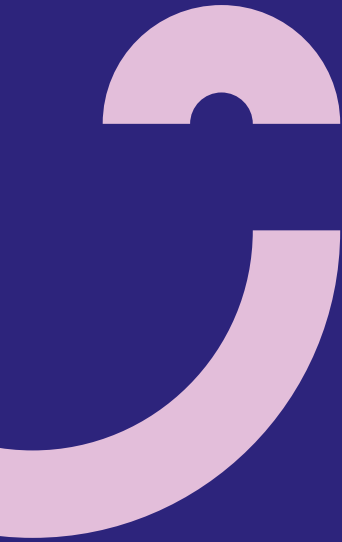




Telecommunications
Dispute Resolution

Raruraru Telco?



Kōrero ki tā TDR

Ratonga koreutu mō ngā
amuamu waea, ipurangi hoki

Tā mātou āwhina

Ka whai mātou kia whakatau wawe ai i ngā amuamu mā tētahi, neke atu rānei o ēnei ara

Whakapā atu ki a TDR

Waea koreutu 0508 98 98 98

Īmēra contact@tdr.org.nz

Tuihono www.tdr.org.nz



Kōrero ki a TDR

Kōrerotia mai tō amuamu

Ka kōhi mōhiohia mātou ka whakamōhio i tōu kaiwhakarato ki tō amuamu kia mahi tahi ai kōrua ki te whakatau. Tēnei te wāhanga ka whakatau ai te nuinga o ngā amuamu.



Hui-takawaenga

Mahi ngātahi kia riro ai he whakaaetanga

Ka titiro a TDR mēnā ka āhei mātou te āwhina anō. Mehemea kei tētahi mana whakahaere te amuamu, ka āwhina tētahi kaitakawaenga kia āta tirohia e kōrua ko tō kaiwhakarato te amuamu me ngā rongoā.

Hui-whakariterite

Kimihia he rongoā mā te kōrerorero

Ka uia e mātou he pātai kia marama ai ngā raru, kia mōhio ki ngā mea e hiahia ana koe te kōrero tahi me tō kaiwhakarato, kia mōhio hoki ki ōu whakaaro me pēhea e tau ai te raru.



Whakawā ōkawa

Ka tirohia e TDR tō amuamu

Ki te kore kōrua e tae tahi ki tētahi whakaaetanga, ka whakatakoto whakatau a TDR. Ki te whakaae koe ki te whakatau, me whai e tō kaiwhakarato ngā tohutohu o te whakatau.

Kei te hiahia āwhina anō?

Ki te mea he hiahia motuhake ōu (hei tauira, ko tō reo tuarua te Ingarihi, he tono taha ahurea āu, kei te hē rānei ōu karu, ōu taringa rānei) me whakamōhio wawe koe i a TDR kia taea ai e mātou ngā whakaritenga haratau.

Ka taea rawa e TDR te āwhina?

Ngā kaiwhakarato o te waea me te ipurangi

Ka taea e mātou te āwhina i ngā amuamu mō ngā hua, mō ngā ratonga rānei a ēnei kaiwhakarato o te waea me te ipurangi.



I mōhio rānei koe?

Ka āwhina hoki a TDR ki te tautohe koe mō:

- Tō āheinga ki te whakapā ki ngā ratonga whawhatitata mā te waeawhenua ina motuhia te hiko.
- Te tangonga o ngā waea konukura (waeawhenua) i tōu takiwā.





Ko wai a TDR?

Ko Telecommunications Dispute Resolution (TDR) tētahi ratonga amuamu koreutu, he mea whakahaere tūwehe nā Fair Way.

Mai i te tau 2007 kua āwhina mātou i ngā tāngata Kiwi ki te whakatau ā rātou amuamu waea, ipurangi hoki.



Me aha koe?

Ki te mea he amuamu tāu ki tō kaiwhakarato waea, ipurangi rānei, kāore anō i whakatau, kōrero ki a TDR.

Ka āwhina mātou ki te whakatau amuamu mō tō:

- Ipurangi
- Waea o te whare
- Waea pūkoro



He aha te utu?

He ratonga koreutu tā mātou mā ngā kiritaki.

Ka āwhina a TDR i te 3,000 Kiwi neke atu i ia tau. Whakamātauria tā mātou!



He aha ētahi tauira?

Ko ētahi wāhi e āwhina ai mātou ko:

- Ngā nama me ngā utu
- Te ratonga kiritaki
- Ngā raruraru me te whatunga
- Ngā kirimana

“Nā tō urunga mai i tere ai te mahi i ngā mea katoa, i whakatau ai te raruraru. 10/10”

He mea pōrearea ngā raruraru o te waea me te ipurangi, kua e waiho kia pērā hoki te amuamu. Anei ētahi tohutohu mō te whakatakoto amuamu.

He pai noa iho te amuamu

Kōrero ki tō kaiwhakarato ina puta mai he raruraru. Ki te kore rātou e mōhio tē taea te whakatika!

Kohia ngā taipitopito kōrero

Me tuwha te mōhiohia ka taea e koe.

- He aha te raruraru?
- Nōnahea i puta mai?
- Me aha hei whakatika?
- He aha te kōrero a tō kaiwhakarato, i aha ia rānei?
- He aha tō tau pūkete, tau kiritaki rānei?
- Kei a koe rānei he tuhipoka, he pūrongo rānei mō te raruraru, ngā kōrero mai i tērā wā rānei?
- Kei a koe rānei he kirimana, he nama rānei hei tuwha?

Tikina he āwhina

Ki te hiahia āwhina koe hei whakatakoto i te amuamu, ki te kore te raruraru e whakatau rānei e tō kaiwhakarato, kātahi ka kōrero ki a TDR. He koreutu tā mātou, he tūwehe, kei konei ki te āwhina.

Whakapā atu ki a TDR



Waea koreutu 0508 98 98 98

Īmēra contact@tdr.org.nz

Tuihono www.tdr.org.nz

TDR

Telecommunications
Dispute Resolution