

# 2021 Annual Report 2022

1 JULY 2021 – 30 JUNE 2022



Operated by



**kia tau**  
YOUR EXPERTS  
IN DISPUTE  
RESOLUTION



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# Introduction

## TDR Council Chair

This last year has been dominated by plans to improve the Telecommunications Dispute Resolution Service (TDRS) by promoting and raising awareness of the scheme, ensuring its codes and practices reflect changing times, and providing the best possible governance and oversight.

These changes have come about as a result of a new member-funded awareness campaign together with responding to the recommendations of a Commerce Commission-led review of the TDRS.

The Telecommunications Dispute Resolution (TDR) scheme, managed by Fair Way, funded by the New Zealand Telecommunications Forum (referred to as the TCF) and overseen by the TDR Council, started undergoing significant change as the first of the review's recommendations were implemented within a few weeks of consultant reports.

The focus of the scheme is to help telecommunication companies and their customers resolve disputes. This includes ensuring companies provide customers with clear, unambiguous, and consistent messages, and are treating customers fairly.

The review concluded that most consumers who had interacted with the scheme had their disputes resolved early and those that progressed to more formal mediation and adjudication processes were reasonably well served by the process.

The review also concluded that to achieve better results it was vital to raise awareness of the scheme.

The review identified changes to the scheme's processes and operating framework and recommended major changes in the governance structure to ensure the body that oversees it, the council, is clearly independent of the industry body and establishes clear lines of accountability.

We have been fortunate to utilise the skills and experience of Deborah Battell, the Ministerial appointee to the TDR Council, with many aspects of the review. Having had leading roles

in the Commerce Commission and at Banking Ombudsman she has done an excellent job contributing her expert knowledge to the various work streams that have come out of the review.

Anticipating that one of the recommendations would be to make a big effort to raise awareness of the scheme, the Council sought and received approval from the TCF in 2021 for increased funding for a promotion and marketing drive.

This has resulted in a campaign of advertising on primetime television, radio, on Google and other high traffic online avenues. The results of this campaign have been impressive and have led to a significant increase in enquiries and interest.

Most of the remaining action points from the review, including the structure of the council or board to oversee it and its independence, are expected to be in place by the beginning of March 2023.

In the meantime, the work of TDR has continued, and I am impressed with what has been achieved in the last year.

I would like to thank all the key agencies involved for their work and support of the service – in particular Fair Way, the TCF, the Commerce Commission and all the telecommunications members of the scheme. I also express my appreciation for the work of both consumer and industry members of the council.



**Paul Elenio**

TDR Council Chair

## TDR Operations Manager

2022 has been a year of big changes, both visibly and behind the scenes. You can see the changes we've made to our branding and our website, new brochure, and advertising campaign to increase the awareness of our service. We've also been working hard to implement the recommendations following the Commerce Commission's review, along with our own continuous improvement processes.

A standout for me is the positive increase by 12 points in our Net Promoter Score (NPS). NPS is a commonly used measure for customer satisfaction and a score of +73 is exceptionally high. Our team has been focussing on our customers' experience and it is rewarding to see this reflected in our results and feedback.

In terms of numbers, TDR received 2271 enquiries which was up by 17% on last year. Volumes appear to be returning to pre-pandemic levels. Many phone and internet providers paused billing collections and removed caps on plans during 2020 and 2021 while the financial impacts of the pandemic were being felt by many households. As they resumed billing collections and reinstated caps, TDR began to see more billing related complaints. TDR also launched its advertising campaign to lift awareness in May 2022. We believe both these factors have contributed to the overall increase in volume.

1544 complaints and enquires were resolved or closed during the year, with the remaining matters carrying through to the next financial year. Our approach is to resolve matters as early as possible. When someone contacts TDR, we let their provider know and encourage them to work with their customer to resolve the matter. 96.5% of enquiries were resolved at this stage, which shows how a little help from TDR can often make a big difference.

For the remaining complaints, TDR's team provided formal dispute resolution assistance. 28 complaints were resolved collaboratively through facilitation and mediation, and 26 required one of our

adjudicators to make a decision. With the strong demand for someone independent to make a decision, we have created a new determinative panel within Fair Way. This means we have a wider pool of scheme adjudicators available who are familiar with TDR, the codes, contracts, and other relevant legislation for telecommunications disputes. Our panel has proven experience in customer service, decision writing and meeting strict timeframes.

*He rau ringa e oti ai.* Many hands make light work. In the TDR team I am surrounded by great people who are truly passionate about making a difference for New Zealanders. I would like to thank the team for their great efforts. The collective experience and expertise of our resolution coordinators and resolution practitioners makes the scheme what it is and results in great outcomes for both providers and their customers.

I would especially like to recognise the mahi of Hoani Te Pou, our former Client Manager and the voice of TDR, for all his contributions to the service over the years. We wish him all the best in his new role. I'd also like to acknowledge the passion and determination of Samantha Brennan who stepped into the Client Manager role and has been getting stuck into all things 'telco'.

Looking forward to the year ahead, I'm eager to launch the second wave of our awareness efforts for TDR, to implement changes to our governance structure, and to support more customers to resolve their complaints as the Customer Complaints Code evolves and new codes come into effect.

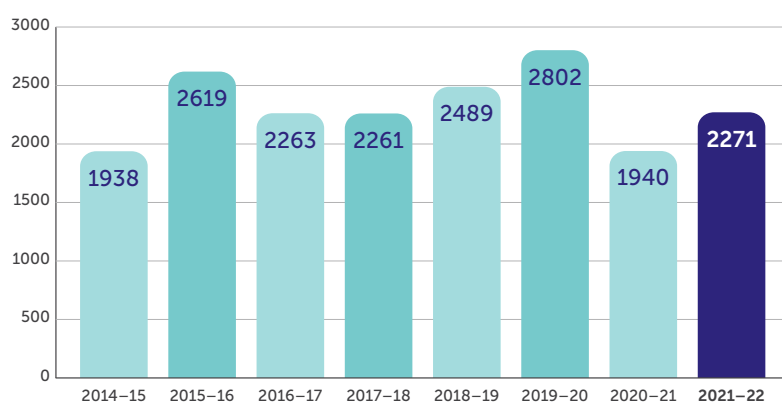


**Jeanie Robinson**  
TDR Operations Manager

# Complaints and enquiries

## About the complaints and enquiries received

### Total per year



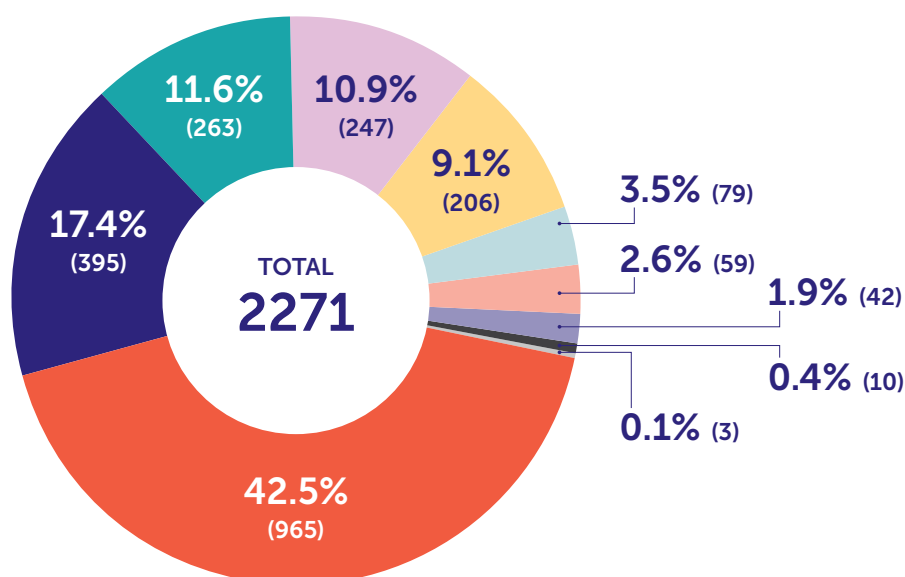
Over the past year, TDR received **2271** enquiries. This is a **17% increase** on the previous year and is similar to the level of enquiries received in earlier years. Many telecommunications providers resumed billing collections this year, following a pause during the pandemic. TDR has also undertaken an advertising campaign to lift awareness. We believe both these factors have contributed to the increase in volume.

### Complaint and enquiries received by category

Category	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Billing	968	949	1066	1137	1160	764	965
Customer service	531	317	321	629	899	635	399
Installation	78	142	174	84	117	112	247
Faults	443	331	271	302	301	145	263
Network performance	179	126	89	67	89	187	206
Contracts/ terms and conditions	332	371	230	221	185	46	79
Transfer*	114	89	61	26	22	18	59
Other*		14	34	15	16	25	43
Complaints handling	52	23	15	8	13	8	10

\* Transfer and other were recorded as a single category before 2017.

## Category of complaints and enquiries received



Customer complaints code	Volume	Percent
<span style="color: red;">●</span> Billing	965	42.5%
<span style="color: darkblue;">●</span> Customer service	395	17.4%
<span style="color: teal;">●</span> Faults	263	11.6%
<span style="color: purple;">●</span> Installation	247	10.9%
<span style="color: yellow;">●</span> Network performance	206	9.1%
<span style="color: lightblue;">●</span> Contracts/ terms and conditions	79	3.5%
<span style="color: orange;">●</span> Transfer	59	2.6%
<span style="color: grey;">●</span> Other	42	1.9%
<span style="color: black;">●</span> Complaints handling	10	0.4%
<b>111 Contact code</b>		
<input type="radio"/> Customer service	1	0%
<input type="radio"/> Vulnerable customer application	1	0%
<b>Copper withdrawal code</b>		
<input checked="" type="radio"/> Customer service	3	0.1%
<b>TOTAL</b>	<b>2271</b>	<b>100%</b>

Note: A small number of complaints and enquiries which are initially closed or resolved in the Phase I – Enquiry and registration, are subsequently re-opened by the customer. These re-opened complaints and enquiries are recorded again as new complaints in the Phase II – Investigation and resolution.

## Complaint themes and root causes

Here is a breakdown of the top themes and root causes identified within the complaints and enquiries received during 2021-22.



### Billing

Account errors	497
Bundled service discounts	165
Capped plans	83



### Customer service

Failure to action requests	180
Contacting provider	50
Failure to keep customer informed	43



### Faults

Delay in service restoration	104
Equipment failure	70



### Installation

Delays	187
Quality of installation	47



### Network performance

Service interruption	73
Speed	64

#### Installation





TDR saw a 2571% increase in complaints and enquiries about installation delays, lifting from 7 cases last year to 187 cases this year, reflecting the move away from copper services in Aotearoa onto newer, more modern technologies such as fibre. Installation delays can be attributed to several factors, including the continuing impacts caused by Covid restrictions and staffing impacts, delays in obtaining permits from various councils and authorising bodies and unforeseen complications attributed to site access in rural communities and properties with multiple dwellings.







## Trends

Issues we saw trending up and down this year were:



Category	Theme	2020–21	2021–22	Change
 Installation	Delay	7	187	<b>+2,571%</b>
 Billing	Account errors	70	497	<b>+610%</b>
 Network performance	Speed	32	64	<b>+100%</b>
 Faults	Service not working	35	52	<b>+49%</b>



Category	Theme	2020–21	2021–22	Change
 Billing	Disputed charges	514	11	<b>-98%</b>
 Billing	Credit management	133	16	<b>-88%</b>
 Customer service	Failure to action request	336	127	<b>-62%</b>
 Network performance	Service interruptions	91	73	<b>-20%</b>

## How complaints and enquiries were resolved

Our reporting periods are not static, so some complaints or enquiries on hand at year end will carry through to the next period. This means the volume resolved or closed in a period won't be an exact match for the volume received in the same period. This year, **1,544** complaints and enquiries were resolved or closed. Of those, TDR formally assisted in resolving 54 complaints. 28 complaints were resolved through our collaborative facilitation and mediation process, and 26 were resolved through adjudication.

### TDR helps you sort it out

**96.5%** (1,490)

Complaints and enquiries were resolved or closed by the telecommunications provider after initial assistance or referral by TDR.

Resolved or closed	<b>1,189</b>
Non-relevant enquiries	<b>228</b>
No jurisdiction	<b>53</b>
Withdrawn	<b>20</b>

### TDR gets you talking

**1.8%** (28)

Complaints were settled collaboratively with help from TDR's facilitators and mediators.

Resolved all issues at mediation	<b>24</b>
Facilitated resolution	<b>4</b>

### TDR makes a decision

**1.7%** (26)

Decisions were made by TDR adjudicators on complaints that could not be resolved collaboratively.

Upheld	<b>3</b>
Partially upheld	<b>7</b>
Not upheld	<b>16</b>

## Outcome of complaints

Outcome	What it means	Number of complaints	Percent of complaints
<b>Settlement</b>	Complaints were settled by TDR facilitators or mediators, meaning that before TDR had to make a decision, the consumer and their provider were able to collaboratively resolve complaints with assistance from TDR.	<b>28</b>	<b>51.9%</b>
<b>Upheld</b>	The TDR adjudicator determined that the complaint was successful, which means that the consumer's complaint prevailed.	<b>3</b>	<b>5.6%</b>
<b>Partially upheld</b>	Some aspects of these complaints were successful, which means that the TDR adjudicator found in favour of the consumer on those points.	<b>7</b>	<b>13.0%</b>
<b>Not upheld</b>	The TDR adjudicator determined that the complaint was not successful, which means that the consumer did not prevail	<b>16</b>	<b>29.6%</b>

## Outside jurisdiction

Determining jurisdiction is when we assess if a complaint is within TDR’s ability to assist. There are some issues where TDR is unable to assist due to exclusions within the Customer Complaints Code. [View the code.](#)

### Common exclusions during 2021-22

Code	Jurisdiction Reason	Total	Examples
18.1.6	The complaint is about the extent of network coverage.	13	Broadband congestion is causing low speeds in newly built-up areas.
18.1.19	The customer cannot reasonably identify a specific event by timeframe or date.	9	Customer is unable to identify a specific instance, or instances, which are relevant to the submitted complaint.  Insufficient evidence is provided to show the validity of the customer’s claim.
18.1.18	The customer has previously accepted and been provided with an agreed resolution to the specific event or events by the Scheme Member.	5	Customer has accepted a resolution from a Scheme Member in response to their issue.  The provider remedied the issue and the customer accepted it but decided to reopen the complaint several months later.
18.1.5	The complaint is about the level of charges Scheme Members choose to set.	4	Customer complains about the fee structure set by their provider.
17.10.4	The complaint was not made to TDR within 12 months of the customer’s initial discovery of the matter being complained about.	4	The customer raised an initial complaint then chose not to engage with their provider or TDR for a year or more.  The customer complained about historic issues, older than 12 months.

# Operational performance

## Business performance

Within the Customer Complaints Code, the dispute resolution process consists of two phases.

### Phase I – Enquiry and registration

TDR receives an enquiry and gathers information from the parties to determine whether the complaint:

- is relevant (is about a member of TDR and their telecommunication service or products)
- has previously been made to the telecommunications member and is at deadlock
- is within the jurisdiction of TDR to consider.

### Phase II – Investigation and resolution

If the complaint is within jurisdiction, then a practitioner will work with both the customer and the TDR member to resolve the dispute, but if it cannot be settled in a collaborative way, then the practitioner will issue an adjudicated decision. That decision is binding on the TDR member if accepted by the customer. When a complaint is in Phase II, the process is managed by a single practitioner.

Performance	Target %	Achieved %
CDRs reviewed within 1 working day	95	92.3
Registrations closed or progressed within 30 working days	80	76.3
Enquiry and registration phase	95	91.2
Investigation and resolution phase	95	91.0
Final determination phase	80	85.0

#### Customer dissatisfaction registration (CDR)

Reviewing enquiries and forwarding to scheme members to determine deadlock within 1 working day of becoming eligible.

#### Registrations progressed

Progressing or closing registrations within 30-business days of the scheme member receipt.

#### Enquiry and registration phase

Receiving complaint and completing summary of dispute within 30 business days.

#### Investigation and resolution phase





Issuing final determination or mediated agreement within 20 days of receiving summary of dispute.

#### Final determination phase

From issuing final determination to closing dispute within 30 business days.

Some changes within TDR took place mid-year following the Commerce Commission’s independent review recommendations. This transition has resulted in some performance targets falling slightly below the expected achievement benchmarks. Changes to process can take time to implement successfully, especially when changes involve system improvements and staff training. We are confident that these figures lift once the new processes have been embedded.

## Satisfaction with our service

2020–21	2021–22	Customer satisfaction	
+61	+73	We achieved a positive increase of 12 in our Net Promoter Score (NPS). NPS is a commonly used measure for customer satisfaction and a score of +73 is exceptionally high. The NPS measures the likelihood that someone will recommend TDR.	
83%	91%	of overall complainants were very satisfied or satisfied with their TDR experience.	
		<b>Customer service</b>	
88%	90%	of respondents strongly agreed or agreed that TDR staff are friendly and courteous.	
85%	87%	of respondents strongly agreed or agreed that TDR staff listened and understood their complaint.	
		<b>Efficiency</b>	
82%	89%	of respondents strongly agreed or agreed that the time taken for TDR’s process was reasonable.	
		<b>Customer experience</b>	
78%	81%	of respondents strongly agreed or agreed that they were kept well-informed about what was going to happen.	
82%	83%	of respondents strongly agreed or agreed that the TDR facilitators were knowledgeable and provided all the information that they needed.	
81%	88%	of respondents strongly agreed or agreed that the process was fair and impartial.	

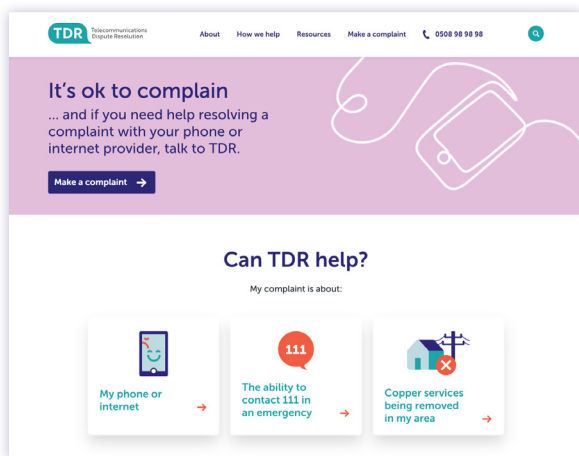
## Engagement and awareness

### Our brand

We introduced our new look branding. Communication is the key to resolving conflict, and our new logo reflects this. Supporting the brand is a new vibrant colour palette and a minimalistic pattern created from two faces. The focus is on people, their emotion, and their journey to satisfaction as a dispute is resolved.

### Website

Our new website launched in April 2022. It centres on consumers and supporting them to resolve issues when they arise. It is simple to navigate, clear and concise, and makes it easy for a customer to check if we can help and to make a complaint.



### Awareness campaign

Raising awareness is a priority for TDR. In May, TDR launched a six-month advertising campaign across TV, radio, and digital channels. It's based on the key message that 'it's ok to complain' and the campaign normalises this behaviour by sharing some of the common complaints TDR sees. We have seen a significant uplift in people contacting TDR and visiting the website.

### Meeting with TDR members

We meet with TDR members regularly to better understand what is happening for them, to share updates on TDR processes and provide training in best practice complaints management. This year, we held bi-monthly operations meetings and several focus groups. Preparations are under way for a TDR Member Forum in 2022/23.

### Conferences and events

Fair Way and TDR were Bronze Sponsors of Age Concern's annual conference. It was held online, and the TDR team hosted a virtual exhibit stand where attendees could find information and chat to the team. We also met with and presented to a range of community organisations throughout the year, including CAB branches, Women's Refuge, and the Toitū Tahua Centre for Sustainable Finance Inclusion Summit.

### Public reporting

We want consumers to be informed about the telecommunications industry and the issues that consumers experience. Every six months we share a biannual report which provides a snapshot of what we are seeing. It's also important that we are transparent about our own service, so we produce an annual report summarising the year and our performance, in addition to the trends that we are seeing.

### Meeting with other complaint-handling organisations

TDR regularly attends meetings with other complaint bodies to discuss trends and share in skill-building. TDR also meets quarterly with the Commerce Commission to discuss industry trends and what TDR is seeing.

## Feedback

*"Super quick responses and helped me resolve issue in under 48 hours that I couldn't do in 6 months."*

*"I just used the fact that I had registered my issue with TDR and miraculously after years of trying to get a permanent resolution, I had one within 1 month."*

*"Adjudicator was objective and well informed. He told me what my complaint prospects were and presented a settlement option that seemed best for me."*

*"Easier than I thought it would be."*

*"TDR was so prompt and helpful to solve the problem I reported. The company I had a problem with didn't react when I contacted them but as soon as TDR contacted them on my behalf, they reacted."*

*"I had been disputing a bill for over a year. I contacted TDR & within a few weeks it was resolved, it was great to have the help."*

*"We called CAB for help and was given your number, then I called TDR and talked to a lovely lady who told me that she will look into it. The (product) was delivered the next day. Thank you for your service. God bless you and your company."*

*"Very straightforward process. The guy I spoke to on the phone that encouraged me to make a dispute was great as he helped confirm my suspicion something was amiss. Solved very quickly."*

*"I felt really anxious about approaching the telco with my faulty phone, due to previous experiences, but TDR completely backed me and gave me confidence. I got the resolution I hoped for and with zero fuss."*

*"I literally sent the email to you, and you replied so quickly ... I am so glad I found out about you as I would still be battling with them. I have told so many other people that are having issues with telcos about your services."*

*"We were so relieved when TDR got involved as before that nobody cared, once they were involved we got action very fast from our dispute."*

# Case studies

## Overdue charges

A customer received a call from his mobile provider to inform him that he owed \$133 on his account. He agreed to pay this by the end of the month and at this time, he wasn't made aware of any other sums due on the account. His phone service then stopped working a week or so later, well before the agreed date at the end of the month.

He attempted to call his provider, but it did not go through, and he assumed this was due to his phone service being cancelled. The customer then visited a store, but they were unable to assist with account queries. He also attempted to get in touch online but required a working phone number for them to be able to call him.

Since then, his provider sent him three statements by email. The customer is visually impaired so prefers to talk with someone face to face or over the phone. He finds it difficult to read and understand the statements provided. He found it incredibly frustrating that he could not easily contact someone to go through his account and the statements with him, and to ensure his phone service was reinstated as quickly as possible. While he was initially willing to pay, he now disputed the charges. He raised a complaint with TDR about the charges and the customer service that he received.



TDR contacted his provider and made them aware of the customer's complaint. The provider explained that the customer had both personal and business accounts with three connections overall, and that his phone account had been suspended due to non-payment. They provided invoices for three months showing \$401 owing.

Their records noted that the customer had agreed to pay the overdue amount by mid-month, not the end of the month, and as such they had suspended his account when the customer failed to make the overdue payment. They looked at the customer's call logs. He did have the ability to contact their collections team using his phone while his service was suspended, however he had attempted to call them out of hours, which was why the call did not go through.

TDR appointed a Resolution Practitioner to help both the customer and his provider to try to find an agreed resolution through a collaborative process. A mediation was arranged, where the customer vented his frustrations about not being able to contact someone and finding his billing confusing. The provider took some time to chat through the various contact options available to the customer and apologised for the inconvenience caused.

**The mediator supported them to talk through the invoices and accounts that the customer had, with the provider explaining how these charges had been incurred. The customer accepted the charges and agreed to pay once his phone service was reinstated. The provider agreed to reinstate his phone service and suggested a payment plan to assist the customer. They agreed that the customer would repay the owed amount in four monthly instalments.**



## Copper withdrawal

A grandmother received a notice from her service provider to let her know that copper services were to be removed from the area. This meant her service would be moved onto a fibre connection and her existing copper connection would be disconnected.

After speaking with her grandson, a concern was raised around the ability for her to contact family and emergency services in the event of a power cut. As a result, the family wanted her connection to stay as it was.

Having reached an impasse with her service provider, her grandson approached TDR for assistance.

From the provider's point of view, it was not feasible to continue with the grandmother's current service as the business would no longer provide support for the copper connection. However, under the 111 Contact Code, an alternative means of communication such as a cell phone could be provided if the grandmother was eligible as a vulnerable consumer.

The grandson felt that the alternative offered was unsatisfactory as he believed the device would be too complicated for his grandmother to use.

Mediation was provided to help the parties better understand each other's issues and to collaboratively identify alternative solutions.

The option of a wireless broadband connection was discussed, as this would allow for a home phone that could be plugged into a modem. While this could still be affected by power cuts, it was a standard phone connection. Unfortunately, the provider later discovered that the service was not available at the grandmother's property. This resulted in an agreement not being met.

Adjudication was the next step. This is where TDR makes a legally binding decision. The adjudicator considers the information provided by both parties, along with the provider's responsibilities under the [111 Contact Code](#) and [Copper Withdrawal Code](#) in order to make a decision.

The adjudicator concluded that there was no legal basis to prevent the provider from withdrawing copper services which left the customer with four options:

1. Moving to another provider that offers copper.
2. Moving to another provider that offers wireless broadband service.
3. Moving onto a fibre connection.
4. Using cell phone services.

**While the complaint was not upheld, TDR provided this information to the grandson and his grandmother so they could consider their options.**



### Want to find out more?

This [short factsheet](#) provides information on the coming changes to copper-based landline and broadband services.

## Phone services withdrawn

TDR was contacted by a customer whose landline phone service was being withdrawn. Their provider was discontinuing providing traditional copper-based services in his area. The customer believed that the provider was exploiting a loophole, as they are a retail service provider who decided to remove the product and therefore did not have the same obligations under the Copper Withdrawal Code that Chorus, a wholesale service provider, has when removing copper services.

The customer expressed concerns that the service withdrawal would impact his ability to communicate with family and friends, and in particular his ability to check on their wellbeing during an emergency. He noted that mobile service in his area is unreliable, which limits the reliability of cellular or wireless services as a sound means to communicate. He wished for his copper service to remain functional.

TDR contacted his provider, who shared details about the complaint. They provided a copy of the customer's contract and correspondence notifying the customer of the withdrawal and alternative options. As this service was due to be switched off imminently, the dispute was fast tracked to adjudication with the agreement of both the customer and their provider.

The adjudicator's role was to decide whether the provider could lawfully withdraw the landline phone service. In considering that question, the adjudicator would also consider whether there is a contractual obligation for the provider to continue the service, and secondly, whether there is a general legal obligation to supply.

The adjudicator considered the information provided and the codes that applied. He concluded that there was no legal or regulatory obligation for the provider to continue providing this service to this customer or any customer, and that no provisions applied in the customers' contract

that would prohibit the provider from doing so. He determined that the provider was entitled to withdraw the service, provided they gave adequate notice. He confirmed that the provider had given valid notice, as per the contractual requirements, and as such the provider was entitled to proceed with withdrawing the service.

The adjudicator also considered the customer's concerns about exploiting a loophole. He noted that he understood how the customer came to this perception, however as the service was being withdrawn by his retail service provider, the Copper Withdrawal Code did not apply. The adjudicator did not find any evidence that the provider, by withdrawing the phone service, was attempting to skirt any obligations under the Copper Withdrawal Code – that would apply to Chorus.

**The adjudicator stated that without any reservation he accepted that the withdrawal of the phone had put the customer into a difficult position, however TDR's role was to decide on the question of whether the withdrawal on notice was lawful, and for the reasons above, the adjudicator found that it was lawful. The adjudicator could see no obligation on the provider to fund and supply any alternate service or hardware. The final decision of TDR was that the complaint was not upheld. The decision was issued within 5 weeks of the customer making initial contact.**

## Installation delay

A broadband customer worked from home. She was moving in three weeks' time and notified her provider so they could activate internet services at her new address. She voiced concerns about her service being disrupted and her provider assured her that her internet would be up and running at her new address on moving day.

Several weeks after moving in, she had no internet. Over numerous phone calls, her retail service provider assured her that a technician from the wholesale provider would arrive the next day to connect her. This meant the customer had to drive to a family member's house each day with her work gear so she could use their internet. She also missed work while waiting for technicians to arrive. As she lived in a rural location, mobile coverage was patchy, so it was unreliable to hotspot her phone for work video calls.

The customer contacted TDR to complain about the installation delay and the poor customer service that she received. She noted that she had been financially impacted due to the travel required for her to work at a relative's place, and she talked about the stress that the hours of phone calls and uncertainty had caused her. She said the retail service provider and wholesale provider were blaming each other for the delays.

TDR passed the details of the complaint on to the customer's retail service provider. They explained that initial checks indicated that there was a suitable connection at her new address so they anticipated this could be completed as a standard relocation, not requiring a technician. An issue arose as another customer had an active account for this address. Until the previous occupant disconnected their connection, the new occupant could not be connected. The retail service provider began the abandonment process, requesting the wholesale provider to disconnect the previous occupant

so the customer could be connected at her new address. This request took a week to action.

A series of further delays then ensued. The job was placed on a wait list and when a technician was available several days later, an issue with the cable was uncovered. They then had to wait for the repair work to be undertaken. When the customer was finally connected, her connection kept dropping out. She experienced a faulty installation. Throughout the relocation process, her retail provider and the wholesale provider communicated back and forth, and some miscommunications occurred adding to the delays. By the time the issue was resolved, the customer was without internet access for a month.

Her retail service provider acknowledged that being without service for such a long period was not acceptable, despite many of the delays being outside their control. They offered the customer a credit to the value of six months service for the inconvenience. At this point, the customer did not accept the offer and sought \$3000 compensation.

**TDR began to assist by facilitating communication between the two parties and sharing information. Both the provider and customer expressed their wish to resolve the matter. The customer noted that she was willing to accept the previous offer of six months credit and close the complaint, should the offer still stand. The provider confirmed that it was. The provider expressed that whatever the reason for the delays in getting the service working, the experience was not what anyone would have wanted, and for that reason the provider was happy to maintain the account credit offer. A settlement was reached, and the complaint was resolved.**

# About

## TDR

Telecommunications Dispute Resolution (TDR) is here to help when New Zealanders have a complaint about their mobiles, home phones or internet.

If you have raised a complaint with your telecommunications provider and it remains unresolved or if you find yourself in a dispute, talk to TDR.

TDR is a free complaint service, independently operated by Fair Way. TDR has been resolving telecommunications complaints since 2007 when it was set up by the New Zealand Telecommunications Forum (TCF).



### Get in touch with TDR

**Free phone** 0508 98 98 98

**Email** [contact@tdr.org.nz](mailto:contact@tdr.org.nz)

**Online** [www.tdr.org.nz](http://www.tdr.org.nz)

## Fair Way – kia tau

TDR is operated by Fair Way. Kia tau means to resolve, to calm. It's our job to kia tau.

Working between all parties, we collaborate and negotiate, we discuss and we listen, we are informed and fair. We treat our clients and their issues with empathy and understanding. We are a safe and trusted pair of hands, working towards finding a fair solution, no matter the complexity.

For more than 20 years, Kiwi organisations have partnered with Fair Way to prevent and manage conflict. We support Kiwi businesses, families, and consumers through our range of private services and public schemes. We make a difference for New Zealanders each day.

Having introduced new services to Aotearoa based on international best practice, we are always looking for ways to resolve conflict early.

We settle and resolve issues. We educate and innovate. Customers and their service providers benefit from restored and strengthened relationships. We create the calm that everyone is looking for.



### Get in touch with Fair Way

**Free phone** 0800 77 44 22

**Email** [fairwayinfo@fairwayresolution.com](mailto:fairwayinfo@fairwayresolution.com)

**Online** [www.fairwayresolution.com](http://www.fairwayresolution.com)

## How we help

We aim to resolve complaints as early as possible using one or more of these steps

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### Enquiry

#### Tell us about your complaint

We'll gather information and let your provider know about your complaint so you can work together to resolve it. Most complaints are resolved at this stage.



### Mediation

#### Collaborate and reach an agreement

TDR will check if we can help further. If the complaint is within jurisdiction, a mediator will help you and your provider to explore the complaint and solutions.

### Facilitation

#### Find a solution through conversation

Our team will ask 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.



### Need some extra assistance?

If you have any special requirements (for example if English is your second language, if you have cultural requests, or if you experience vision or hearing problems) you should let TDR know as soon as possible so we can make suitable arrangements.




























### Adjudication

#### TDR considers your complaint

If you don't reach an agreement together, TDR will make a decision. If you accept the decision, your provider must follow the directions within the decision.

## Contact details for TDR members

We can assist with complaints about products or services from these telecommunications providers.

 <b>2degrees</b> 0800 022 022	 <b>Northpower Fibre</b> 0800 667 847	 <b>Unison Fibre</b> 0800 286 476
 <b>2Talk</b> 09 281 4357	 <b>NOW</b> 0800 GET NOW (0800 43 86 69)	 <b>Vector Fibre</b> 0800 826 436
 <b>BigPipe</b> <a href="http://www.bigpipe.co.nz">www.bigpipe.co.nz</a>	 <b>Orcon</b> 0800 131 415	 <b>Vocus Communications</b> 0800 895 000
 <b>Chorus</b> 0800 600 100	 <b>Primo</b> 0800 12 37 74	 <b>Vodafone</b> 0800 800 021
 <b>DTS</b> 0508 387 669	 <b>Skinny</b> 0800 4 SKINNY (0800 475 4669)	 <b>VoIPcloud Wholesale</b> 09 222 4699
 <b>Enable Networks Limited</b> 0800 4 FIBRE (0800 43 42 73)	 <b>Sky Broadband</b> 0800 759 759	 <b>VoiPline Telecommunications</b> 09 222 1000
 <b>Flip</b> 0800 60 SALES (0800 60 72 53)	 <b>Slingshot</b> 0800 892 000	 <b>Warehouse Mobile</b> 0800 284 800
 <b>Kogan</b> <a href="http://www.kogan.com/nz">www.kogan.com/nz</a>	 <b>Spark</b> 0800 800 123	
 <b>MyRepublic</b> 0508 MYFIBRE (0508 693 4273)	 <b>Trust Power</b> 0800 878 787	
 <b>Mercury</b> 09 475 7234	 <b>Tuatahi First Fibre</b> 0800 FIBRE LTD (0800 34 27 35)	

### 111 Contact Code

In addition, TDR can help customers of all home phone service providers with disputes involving vulnerable consumers under the 111 Contact Code.



**Free phone** 0800 77 44 22  
**Email** [fairwayinfo@fairwayresolution.com](mailto:fairwayinfo@fairwayresolution.com)  
**Online** [www.fairwayresolution.com](http://www.fairwayresolution.com)



**kia tau**  
YOUR EXPERTS  
IN DISPUTE  
RESOLUTION

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