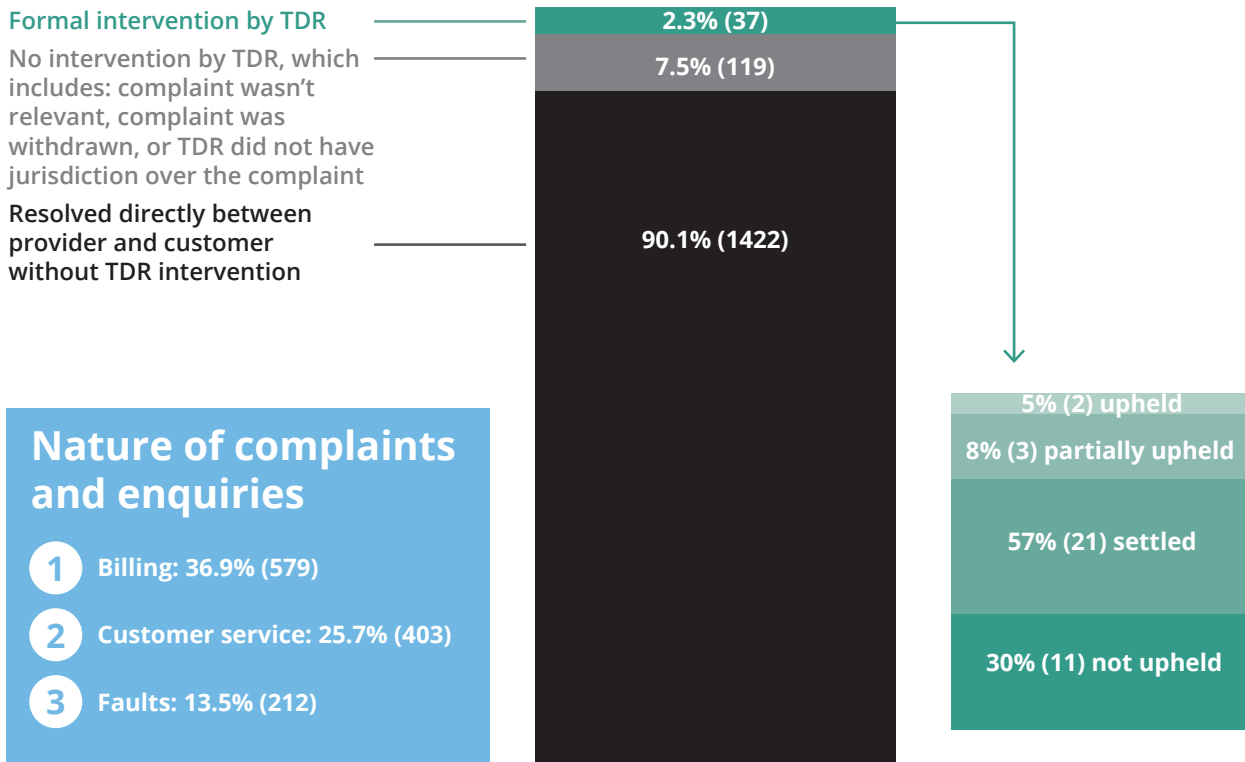
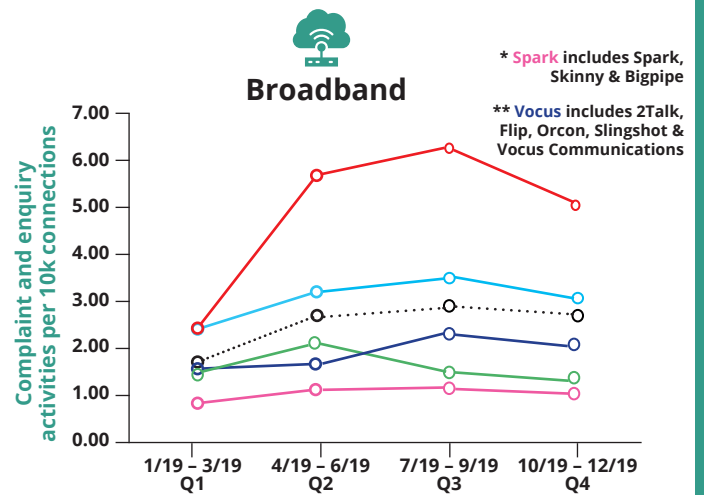
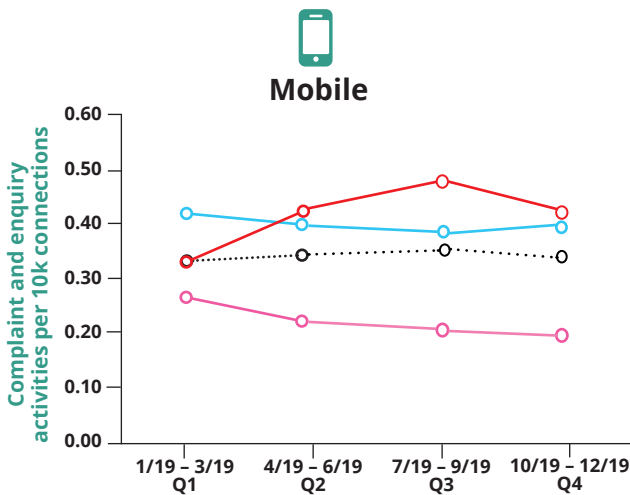


How complaints and enquiries received by TDR were resolved



Complaints and enquiries per 10,000 connections



| Scheme member | Per 10k connections | | Total received | | *Market share |
|-------------------------|---------------------|-------------|----------------|------------|---------------|
| | Q3 | Q4 | Q3 | Q4 | |
| 2degrees | 0.38 | 0.39 | 51 | 52 | 21% |
| Spark | 0.23 | 0.22 | 54 | 52 | 37% |
| Vodafone | 0.49 | 0.41 | 128 | 107 | 41% |
| TOTAL | | | 233 | 220 | ^99% |
| Industry average | 0.37 | 0.34 | | | |

^<1% of mobile connections are with MVNO's which are not currently included within TDR reporting. See page 12 for MVNO description.

| Scheme member | Per 10k connections | | Total received | | *Market share |
|-------------------------|---------------------|-------------|----------------|------------|---------------|
| | Q3 | Q4 | Q3 | Q4 | |
| 2degrees | 3.27 | 3.03 | 27 | 25 | 5% |
| Spark | 1.23 | 1.07 | 87 | 76 | 43% |
| Trustpower | 1.58 | 1.45 | 13 | 12 | 5% |
| Vocus | 2.33 | 2.14 | 50 | 46 | 13% |
| Vodafone | 6.32 | 5.10 | 271 | 219 | 26% |
| TOTAL | | | 448 | 378 | ^92% |
| Industry average | 2.94 | 2.56 | | | |

^TDR does not report on the 8% of 'Other' retail connections mentioned in the monitoring report as it includes non-scheme members.

KEY

2degrees Spark TrustPower Vocus Vodafone Industry average