



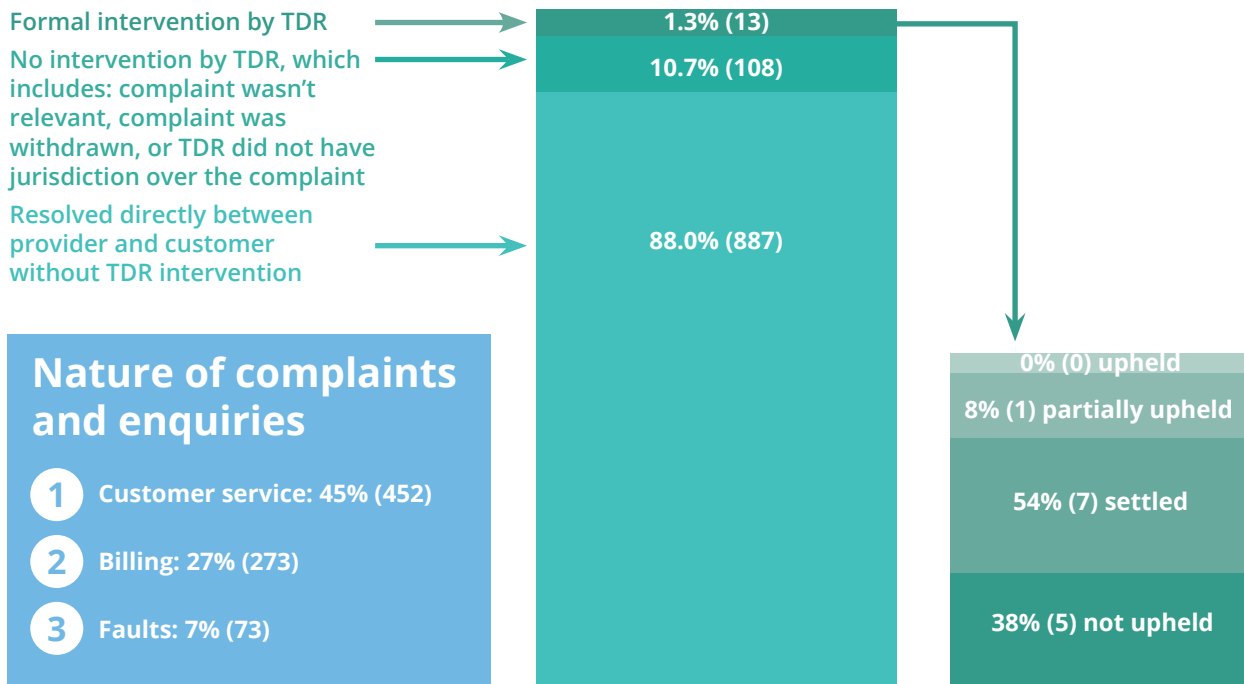
**TELECOMMUNICATIONS
DISPUTE
RESOLUTION**

**2020
Part Two**

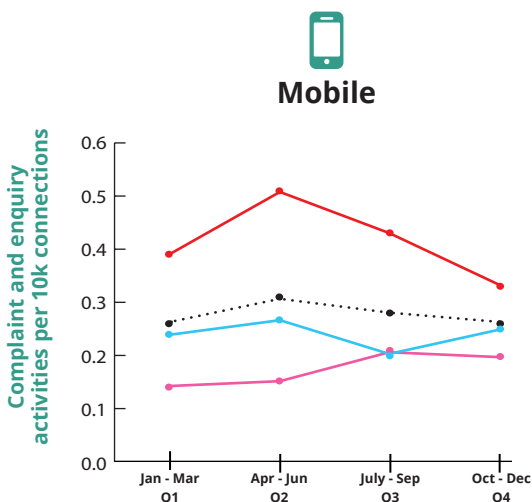
**Telecommunications
Dispute Resolution**

Biannual Report
July - December 2020

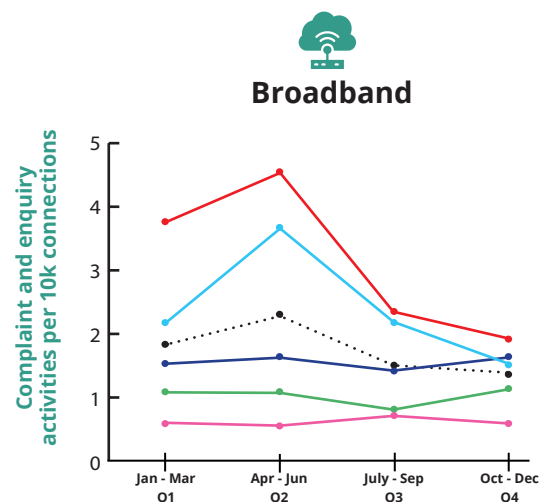
How complaints and enquiries were resolved by TDR



Complaints and enquiries per 10,000 connections



	*Complaints and enquiries per 10k connections	
Scheme member	Q3	Q4
2degrees	0.20	0.25
Spark	0.21	0.20
Vodafone	0.43	0.33
Industry average	0.28	0.26



	*Complaints and enquiries per 10k connections	
Scheme member	Q3	Q4
2degrees	2.18	1.52
Spark	0.75	0.59
Trustpower	0.79	1.16
Vocus	1.40	1.66
Vodafone	2.33	1.91
Industry average	1.49	1.37

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 - 2020 Part Two

Points of interest

Welcome to our report for the second half of 2020, and my first as Operations Manager for FairWay's Commercial Services which includes Telecommunications Dispute Resolution (TDR).

TDR compiles a report every six months to provide consumers and the industry with a snapshot of what we're seeing. Each day, our team help Kiwis to resolve issues with their broadband, mobile or home phone providers.

From 1 July to 31 December 2020, our team assisted 1008 New Zealanders to resolve their enquiries or complaints. The vast majority (993 cases or 98.5%) 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 only 6 (0.6%) required TDR to make a decision. In this period, customer service has been the number one complaint theme, featuring in 452 matters. Closely followed by billing, with 273 matters.

Comparing apples with apples is no easy feat in the telco world. To provide consumers with context for the volume of complaints and enquiries received by TDR, TDR apportions the data per 10,000 connections. In previous reports the providers' connection data was calculated using information from the Commerce Commission Annual Telecommunications Monitoring Report. While this data is accurate, it relates to a fixed point in time and does not align with TDR's reporting period.

In this report, we are using new methodology to calculate connections and complaints apportioned per 10k connections. TDR has engaged IDC New Zealand to provide us with connection data from IDC's Telecommunications Market Tracker related to the specific reporting period. Using the latest available information enables TDR to portray a more up to date snapshot at that point in time.

We also decided to update and reissue the report for the previous reporting period of 1 Jan – 30 June 2020 so consumers can compare like for like data with our latest report (available [here](#)). However, all other aspects of the report remain the same.

2021 has already kicked off with a bang for our team with our new and improved case management system. This has many benefits, including enhanced reporting features so watch this space for future reports! We are also looking forward to both the 111 Contact Code and the Copper Withdrawal Code coming effect during the year, with TDR providing independent dispute resolution services for any telecommunications customers who encounter issues related to these areas.

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.

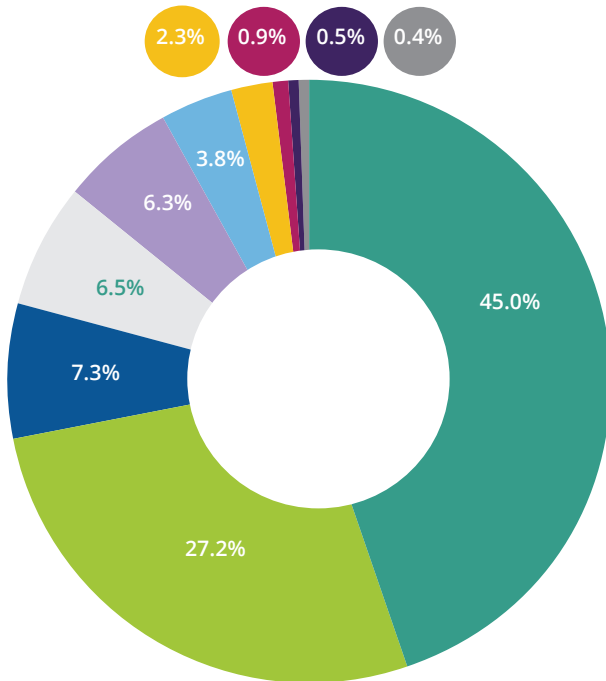


Jeanie Robinson

Operations Manager - Commercial Services
Telecommunications Dispute Resolution

Nature of complaints and enquiries received

This section outlines our statistics for complaints and enquiries about TDR members that were received by TDR from 1 July to 31 December 2020, based on a total of 1005 complaints and enquiries.



KEY	#	%
Customer Service	452	45.0%
Billing	273	27.2%
Faults	73	7.3%
Network Performance	65	6.5%
Credit Management	63	6.3%
UFB	38	3.8%
Contracts	23	2.3%
Other	9	0.9%
Complaints handling	5	0.5%
Transfer	4	0.4%

*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).



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Complaints and enquiries about home phones this period

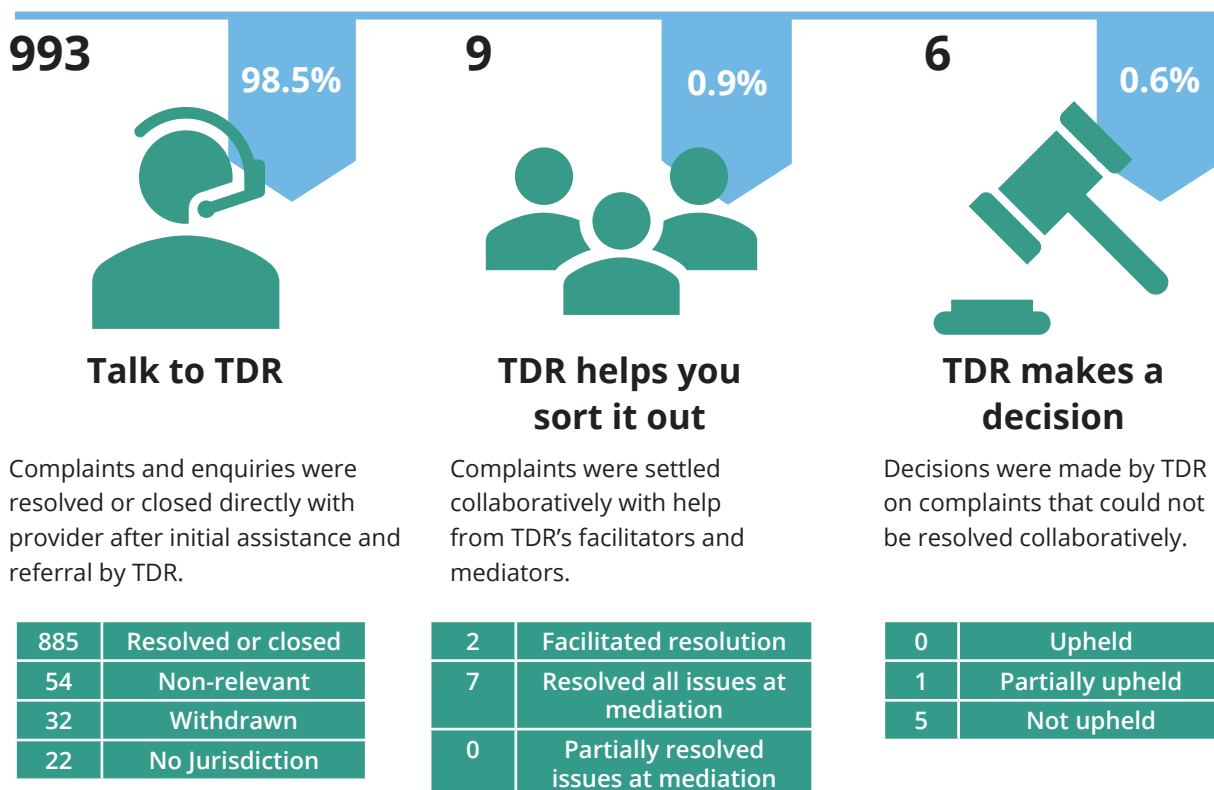
"There is static noise on my phone line."

"The weather impacts my service!"

"I live rurally so rely on my landline, but I can only receive calls. I can't make them!"

How complaints and enquiries were resolved or closed

This table shows the movement through the process of the 1008 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.	7	54%
Upheld	The TDR adjudicator determined that the complaint was successful, which means that the consumer prevailed.	0	0%
Partially upheld	Some aspects of these complaints were successful, which means that the TDR adjudicator found in favour of the consumer on those points.	1	8%
Not upheld	The TDR adjudicator determined that the complaint was not successful, which means that the consumer did not prevail.	8	38%

*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 colleagues?" The measure can run from -100 to +100.

In this period, TDR achieved a Net Promoter Score of +75.

+75

Net promoter score

Customer feedback

"I received a call the next morning and the provider suddenly took the issue seriously - ultimately resolving what had been a problem frozen in time. Thanks so much!"

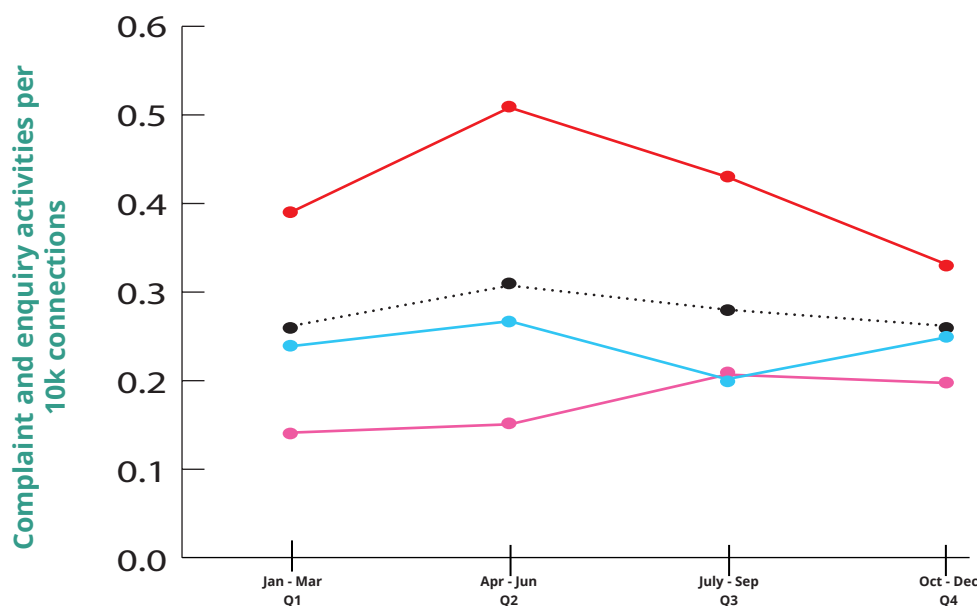
"Shortly after filing complaints to the two providers involved they managed to sort out their problems."

"It was good to be able to deal with one person who could actually arrange for us to have the services at something like the price we were quoted."



Year to date data

Complaint and enquiry activities per 10,000 connections - Mobile



KEY

2degrees

Spark

Vodafone

Industry average

* Spark includes Spark, Skinny & Bigpipe brands

Q1			
Scheme member	*Per 10k connections	Total received	Based on total industry connections of 6,671,331
2degrees	0.24	38	
Spark	0.14	35	
Vodafone	0.39	100	
^Other		4	
TOTAL		173	
Industry average	0.26		

Q3			
Scheme member	*Per 10k connections	Total received	Based on total industry connections of 6,339,050
2degrees	0.20	30	
Spark	0.21	50	
Vodafone	0.43	100	
^Other		9	
TOTAL		189	
Industry average	0.28		

Q2			
Scheme member	*Per 10k connections	Total received	Based on total industry connections of 6,569,316
2degrees	0.27	41	
Spark	0.15	38	
Vodafone	0.51	128	
^Other		7	
TOTAL		207	
Industry average	0.31		

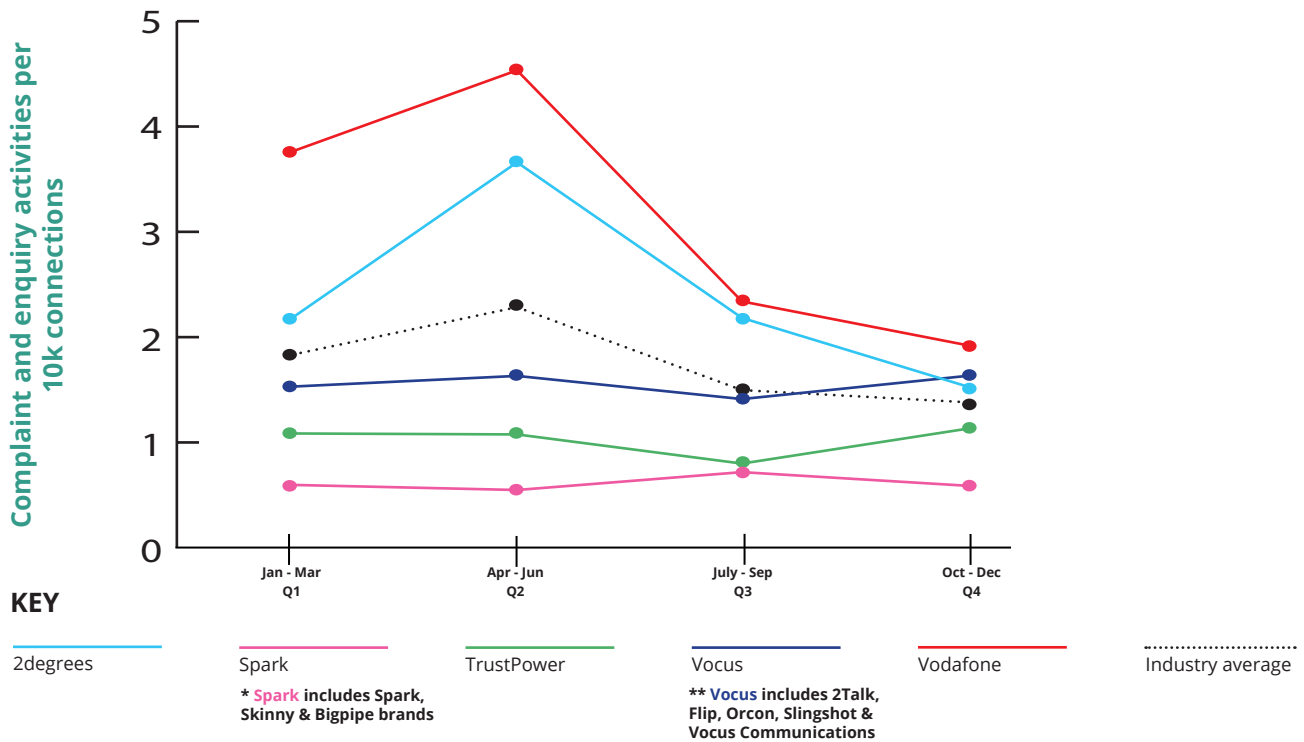
Q4			
Scheme member	*Per 10k connections	Total received	Based on total industry connections of 6,331,829
2degrees	0.25	39	
Spark	0.20	48	
Vodafone	0.33	77	
^Other		6	
TOTAL		170	
Industry average	0.26		

* 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 2020, 30 June 2020, 30 September 2020 and 31 December 2020. 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



Q1			
Scheme member	Per 10k connections	Total received	Based on total industry connections of 1,807,803
2degrees	2.18	25	
Spark	0.60	42	
Trustpower	1.11	11	
Vocus	1.54	35	
Vodafone	3.77	163	
^Other		44	
TOTAL		276	
Industry average	1.84		

Q3			
Scheme member	Per 10k connections	Total received	Based on total industry connections of 1,851,186
2degrees	2.18	28	
Spark	0.75	53	
Trustpower	0.79	8	
Vocus	1.40	34	
Vodafone	2.33	100	
^Other		47	
TOTAL		270	
Industry average	1.49		

Q2			
Scheme member	Per 10k connections	Total received	Based on total industry connections of 1,842,004
2degrees	3.68	44	
Spark	0.54	38	
Trustpower	1.10	11	
Vocus	1.66	41	
Vodafone	4.55	196	
^Other		31	
TOTAL		330	
Industry average	2.31		

Q4			
Scheme member	Per 10k connections	Total received	Based on total industry connections of 1,856,982
2degrees	1.52	20	
Spark	0.59	41	
Trustpower	1.16	12	
Vocus	1.66	39	
Vodafone	1.91	81	
^Other		46	
TOTAL		239	
Industry average	1.37		

* 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 2020, 30 June 2020, 30 September 2020 and 31 December 2020. 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.

Internet issue and bad behaviour

Business owner's complaint not accepted due to bad behaviour

The TDR service is available to both residential and small business (less than 20 full-time employees) customers of telecommunications providers.

A business owner ran a store where most payments were made by EFTPOS. The internet stopped working in his shop which meant he was unable to complete transactions. The owner called his provider to log a fault, where it was discovered that his modem was faulty and required replacement. An urgent request was made for a modem to be sent out and the provider advised it can take anywhere between 24 to 48 hours for this to arrive.

This delay upset the business owner greatly because of the potential loss of revenue from not being able to take payments by card.

The modem did not arrive the next day, so the owner rang his provider. He was irate and became abusive to the point where the provider had to terminate the call and restrict communication with the business owner to email only.

The modem arrived the next day and the customer was able to get connected. However, the customer submitted a complaint to TDR claiming their provider had failed to provide the service they had paid for and that they should receive a formal apology and compensation for business losses.

The complaint was quickly confirmed as deadlocked* and submissions were submitted by both the business owner and the provider including the phone calls made to the provider from the customer.

The Customer Complaints Code notes that it may not be reasonable in certain circumstances to proceed with a complaint if TDR considers that a customer has been or is being; abusive, threatening, indecent or has acted in bad faith in attempting to resolve a complaint. In addition, TDR is unable to award compensation for indirect loss. As a result of these two factors, the complaint was ruled outside of TDR jurisdiction.

**Names have been changed to protect our customers' identities.*

*** Deadlock is where a complaint has been raised with a telecommunications company and has come to the end of the company's internal complaints procedure without being resolved, or when it's been six weeks or more since the customer contacted the company and the customer still doesn't have a resolution they are happy with, whichever comes first.*



Port of call

Customer was unable to port her old phone number to their new provider

Margaret* had held the same phone number for many years. Anytime she changed phone provider, they ported her number across. However, she seldom used the line, and the number was eventually disconnected due to inactivity.

Margaret contacted her provider to ask if the number was still available and if she could have it back. The provider confirmed that the phone number was not currently in use, but it was now ported to another provider. The customer service representative contacted the other provider, and the number was released. The provider confirmed this to Margaret, and they began arranging for a connection to be run. However, during the process their call disconnected, and the connection order was not completed.

The provider could not reach Margaret to complete the order so placed the phone number on hold for seven days in case she called back to complete the order. Unfortunately, Margaret did not complete the order and the phone number was released to the number pool and assigned to another customer.

Two weeks later Margaret called her provider and discovered that the number had been given to another customer.

The provider contacted the new owner of the number to see if they would agree to a change of number. However, this was unsuccessful, and the provider explained to Margaret that they could not force a disconnection of another customer.

Margaret felt she had been misled and had received poor service by not being connected in a timely manner. She submitted a complaint to TDR and a Resolution Practitioner was assigned to the case. Mediation was unsuccessful, so the case proceeded to adjudication where TDR makes a decision on the matter.

The Resolution Practitioner focused on the core issues of the complaint. While there were some customer service failings, these were not deliberate and there were mitigating circumstances such as the COVID-19 lockdown and the disruptions that it caused. The Resolution Practitioner also noted that the phone number was allocated fairly to the new customer who now had use of the phone number and a contract with the provider. Because of this, the Resolution Practitioner was unable to order disconnection and reconnection for the complainant.

The complaint was not upheld.

**Names have been changed to protect our customers' identities.*



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 14. 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



FAQs continued

recorded by TDR under generalised categories.

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)
	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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