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Fact Sheet on TDR – Phone and internet complaints

Adapted in 2024 by Accessible Formats Service, Blind
Low Vision NZ, Auckland

TN: The logo on the top of the page is TDR
Telecommunications Dispute Resolution.

Telecommunications Dispute Resolution (TDR)

Free service for unresolved phone and internet complaints

If you need some help to sort out an unresolved phone or internet complaint with your telecommunications provider, you can talk to TDR – the Telecommunications Dispute Resolution service.

About us

TDR is free and independent. We work with you and your provider to resolve telecommunication complaints within Aotearoa.

TDR is funded by the telecommunications industry. This means there is no charge for customers making a complaint.

We've been resolving telecommunications complaints since 2007.

What we do

We can assist with complaints about your:

- Internet
- Home phone
- Mobile.

We often help with:

- Understanding your bills and charges
- Addressing customer service concerns
- Issues with network performance and faults.

What to do if you have a complaint

The first step is to let your phone or internet provider know if you are experiencing an issue. Give them a chance to put it right.

If you need some help contacting your provider, or assistance in raising a complaint, you can get in touch with TDR and we can get you talking.

If the matter remains unresolved or you are not satisfied by your provider's response, talk to TDR for free and independent support.

Who can TDR help?

TDR can help to resolve complaints about telecommunication products and services if your provider is a member of the TDR scheme.

The good news is that 95% of consumers have access to the TDR service as most telecommunication providers are members of the TDR scheme.

You can check if your provider is a TDR member online at www.tdr.org.nz/about

We can also help with complaints about:

- Your ability to contact 111 in an emergency
- Copper services being removed in your area.

Are there any complaints TDR cannot consider?

TDR is unable to accept complaints involving equipment, applications or downloads that a customer has not purchased from or been supplied with by their provider, or complaints about utility issues for example electricity bills.

We are also unable to consider claims for compensation.

If you are not sure who to contact about an issue, you can ask us at TDR and we will get you to the right place.

How can TDR help?

Our aim is to resolve complaints as early as possible.

We start by letting your provider know about your complaint so you can work together to resolve it. Most complaints are resolved at this stage. A little help from TDR can often make a big difference.

We also can support you to achieve a resolution through facilitation and mediation, or if you are unable to reach an agreement TDR will decide a fair and reasonable outcome through adjudication.

How to get started

It's easy to get started, simply get in touch!

- **Phone:** 0508 98 98 98
- **Email:** contact@tdr.org.nz
- **Online:** www.tdr.org.nz

We do our best to make the process as easy as possible for everyone to participate. If you have any special requirements, please let us know as soon as possible so we can make suitable arrangements.

We'll support and guide you, every step of the way.

If you are Deaf, hard of hearing, deafblind, speech impaired or find it hard to talk, you can use the New Zealand Relay Service – www.nzrelay.co.nz

How to find out more

You can find out more about us on our website –

www.tdr.org.nz

We have a helpful list of frequently asked questions available – www.tdr.org.nz/resources/faq

If you have any questions or if you would like to talk to our team, please get in touch.

End of Fact Sheet on TDR – Phone and internet complaints