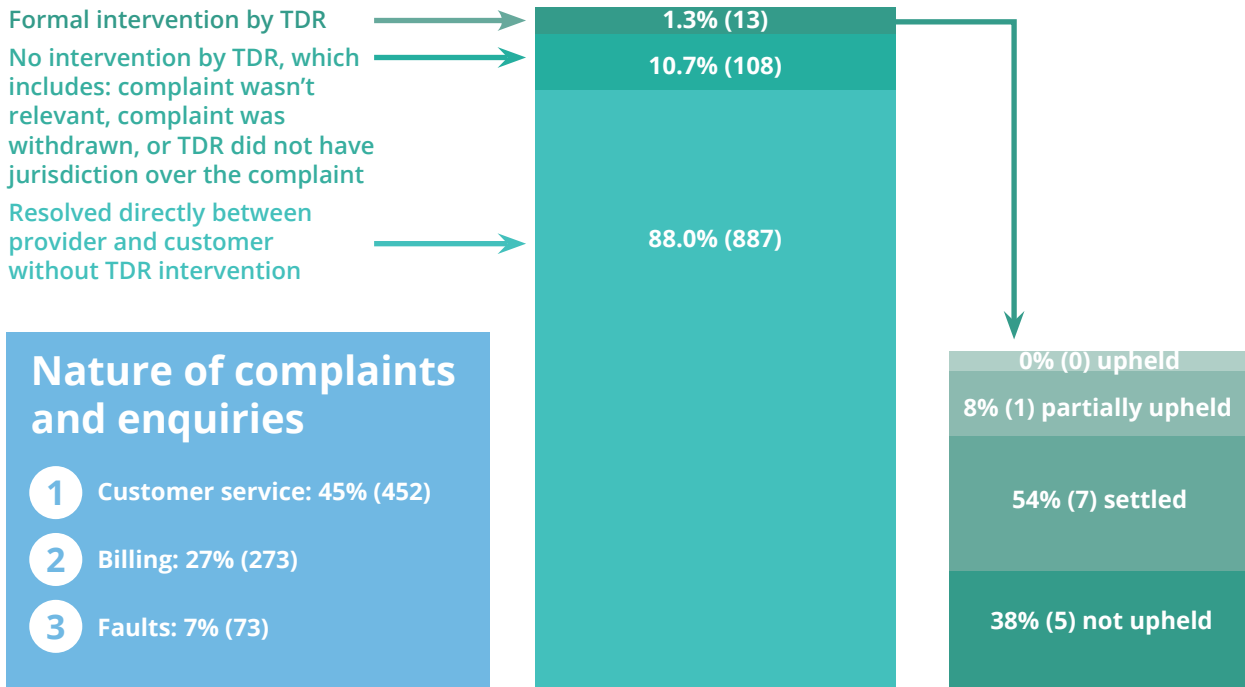
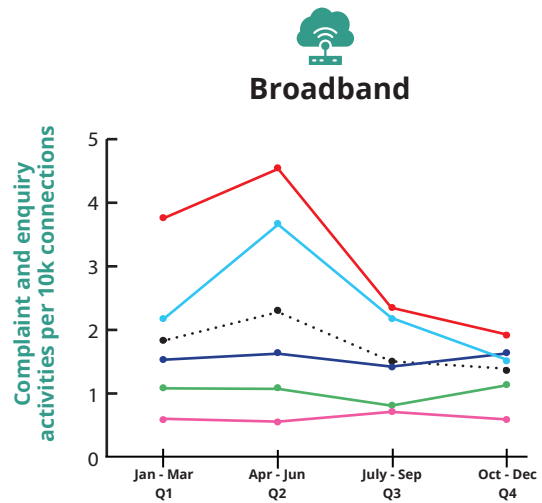
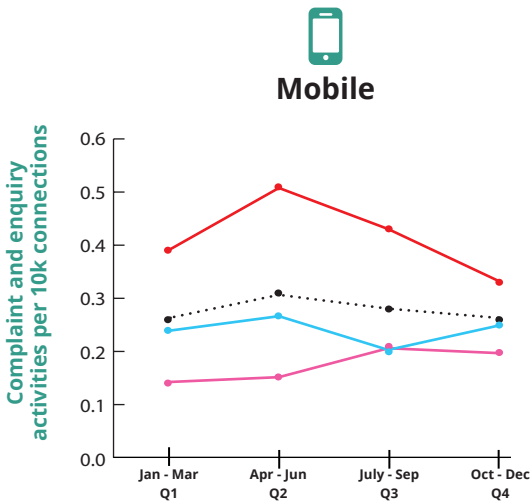


How complaints and enquiries were resolved by TDR



Complaints and enquiries per 10,000 connections



Scheme member	*Complaints and enquiries per 10k connections	
	Q3	Q4
2degrees	0.20	0.25
Spark	0.21	0.20
Vodafone	0.43	0.33
Industry average	0.28	0.26

Scheme member	*Complaints and enquiries per 10k connections	
	Q3	Q4
2degrees	2.18	1.52
Spark	0.75	0.59
Trustpower	0.79	1.16
Vocus	1.40	1.66
Vodafone	2.33	1.91
Industry average	1.49	1.37

KEY

2degrees

Spark

TrustPower

Vocus

Vodafone

Industry average

* Spark includes Spark, Skinny & Bigpipe

** Vocus includes 2Talk, Flip, Orcon, Slingshot & Vocus Communications

*IDC New Zealand supplies TDR with connection data from IDC's Telecommunications Market Tracker. Please refer to page 5 of the report for additional reporting information.