

He aha Te Ratonga Whakatika Amuamu Torotoro Waea?

He ratonga koreutu, motuhake
Te Ratonga Whakatika Amuamu
Torotoro Waea (TDR) hei āwhina
i ngā kiritaki whai amuamu mō tō
rātau kamupene torotoro waea.

E wātea ana te ratonga TDR ki ngā kiritaki
noho whare me ngā pakihī iti (iti ake i
te 20 kaimahi tūturu) a ngā kamupene
torotoro waea.

E kapi ana i a TDR ngā kamupene
torotoro waea i roto i Aotearoa.

Ka kitea anō he mōhiōhio mō TDR i te
paetukutuku: www.tdr.org.nz

Waea koreutu ki TDR i
0508 98 98 98

Ka taea anō e koe te tuku
tuihono i tō amuamu ki
www.tdr.org.nz

How to contact us



freephone 0508 98 98 98



contact@tdr.org.nz



www.tdr.org.nz



Te āwhina i a koe ki te
whakatika i ō raruraru
me tō kaiwhakarato
waea, ipurangi rānei

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www.tdr.org.nz



TELECOMMUNICATION
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RESOLUTION**

Me pēhea taku tuku amuamu ki TDR?

Me mātua taku amuamu koe ki tō kamupene i te tuatahi.

Mēnā kāore i te pai ki a koe te otinga o tō amuamu, kua ono wiki rānei mai i tō amuamutanga, ā, kāore anō kia puta he rongoā, ka taea pea e TDR te āwhina.

Ka whakamātau a TDR ki te whakatau i tō amuamu me te kamupene, me te mahi tahi me koe kia taea ai he whakataunga. Ki te kore tērā e tutuki ka tukuna he whakatau tērā pea ka tau ki a koe, ki tō kamupene rānei. Mēnā kāore i te pai ki a koe te whakatau ka taea tonu e koe te tuku i tō amuamu ki te Disputes Tribunal, mā te punaha kōti rānei.

He aha ngā mea ka taea e TDR te āwhina?

Ka taea e TDR te tirotiro i ngā amuamu mō ngā hua me ngā ratonga ka whiwhi koe mai i tō kamupene torotoro waea.

Kei roto i tēnei ko:

- ✓ tētahi ratonga, hua rānei, tae atu ki ngā waea pūkoro utu tōmua
- ✓ tō pire (engari kaua ngā utu e utaina ana e te kamupene)
- ✓ ngā kiritaki kainoho whare, pakihī iti rānei
- ✓ ngā amumau kua tukuna kēhia atu ki te kamupene torotoro waea, engari kāore i tatū
- ✓ ngā amuamu he \$15,000, iti ake rānei te utu paremata.

Engari kaua:

- ✗ ngā utauta, pūmanawa kāore i te tautokohia e te kamupene torotoro waea
- ✗ te hōkaitanga whatunga
- ✗ ngā waea 111
- ✗ ngā ihirangi pānuitanga Whārangī Kōwhai
- ✗ ngā ingoa puni
- ✗ ngā take Privacy Act.

Mema Kaupapa (as at October 2016)



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