

# Customer Service Issues

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The New Zealand Telecommunications Forum Customer Complaints Code sets out the following Service Standards:

- Scheme Members will treat customers with respect and in a fair and courteous manner
- All information given to the customer will be accurate, up to date and in plain English, acknowledging that telecommunications technology is fast moving and complex.
- Scheme Members will be clear in their communications to customers; deliver on promises and will use reasonable endeavours to provide service in a timely manner, acknowledging that there may be delays in providing certain services in certain circumstances. If delays occur the Scheme Member will keep the customer informed.
- Scheme Members will comply with the law.

Customers are able to make a complaint to their telecommunications provider if there is an issue regarding customer service standards. All providers, who are scheme members, must have an internal complaints process that the customers have access to.

The complaint must be about a specific incident or incidents and the customer will need to provide specific details about the issue. For example take note of the date and time the incident occurred, who the company representative was and exactly what happened. When a customer contacts their company about an issue it is normal practice for a note to be placed in the file relating to the customer's contract. It is a good idea for the customer to also make notes of the conversation, noting the promises made or the treatment that the customer feels is below standard.

A customer may complain about an issue and find that the scheme member relies on the notes from the file which is in written form and, from an evidential point of view, is held to carry greater weight than something that is told at a later date.

If the customer is unable to settle the dispute with the scheme member they are able to bring a complaint to TDR. **Call us on 0508 98 98 98.**