and your provider haven't been able to sort out the issue?

Or six weeks has passed since you made your complaint?

Then one of TDR's expert team members will step in and help. If you can't resolve the complaint through mediation, a TDR adjudicator will decide the outcome. The outcome may be that the TDR adjudicator agrees with either all or some of your complaint or does not agree with your complaint. If you accept the outcome, your provider is required to accept it too.

Before TDR steps in, TDR makes sure that your complaint is something it can consider. This is called jurisdiction. Reasons TDR may not be able to help include:

- Your complaint is about a provider who isn't a member of TDR
- Your complaint is valued at more than \$15,000
- Your complaint is about equipment or applications that your provider doesn't support
- Your complaint is about network speeds or coverage.

Outcomes can include things like:

- Written apologies
- Plan changes
- Invoice corrections
- Refunds or account credits
- Withdrawal of accounts from collection.



Contact details for TDR members

If you have any questions or concerns about your current services and would like to discuss them with your telecommunications provider, or you would like to sign up with one of the companies that belongs to TDR, please see their contact details below.

	2degrees	0800 022 022
	2Talk	09 281 4357
	BigPipe	www.bigpipe.co.nz
	Chorus	0800 600 100
	DTS	0508 387 669
	Enable Networks Limited	0800 4 FIBRE (0800 43 42 73)
	Flip	0800 60 SALES (0800 60 72 53)
	Northpower Fibre	0800 667 847
	NOW	0800 GET NOW (0800 43 86 69)
	Orcon	0800 131 415
	Primo Wireless	0800 123 PRIMO (0800 12 37 74)
	MyRepublic	0508 MYFIBRE (0508 693 4273)
	Sedacom	www.sedacom.co.nz
	Skinny Mobile	0800 4 SKINNY (0800 475 4669)
	Sky Broadband	0800 759 759
	Slingshot	0800 892 000
	Spark	0800 800 123
	TNZ Group Ltd	0800 000 860
	Trust Power	0800 878 787
	Ultrafast Fibre	0800 FIBRE LTD (0800 34 27 35)
	Unison Fibre	0800 286 476
	Vector Limited	0800 826 436
	Vocus Communications	0800 895 000
	Vodafone	0800 800 021
	VoIPcloud Wholesale	09 222 4699
	VoiPline Telecommunications	09 222 1000
	Warehouse Mobile	0800 284 800



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