

TDR's members (as at 1 February 2021)

Below are TDR's retail and wholesale members. If your provider is below, give us a call or email us to see if we can help. This brochure will also help you figure out what to do next.

Retail members



Wholesale members

CHORUS

enable
Fibre Broadband

Northpower FIBRE

ultrafast
FIBRE

unison

What is Telecommunications Dispute Resolution (TDR)?

Telecommunications Dispute Resolution (TDR) is a free and independent service to help consumers resolve complaints about their telecommunications provider.

If you have a complaint about your mobile, home phone or internet, Telecommunications Dispute Resolution (TDR) can help. Whether it's a billing issue, customer service complaint or something else, talk to TDR.

What can TDR help with?

TDR can look at complaints about:

- TDR scheme members
- Disagreements, between consumers and retail landline service providers, related to the 111 Contact Code
- Disputes between a consumer and all telecommunications service providers about their rights and obligations under the Copper Withdrawal Code.

This includes:

- ✓ any service or product, including prepaid mobile phones and internet
- ✓ your bill (but not the provider's pricing)
- ✓ issues with your contract
- ✓ complaints that have already been made to a telecommunications provider but not resolved
- ✓ complaints that involve \$15,000 or less in compensation.

But not:

- × equipment or software not supported by the telecommunications provider
- × network coverage
- × Privacy Act issues.

TELECOMMUNICATIONS
DISPUTE
RESOLUTION

Helping resolve
complaints
between you
and your phone
or internet
provider

How to contact us



freephone 0508 98 98 98



contact@tdr.org.nz



www.tdr.org.nz



Got a complaint?

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
- I raised an issue with my provider and I haven't gotten a response
- There has been an unreasonable delay in installing my internet
- I have a complaint about how my fibre was installed
- My application to be a vulnerable consumer was declined.

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?

Then talk to one of TDR's expert team members to see if we can 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 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
- Account corrections.

About your complaint

TDR checklist:

- ☐ Is my provider a member of TDR?
- ☐ Have I already made my complaint(s) directly to my provider?
- ☐ Does one or more of the following apply to my complaint?
 - ☐ We are unable to agree
 - ☐ Six or more weeks have passed
 - ☐ I'm unhappy with the situation
 - ☐ I'm a vulnerable consumer (111 Contact Code)

My details:

- ☐ My provider's name: _____
- ☐ The name my account is in: _____
- ☐ My account number: _____
- ☐ I made a complaint to my provider on this date: ____/____/____
- ☐ The complaint/reference number my provider gave me: _____
- ☐ I have a copy of my terms and conditions: Yes No
- ☐ I have a copy of the contract I signed: Yes No
- ☐ I have other documents related to my contract/issues: Yes No

My complaint is about: ☐ Mobile ☐ Landline ☐ Internet

- ☐ What happened? _____

- ☐ When did it happen or how long has it been happening? _____

- ☐ What I would like my provider to do to fix the problem: _____

Then TDR can help you!