

Telecommunication Dispute Resolution (TDR)

What is TDR?

- A free, independent service to help consumers with complaints about their telecommunications company
- Set up by the TCF



What is TDR?

- TDR covers the major telecommunications companies in New Zealand, and more than 95% of consumers
- Scheme membership is voluntary



compass



conversant



digitalcloud



What is TDR?

- TDR is available to residential customers; and
- Small businesses and organisations with up to 19 full-time employees.

TDR's process

- Most people access information about our service through our website

www.tdr.org.nz

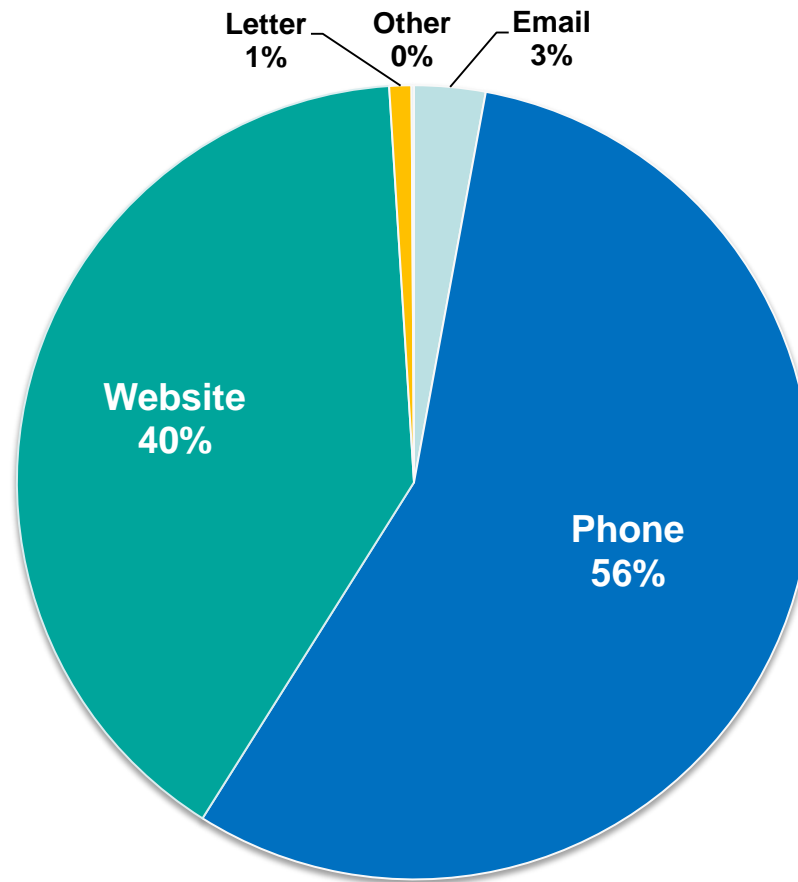
- And make contact with us via phone

0508 98 98 98

- We are also on 

www.facebook.com/telecommunicationdisputeresolution

Method of new enquiries



TDR's process

- Consumers need to have made the complaint to their telecommunications company **first**, before TDR can help.

TDR's process

- TDR can help if:
 - The parties have reached deadlock;
 - it's been six weeks since the consumer complained to their telecommunications company and there's still no solution; or
 - The consumer is unhappy with the result.

TDR's process

- If no settlement is reached, an adjudicator will make a decision about the dispute.
- The decision is binding on the telecommunications company, but not on the consumer.

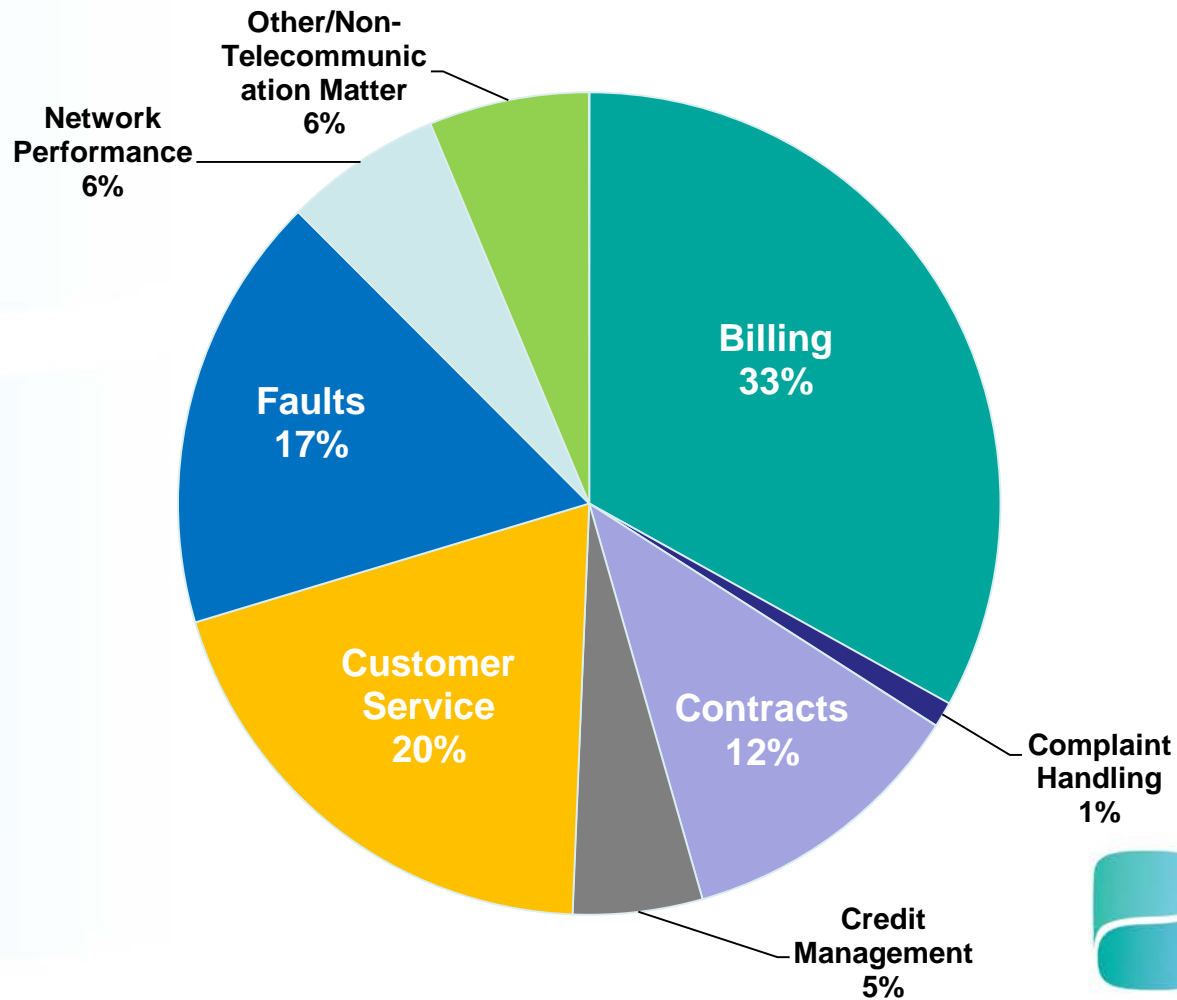
What can't TDR help with?

- Issues not covered:
 - Equipment or software not supported by the telecommunications company
 - Network infrastructure/coverage
 - 111 calls

What can't TDR help with?

- Issues not covered:
 - Yellow Pages advertising content
 - Domain names
 - Privacy Act issues

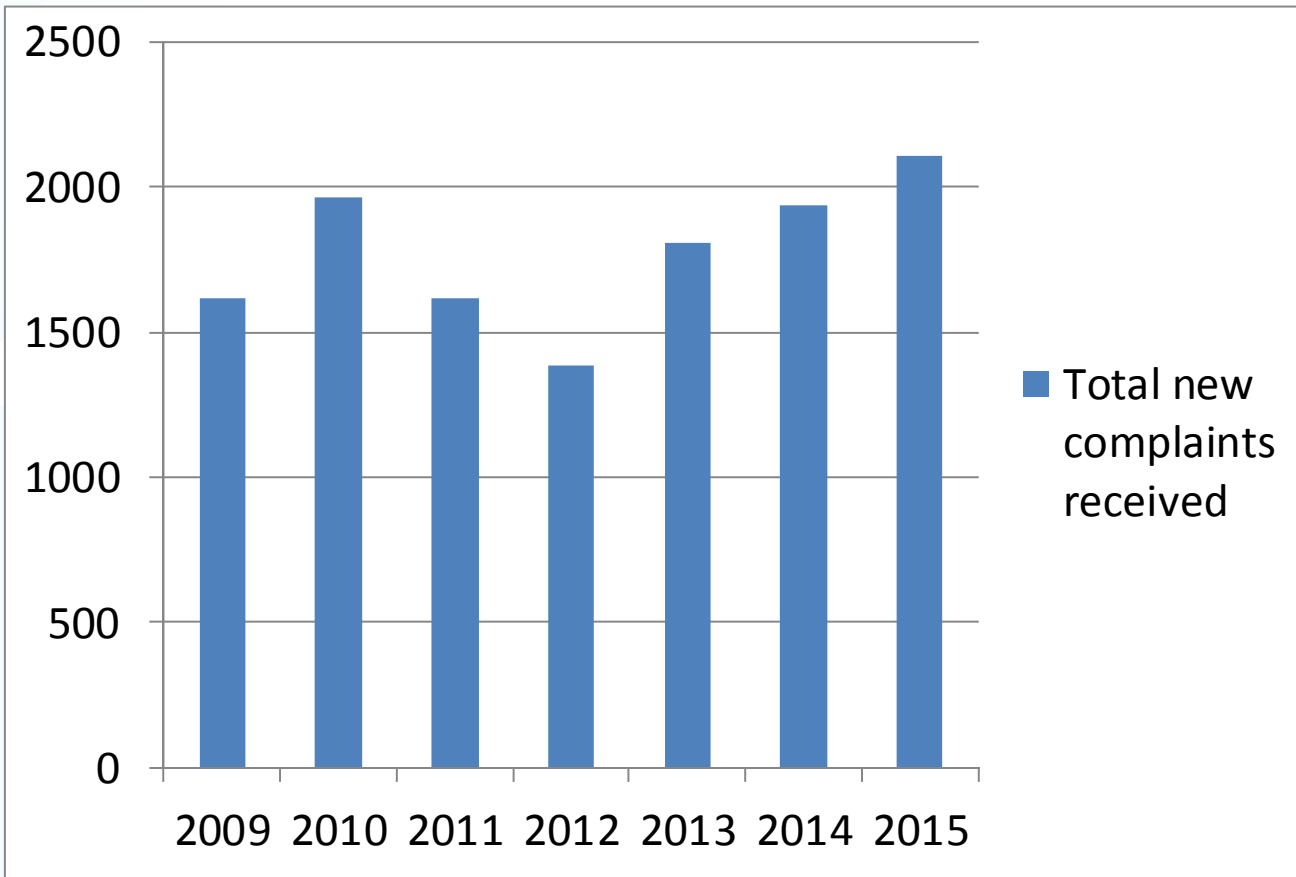
Types of Enquiries



Recurring Issues

- Internet data and roaming charges
- Agreements at point of sale
- Service transfers
- Transfer and connection delays
- Moisture damaged handsets

Numbers



Additional Notes

- TDR Council Chairman:
consumer advocate, David Russell
- TDR Council:
half Scheme Members and half consumer
representatives

Important Questions

When can somebody refer to the TDR?

What kind of information will you typically get?

What kind of actions are taken?

What kinds of issues have seen resolution in the past?

Additional Questions?