

TDR's members (as at 1 January 2019)

Below are TDR's retail and wholesale members. If your provider is below, give us a call or email us to see if we can help. This brochure will also help you figure out what to do next.

Retail members



0800 022 022



09 281 4357



www.bigpipe.co.nz



0508 387 669



0800 60 72 53



0800 43 86 69



0800 131 415



0800 12 37 74



0800 44 00 11



0800 475 4669



0800 892 000



Call 123



0800 000 860



0800 878 787



0800 826 436



0800 895 000



0800 800 021



09 222 4699



09 222 1000



0800 284 800

Wholesale members



Chorus



enable
Fibre Broadband



Northpower FIBRE



unison



ultrafast
FIBRE

What is Telecommunications Dispute Resolution (TDR)?

TDR is a free, independent service to help consumers with complaints about their telecommunications provider.

The TDR service is available to residential and small business (less than 20 full-time employees) customers of telecommunications providers.

TDR covers most telecommunications providers in New Zealand. To see if yours is covered, look inside.

What can TDR help with?

TDR can look at complaints about products and services you get from your telecommunications provider.

This includes:

- ✓ any service or product, including prepaid mobile phones and internet
- ✓ your bill (but not the provider's pricing)
- ✓ issues with your contract
- ✓ complaints that have already been made to a telecommunications provider but not resolved
- ✓ complaints that involve \$15,000 or less in compensation.

But not:

- × equipment or software not supported by the telecommunications provider
- × network coverage
- × 111 calls
- × Yellow Pages advertising content
- × Privacy Act issues.

Helping resolve
complaints
between you
and your phone
or internet
provider

How to contact us



freephone 0508 98 98 98



contact@tdr.org.nz



www.tdr.org.nz

Got a complaint?

There's a problem



Let your provider know there's a problem

Contact your telecommunications service provider directly and make your complaint.

Your provider will work with you to find a solution. The TDR Complaint Worksheet on the next page can help you decide how and where to raise your complaint.

Typical issues raised include:

- My plan isn't working the way I thought it would (cost, service, etc.)
- There are charges on my bill I dispute/have questions about
- I raised an issue with my provider and I haven't gotten a response
- There has been an unreasonable/unexplained delay in installing my fibre/internet
- I have a complaint about how my fibre/internet was (or is being) installed.

My complaint is with my provider and we're trying to work it out



Talk to TDR

If you make your complaint directly with your provider, you can still contact TDR. TDR will have a chat with you about how we can help and what you can expect from the process. TDR will ask you 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.

TDR does not step in at this point. This is the chance for you and your provider to work together. Most complaints are resolved at this stage. However, TDR is always here to provide information to both of you and to answer questions. A little help from TDR can often make a big difference.

Before TDR steps in, TDR makes sure that your complaint is something it can consider. This is called jurisdiction. Reasons TDR may not be able to help include:

- Your complaint is about a provider who isn't a member of TDR
- Your complaint is valued at more than \$15,000
- Your complaint is about equipment or applications that your provider doesn't support
- Your complaint is about network speeds or coverage.

We need TDR's help to fix this



Collaborate

You and your provider haven't been able to sort out the issue?

Or six weeks has passed since you made your complaint?

Then one of TDR's expert team members will step in and help. If you can't resolve the complaint through mediation, a TDR adjudicator will decide the outcome. The outcome may be that the TDR adjudicator agrees with either all or some of your complaint or does not agree with your complaint. If you accept the outcome, your provider is required to accept it too.

Outcomes can include things like:

- Written apologies
- Plan changes
- Invoice corrections
- Refunds or account credits
- Withdrawal of accounts from collection.

About your complaint

TDR checklist:

- Is my provider a member of TDR?
- Have I already made my complaint(s) directly to my provider?
- Does one or more of the following apply to my complaint?
 - We are unable to agree
 - Six or more weeks have passed
 - I'm unhappy with the situation

My details:

- My provider's name: _____
- The name my account is in: _____
- My account number: _____
- I made a complaint to my provider on this date: ____/____/____
- The complaint/reference number my provider gave me _____
- I have a copy of my terms and conditions : Yes No
- I have a copy of the contract I signed: Yes No
- I have other documents related to my contract/issues: Yes No

My complaint is about: Mobile Landline Internet

- What happened? _____
- When did it happen/ how long has it been happening? _____
- What I would like my provider to do to fix the problem: _____

Then TDR can help you!