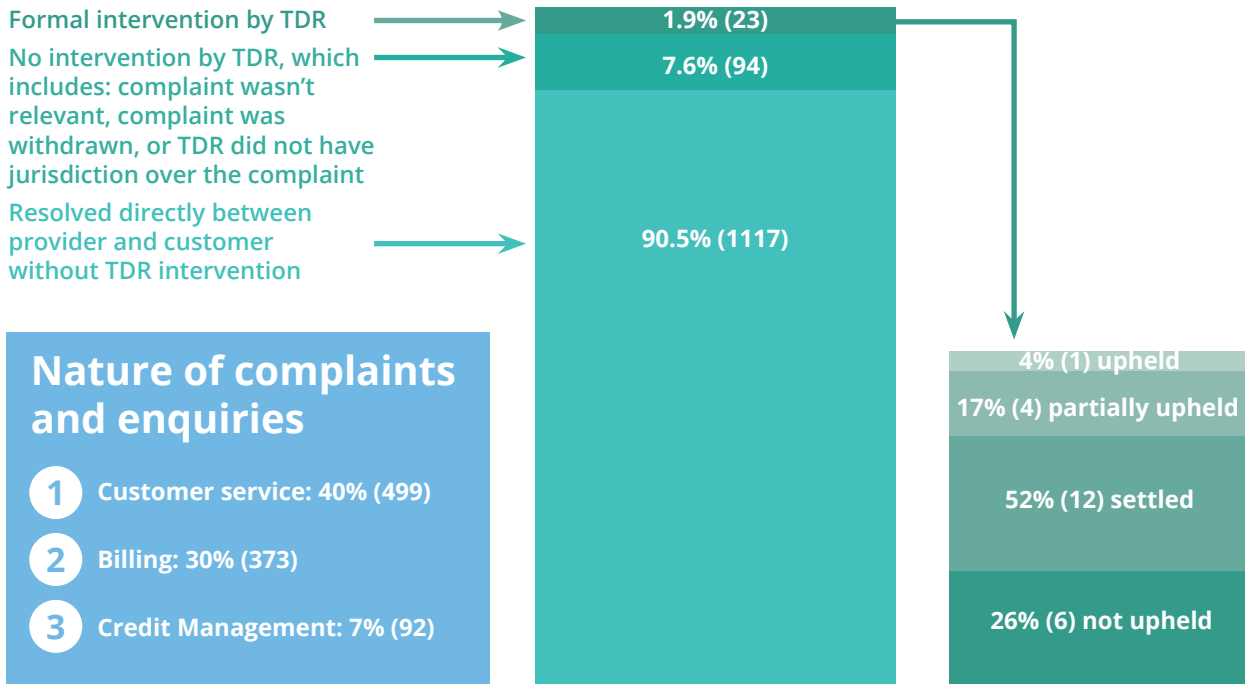
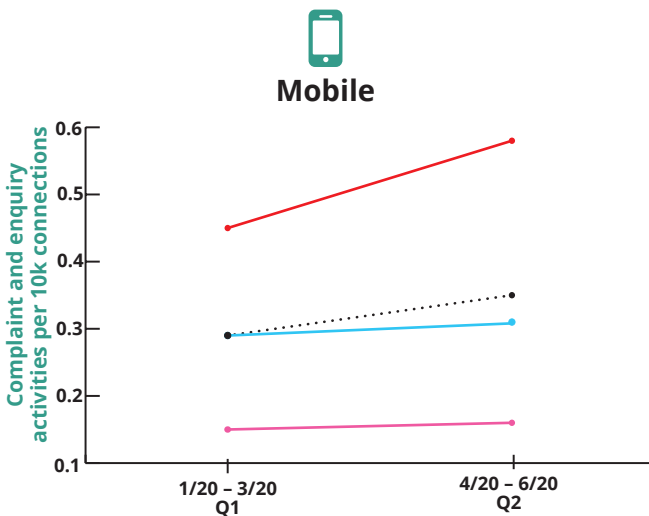


How complaints and enquiries were resolved by TDR

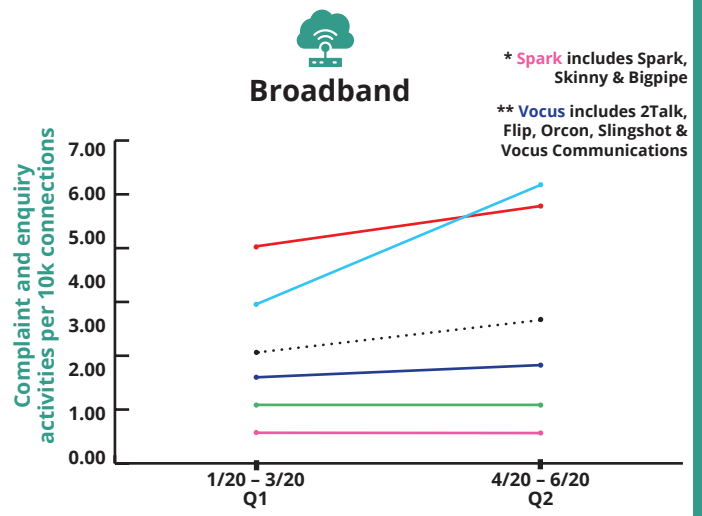


Complaints and enquiries per 10,000 connections



Scheme member	*Per 10k connections		Total received	
	Q1	Q2	Q1	Q2
2degrees	0.29	0.31	38	41
Spark	0.15	0.16	35	38
Vodafone	0.45	0.58	100	128
TOTAL			173	207
^Industry average	0.29	0.35		

^<1% of mobile connections are with MVNO's which are not currently included within TDR reporting. See page 10 for MVNO description.



Scheme member	*Per 10k connections		Total received	
	Q1	Q2	Q1	Q2
2degrees	2.94	5.18	25	44
Spark	0.60	0.55	42	38
Trustpower	1.08	1.08	11	11
Vocus	1.58	1.86	35	41
Vodafone	4.00	4.80	163	196
TOTAL			276	330
^Industry average	2.04	2.69		

^TDR does not report on the 11% of 'Other' retail connections mentioned in the monitoring report as it includes non-scheme members.

KEY

2degrees Spark TrustPower Vocus Vodafone Industry average

Total industry connections and complaints and enquiries per 10k connection numbers for Q1 and Q2 are calculated using the [Commerce Commission's 2019 Annual Telecommunications Monitoring Report](#) (Commission Report). TDR uses the most up-to-date Commission Report data at the time of publication. Subsequent changes in market share since June 2019 will not be reflected in this calculation. Please refer to page 5 of the full report for additional reporting and FAQ on page 9 for more information.