

2022 Annual Report 2023

1 JULY 2022 – 30 JUNE 2023



Operated by



kia tau
YOUR EXPERTS
IN DISPUTE
RESOLUTION

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Introduction

TDR Council Chair

In the 16 years since the Telecommunications Disputes Resolution Scheme (TDR) has been in operation it has acted as an important safeguard and support for consumers dissatisfied with their phone and internet service providers.

The telecommunications industry body, the Telecommunications Forum (TCF), responded to an identified need and established the scheme in 2007 and contracted what is now called Fair Way to manage it and respond to complaints made.

In those early days there was a recognition of how consumers were increasingly reliant on telecommunications providers to act quickly and responsibly by providing a wide variety of services underpinned by first class customer service.

The TCF created the Customer Complaints Code and the Terms of Reference for the TDR service.

Most of the telcos chose to sign up to the TDR and its codes, and over the years have maintained a strong and healthy relationship with Fair Way.

TDR has made the service more accessible by providing information in multiple languages and in recent times the TCF has boosted the scheme's budgets to provide funding for advertising and awareness campaigns.

In 2021 the Commerce Commission launched their legislated review of the scheme. Assisted by experienced practitioners from Australia the review was aimed at providing recommendations for improvements to the scheme.

The wide-ranging recommendations covered changes to the complaints code to align with customer expectations, improvements to complaint handling processes and changes to the scheme's governance to ensure independence and accountability.

Commendably, the industry responded with willingness and enthusiasm, implementing many of the less complex changes within a matter of months.

Other recommendations, particularly those around service standards, governance and leadership have taken longer but were finalised on June 30 2023.

The old Telecommunications Disputes Resolution Council, which I was a member of for five years and its chair for five years, was made up of equal representation of industry and consumer/ independent members.

Following the establishment of the new governance entity, the new board that has taken over from the council has similar representation.

The board has a mandate to ensure the industry continues to respond well in interactions with customers and ensure the best outcomes from any disputes or complaints.

I want to thank all the outgoing members who have served on the council, the TCF which has given us the responsibility to ensure the scheme continues to operate at an optimum level and Fair Way who continue to provide strong support for the scheme.

I wish the new board well as it establishes a high standard of oversight and independence for the scheme. The next review of the scheme by the Commerce Commission is only just around the corner!



Paul Elenio
TDR Council Chair

TDR Commercial Services Manager

Nāu te rourou, nāku te rourou, ka ora ai te iwi. With your food basket and my food basket the people will thrive. Everybody has something to offer, a piece of the puzzle, and by working together we can all flourish.

Telecommunication services like our phone and internet connections are integral to our daily lives and routines as we increasingly rely on them for essential services including the ability to study, to work, to stream and to stay connected with our friends and loved ones. So, when things go wrong, it can have a huge impact on our day-to-day life.

It is important that consumers have access to free and independent dispute resolution services when they need them. That is what Telecommunications Dispute Resolution (TDR) provides. TDR is here to support Kiwis in resolving complaints and disputes with their telecommunication providers. In the last year, 3725 people got in touch with TDR for help with their home, mobile phone, and internet issues. Increasing 64 percent year on year, this is the highest ever amount of consumers accessing our service. We have been working hard to improve awareness and it is great to see this reflected in our interactions. We want all New Zealanders to know that it is OK to complain and that we are here if you need help.

The past year has had its challenges for Kiwis, with the cost-of-living crisis, nationwide flooding and the devastation caused by Cyclone Gabrielle. For those impacted by the weather events, they have experienced unforeseen damage and disruptions with many TDR scheme members working on the response and resolution for impacted regions.

While billing issues, especially disputed charges, remain the top trend in the complaints that we have seen, we can help with a range of issues including if you have received unacceptable customer service. If you are not sure whether you can raise an issue, you can chat to our friendly team to find out.

One of the hallmarks of TDR is that we aim to resolve issues early. Most complaints are quickly resolved allowing you to get back to normal, often within a few days. Less than three percent of the complaints received required formal dispute resolution assistance, such as facilitation, or mediation or for TDR to decide on the complaint.

Behind the scenes, work has been underway to action, finalise and implement the recommendations made by the independent review led by the Commerce Commission. The biggest change has strengthened the independence of the service with the introduction of Telecommunications Dispute Resolution Limited, and the new [Scheme Terms of Reference](#).

He rau ringa e oti ai. Many hands make light work. Fair Way has a fantastic team who are passionate about supporting people in conflict. I would like to express my gratitude to all the wonderful people who make TDR what it is, to our amazing team of talented Resolution Facilitators, and Practitioners who work with consumers through the dispute resolution process, and to Samantha Brennan – TDR Client Manager who oversees the process and customer experience.

I would also like to acknowledge the outgoing TDR Council, especially Paul Elenio as Chair who has provided strong leadership and guidance to us over the years. Equally I would like to welcome TDRL Board Chair Barry Jordan. We are looking forward to working together to ensure the Scheme continues to succeed.

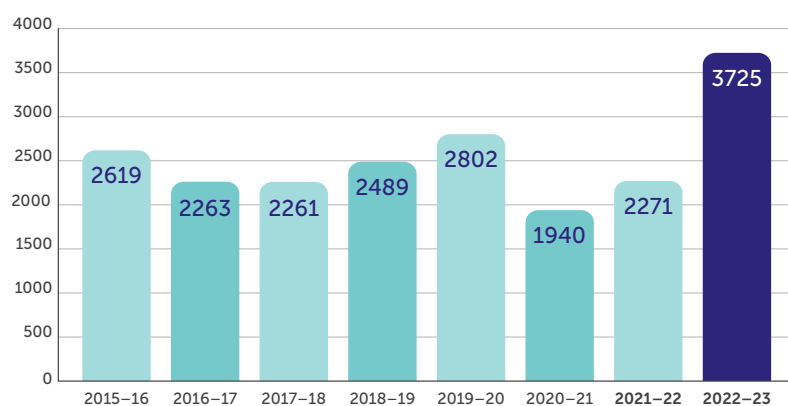


Jeanie Robinson
TDR Commercial
Services Manager

Complaints

About the complaints received

Total per year



Over the past year, TDR received **3725 complaints**. This is a **64% increase** on the previous year.

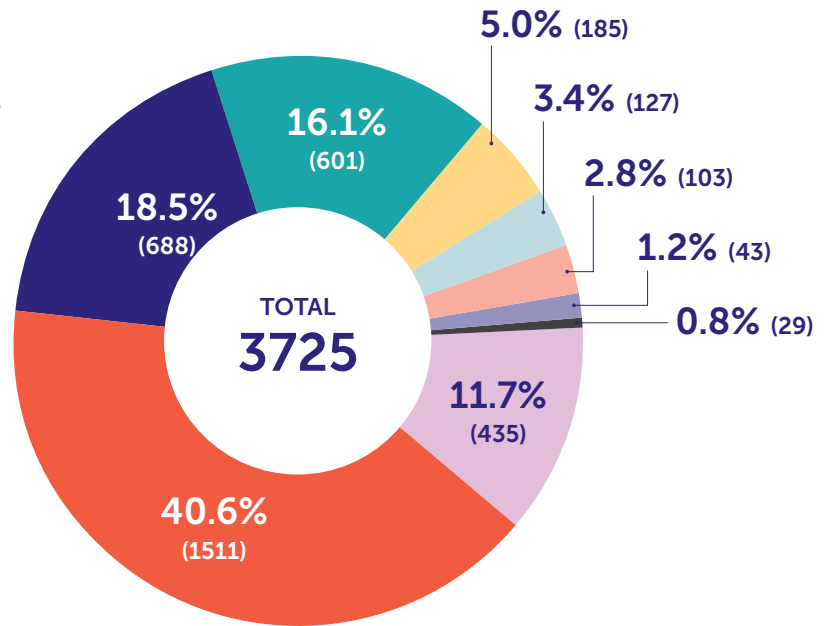
Category by year

Category	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Billing	949	1066	1137	1160	764	965	1511
Customer service	317	321	629	899	635	399	689
Installation	142	174	84	117	112	247	435
Faults	331	271	302	301	145	263	601
Network performance	126	89	67	89	187	206	185
Contracts/ terms and conditions	371	230	221	185	46	79	127
Transfer	89	61	26	22	18	59	103
Other	14	34	15	16	25	43	45
Complaints handling	23	15	8	13	8	10	29

This year

Category of complaints received by code

As of 1 July 2023, the Customer Complaints Code was replaced by the [TDRS Terms of Reference](#) and [Customer Care Code](#).



Customer complaints code	Volume	Percent*
● Billing	1511	40.6%
● Customer service	688	18.5%
● Faults	601	16.1%
● Network performance	185	5.0%
● Contracts/ terms and conditions	127	3.4%
● Transfer	103	2.8%
● Other	43	1.2%
● Complaints handling	29	0.8%

111 contact code

<input type="radio"/> Vulnerable customer application	1	0%
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Copper withdrawal code

<input type="radio"/> Customer service	1	0%
<input type="radio"/> Other	1	0%

Fibre installation code

● Installation	435	11.7%
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* Percentages have been rounded, so some totals may not add up to 100% exactly.

Complaint category and root causes

Here is an overview of the two main root causes from each of the top complaint categories for the 2022-23 year.



Billing

Disputed charges	867
Account errors	219



Customer service

Failure to action requests	307
Contacting provider	203



Faults

Delay in service restoration	227
Recurring faults	160



Installation

Delays	361
Quality of installation	74






Network performance

Coverage	79
Speed	53

Trends

Issues we saw trending up and down this year were:



Category	Theme	2021–22	2022–23	Change
 Complaint handling	Inadequate resolution	5	25	+400%
 Billing	Disputed charges	497	867	+74%
 Faults	Recurring faults	37	160	+332%



Category	Theme	2021–22	2022–23	Change
 Billing	Direct debit complaints	7	3	-57%
 Customer service	Sales tactics	40	14	-65%
 Network performance	Service interruptions	73	48	-34%

How complaints were resolved

Our reporting periods are not static, so some complaints 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, **3501** complaints were resolved or closed. Of those, TDR formally assisted in resolving 88 complaints. 30 complaints were resolved through our collaborative facilitation and mediation process, and 58 were resolved through adjudication.

TDR helps you sort it out

97.5% (3413)

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

Resolved or closed	2829
Non-relevant	395
No jurisdiction	95
Withdrawn	94

TDR gets you talking

0.9% (30)

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

Resolved all issues at mediation	22
Facilitated resolution	8

TDR makes a decision

1.7% (58)

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

Upheld	10
Partially upheld	8
Not upheld	40

Outcome of complaints

Outcome	What it means	Number of complaints	Percent* of complaints
Settlement	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.	30	34.1%
Upheld	The TDR adjudicator determined that the complaint was successful, which means that the consumer's complaint prevailed.	10	11.4%
Partially upheld	Some aspects of these complaints were successful, which means that the TDR adjudicator found in favour of the consumer on those points.	8	9.1%
Not upheld	The TDR adjudicator determined that the complaint was not successful, which means that the consumer did not prevail	40	45.5%

* Percentages have been rounded, so some totals may not add up to 100% exactly.

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 that apply. In 2022–23, 95 complaints were deemed outside of jurisdiction. Often, more than one exclusion applies for each complaint.

Top 5 exclusions

Code	Description	Examples	Notes
17.11.3	If the Scheme Agent otherwise considers that it is not reasonable in the circumstances to proceed with accepting the complaint.	The complaint has no merit or another organisation is better placed to assist.	Each complaint is unique. If this exclusion applied, TDR would explain why in the jurisdiction decision summary that is issued to the customer.
17.10.4	Made to the TDR within 12 months of the Customer’s initial discovery of the matter being complained about.	The customer noticed an issue but waited more than a year to raise it.	Under the former Customer Complaints Code, complaints about issues older than one year could not be accepted. In the new Terms of Reference, this has been extended to 3 years.
18.1.5	If it relates to the level of charges Scheme Members choose to set.	The customer complains about the cost of a plan or fees for an add on.	TDR is unable to assist with complaints about the pricing set by a provider, except if the provider has engaged in misleading conduct about its pricing.
18.1.6	If it relates to the extent of network coverage.	The customer lives in an area outside cell tower range or in a built-up area that has broadband congestion.	TDR is unable to assist with complaints about phone or internet service cover, however we can assist if the provider has engaged in misleading conduct regarding its coverage.
18.1.24	If the TDR is reasonably satisfied that the Customer has refused to engage with the Scheme Member or otherwise acted in bad faith in relation to attempting to resolve the Complaint.	The customer has ignored attempts to communicate or to remedy the issue, such as turning away repair workers. The customer has been abusive or has acted deceptively.	TDR cannot consider complaints which are frivolous or vexatious or trivial, or the Scheme Agent is reasonably satisfied that the Complainant has refused to engage with the relevant Scheme Member or otherwise acted in bad faith in relation to attempting to resolve the matter.

From 1 July 2023, TDR has an updated list of [Excluded Matters](#) under the new TDRS Terms of Reference.

Operational performance

Business performance

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

Phase I Registration of complaint

TDR receives 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	98.1
Registrations closed or progressed within 30 working days	80	92.6
Registration phase	95	85.8
Investigation and resolution phase	95	63.8
Final determination phase	80	94.8

Customer dissatisfaction registration (CDR)

Complaints forwarded 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.

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 customers required extended timeframes in order to complete and submit a summary of their complaint to TDR during the registration phase and to provide feedback on the submissions made by their telecommunications provider during the Investigation and resolution phase.

Satisfaction with our service

2021-22	2022-23	Customer satisfaction	
+73	+72	NPS is a commonly used measure for customer satisfaction and a score of +72 is exceptionally high. The NPS measures the likelihood that someone will recommend TDR.	
91%	90%	of overall complainants were very satisfied or satisfied with their TDR experience.	
		Customer service	
90%	92%	of respondents strongly agreed or agreed that TDR staff are friendly and courteous.	
87%	89%	of respondents strongly agreed or agreed that TDR staff listened and understood their complaint.	
		Efficiency	
89%	88%	of respondents strongly agreed or agreed that the time taken for TDR's process was reasonable.	
		Customer experience	
81%	86%	of respondents strongly agreed or agreed that they were kept well-informed about what was going to happen.	
83%	84%	of respondents strongly agreed or agreed that the TDR facilitators were knowledgeable and provided all the information that they needed.	
88%	87%	of respondents strongly agreed or agreed that the process was fair and impartial.	

Engagement and awareness

Awareness campaign

Raising awareness is a key focus area for TDR and something we're actively working on. In 2022, TDR launched a major advertising campaign across radio, TV, and social media. This has had a big impact, with more Kiwis than ever accessing our services as a result. Increasing awareness remains a priority for TDR and is something we are investing in long term. In 2023 we launched a second series of advertisements, as it's important that people know where to go when they have issues. Complaints made to our service are up 64% on last year, so we're making great progress.

New brochure in seven languages

We recently updated our brochure and translated it into Chinese (simplified), Chinese (traditional), Hindi, Samoan, Te reo Māori and Tongan. It's important that dispute resolution schemes are user focussed and accessible, and this is just one of the ways we can make it easier for people to learn about our service.

Case studies and decisions

Each month, we share a case study that highlights the story of a customer who has contacted TDR. We also publish an anonymised copy of a decision that an adjudicator has made on a complaint. This helps consumers learn about the types of complaints we see, what happens during the TDR process, and what outcomes can be achieved.

Proud member logo

Having information about TDR available on scheme member websites helps raise awareness of our service and makes it easier for customers to access TDR at the time they need it. TDR created a new version of our logo, exclusively for scheme members to use on their websites, customer communications and promotional materials.

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.

Membership engagement

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 operational meetings, facilitated several focus groups and held TDR Member Forums in Auckland and Christchurch.

Community and industry engagement

There are many wonderful organisations supporting their communities. Often, these are the places that Kiwis will turn to when they are in need. Fair Way and TDR have met with a range of community organisations throughout the year, and hosted presentations for their teams, to shine a light on the ways we can work together to support people.

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



Feedback

"My issue was solved by the network provider as soon as I made the complaint to TDR."

"It was all dealt with in under 24 hours after having issues for over 6 months."

"The company's responsiveness and commitment to addressing my concerns have left a positive impression on me. Thank you for your prompt assistance in resolving this matter."

"Once I had contacted TDR, the provider allocated a person to deal with my issue and it was all sorted in a matter of a few days, with no detriment to my credit rating. I cant thank you enough for the help."

"Very quick response, leading to a speedy resolution. Very impressive."

"Prompt action and good follow up. I was offered support...and this was also done promptly."

"A challenge I had been battling with for 3 months was solved in 2 days as soon as TDR escalated it. TDRs contact was helpful and professional, and included multiple check-ins and follow-ups that felt more like a genuine check on resolution..."

"It went well because the person on the other side of the phone hearing me was patient, understanding and listening to my needs."

"There was lots of open communication with staff members to help sort out the issue, and lots of emails regarding the issue to help me keep track of what was happening and when it was going to happen."

"Prompt, productive mediation."

Case studies

Phone came with surprise plan

The customer purchased a basic mobile online from an electronics store for the purpose of being able to text and make emergency calls. He used a relative's credit card to pay for the handset. It was not a smartphone, it simply had a small screen and touch button that was ideal for occasional usage. The customer understood that the phone came with a voucher for a 30-day plan containing 32GB of data. When the phone was purchased, there was no mention of signing up for a repeating plan, nor was the ongoing cost of a plan or the need to cancel the same communicated by the electronics store.

When the customer received an email stating that the 30-day prepay plan was being renewed with no mention of invoicing, he presumed this meant the data he received from the voucher rolled over. After eight months of using the phone, the customer grew suspicious of the emails and followed a link in the renewal email. He realised that he had been invoiced \$55 per month for the plan, and that his relative was being charged for this.

He was surprised to find that the plan included 32GB of data and unlimited calls and texts, which he considered excessive for such a basic phone. The customer demonstrated that his use of the phone had been minimal and nowhere near the level permitted in the plan. The customer contacted the provider to ask for a refund. The provider cancelled his plan and agreed to refund him \$55 for one month's usage.

The customer contacted TDR for assistance, stating that he did not believe that he entered a contract at any stage for a plan and considered the provider was deceptive in the way that it had sold the plan. The situation was confusing for the customer as he had bought the phone from an electronics store but was being billed and contacted by a phone company. He wanted a full refund for all the phone plan charges over the eight months. TDR appointed

a Resolution Practitioner to assist with resolving the dispute. As the customer and provider could not reach an agreement together, the complaint progressed to adjudication, where TDR makes a decision on the matter.

TDR gathered information from both parties and investigated the following points:

1. Whether a clear contract had been provided upon purchase of the phone
2. Whether the contract provided information on the plan along with the transparency of pricing.

TDR found that calling the plan a voucher implied it was a free bonus and that the phone provider had, therefore, not set out clearly in the terms and conditions that the customer would be charged. While it stated in the fine print that customers can cancel the selected plan at any state, it was not unreasonable for the customer to ignore this statement as he had at no stage actively selected a plan. The plan was presented with the phone as a voucher. There was no option to select or deselect it. TDR found that the provider had breached the relevant provision by not providing a contract that clearly and explicitly stated the terms and conditions of the cost and renewal period in plain and understandable language.

TDR upheld the complaint, and the customer was entitled to a full refund of the plan dating back to the purchase of the phone.



Long wait times

The customer lodged a complaint with TDR, saying that she had spent an extraordinarily long time on the telephone trying to sort out problems with her internet when the fault was not hers. On the first occasion the provider had made an error on her account and on the second occasion she was disconnected and received a message to say that this was because her payment was overdue.

The second error by the provider caused significant disruption and embarrassment when a planned business appointment was not able to be kept and led to loss of income and a great deal of stress. The stress was exacerbated when the customer had to wait online for her call to be answered and redirected, a process that took 2 hours and 42 minutes.

The provider acknowledged the inconvenience but noted that on both occasions the call centre person had dealt with the problem efficiently and both calls had lasted no more than five minutes each. The provider offered the customer a goodwill payment of a part-month reduction in fees. The customer was not satisfied with this, and the matter was deadlocked which is the point in which TDR can escalate the complaint and provide more formal dispute resolution assistance.

A TDR practitioner was appointed and they discussed the matter with both parties and listened to the voice recordings of how the complaint call had been dealt with. They arranged for a mediation to be held, so both sides could share their perspectives and collaborate together on reaching an agreement.

The customer was aware that she was not able to make a claim for business loss but felt that the provider's offer didn't go far enough to acknowledge the stress involved in the overall situation.

The provider, although satisfied that the complaints had been dealt with swiftly, did appreciate that the wait times would have been stressful and agreed to extend the goodwill offer. The new offer was acceptable to the customer and the matter was settled at mediation.



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.

Rodents and repair charges

The customer contacted TDR as they felt it was not fair that they were being charged for repair work conducted on a faulty fibre connection.

The customer's fibre connection had recurring connectivity issues, so they contacted their internet service provider (ISP) for assistance.

The ISP arranged for a technician to visit the property. The technician worked for the Wholesale Scheme Member (WSM), who owns and manages the fibre network that the customer uses through their contract with the ISP. The technician could not access the cables that were under the property, so the customer cut a hole in the floor to allow the technician access.

The technician repaired the cables and reported that the damage had been caused by rodents. The WSM then issued an invoice for payment on the repaired cables.

The customer disagreed that rodents caused the damage and disputed that they were liable for the repair charges. They claimed that the damage was caused by an incorrect installation during previous repairs to the cables. The property had recently been renovated and during the renovations the fibre cables had been damaged or cut several times which the WSM fixed without charge.

The customer also claimed that they continued to have service disruptions despite the repair work being completed. In addition, the customer sought compensation to repair the hole they made to make access to the cables available for the technician.

The ISP offered to troubleshoot the ongoing connectivity issues, but the customer declined.

TDR facilitated discussions between the ISP, the WSM and the customer. During these discussions, the ISP made a settlement offer which would have

waived all charges that had been applied by the WSM for the repair work. The customer declined the settlement offer.

TDR appointed an adjudicator to review the complaint and make an independent decision as the parties were unable to reach a mutual settlement. TDR reviewed the evidence submitted by parties and determined that the customer's complaint was not upheld.

TDR found that liability of the repair costs lay with the customer as there was no evidence provided to suggest the damage was caused by an incorrect installation.

Therefore, having reviewed the information provided, TDR found no contractual obligation on the WSM to undertake repair work or to take responsibility for the hole made by the customer to access the cables.

The WSM was not liable for the costs of repairing the access point to the cables.



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.

Get in touch with TDR

Free phone 0508 98 98 98

Email contact@tdr.org.nz

Online www.tdr.org.nz

Background

TDR has been resolving telecommunications complaints since 2007 when it was set up by the New Zealand Telecommunications Forum (TCF). It is now operated by Telecommunications Dispute Resolution Limited (TDRL) and governed by the TDRL Board. The day-to-day operations of TDR are managed by Fair Way, as the appointed scheme agent.

TDRL Board

TDRL was incorporated on 29 May 2023. The TDRL Board provides strategic direction, maintains the independence of TDR, and ensures that the scheme is well-run and effective. Through its governance, the TDRL Board ensures the delivery of the scheme's key principles:

- ensuring that customers have access to an effective independent dispute resolution mechanism to address issues where the customer is not satisfied with the outcome from their scheme member's internal complaints handling or dispute resolution process in relation to a complaint;

- facilitating the resolution of complaints relating to telecommunications services in New Zealand through practices that are fair and equitable and are consistent with the purposes and provisions of the Telecommunications Act 2001;
- providing prompt, fair, and independent resolution of disputes, having regard to the Customer Care Code and the service standards it sets out, as well as relevant legal requirements.

Fair Way – kia tau

Fair Way is a specialist conflict management and dispute resolution organisation who have been the TDR scheme agent since 2007.

As scheme agent, Fair Way manage the operations and delivery of the TDR scheme and has a team of experienced and dedicated Resolution Facilitators and Resolution Practitioners who help resolve phone and internet complaints and disputes.

Kia tau means to settle, to resolve, to calm. That's Fair Way's role. They are committed to providing a fair and independent process to enable people in conflict to move forward. They are there to help you understand and prepare for the dispute resolution process, and to empower you to fully participate in reaching a fair solution.

Their friendly and trained team are dedicated to listening, recognising your needs, and keeping you updated. Your privacy is important, so Fair Way treat your information with care and respect, and keep your data safe and secure.

Get in touch with Fair Way

Free phone 0800 77 44 22

Email fairwayinfo@fairwayresolution.com

Online www.fairwayresolution.com

How we help

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

Get in touch with TDR

Free phone 0508 98 98 98

Email contact@tdr.org.nz

Online www.tdr.org.nz



Talk to TDR

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 current TDR members

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

 <p>2degrees 0800 022 022</p>	 <p>Kogan www.kogan.com/nz</p>	 <p>Skinny 0800 4 SKINNY (0800 475 4669)</p>
 <p>2Talk 09 281 4357</p>	 <p>Megatel 0800 634 283</p>	 <p>Sky Broadband 0800 759 759</p>
 <p>BigPipe www.bigpipe.co.nz</p>	 <p>Mercury 09 475 7234</p>	 <p>Slingshot 0800 892 000</p>
 <p>Chorus 0800 600 100</p>	 <p>Mighty Mobile www.mightymobile.co.nz</p>	 <p>Spark 0800 800 123</p>
 <p>Devoli 0800 842 326</p>	 <p>MyRepublic 0508 MYFIBRE (0508 693 4273)</p>	 <p>Tuatahi First Fibre 0800 FIBRE LTD (0800 34 27 35)</p>
 <p>Digital Emporium 0800 842 326</p>	 <p>Northpower Fibre 0800 667 847</p>	 <p>Unison Fibre 0800 286 476</p>
 <p>DTS 0508 387 669</p>	 <p>Nova 0800 668 236</p>	 <p>Vector Fibre 0800 826 436</p>
 <p>Electric Kiwi www.electrickiwi.co.nz</p>	 <p>NOW 0800 GET NOW (0800 43 86 69)</p>	 <p>Vocus Communications 0800 895 000</p>
 <p>Enable Networks Limited 0800 4 FIBRE (0800 43 42 73)</p>	 <p>One NZ 0800 800 021</p>	 <p>VolPcloud Wholesale 09 222 4699</p>
 <p>Farmside 0800 32 76 74</p>	 <p>Orcon 0800 131 415</p>	 <p>VoiPline Telecommunications 09 222 1000</p>
 <p>Flip 0800 60 SALES (0800 60 72 53)</p>	 <p>Primo 0800 12 37 74</p>	 <p>Warehouse Mobile 0800 284 800</p>

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