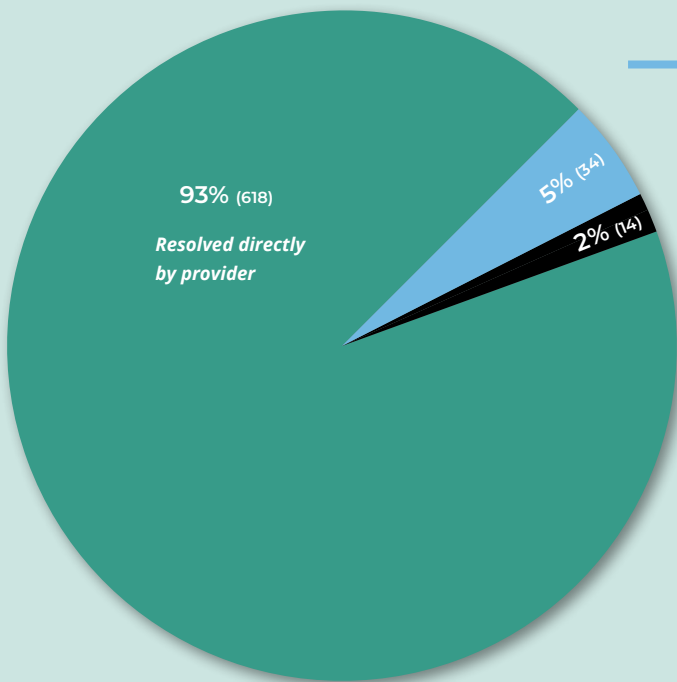


## How complaints and enquiries received by TDR were resolved this quarter (Jan-18 - Mar-18)



### No intervention by TDR

What this includes: complaint wasn't relevant, complaint was withdrawn, or TDR did not have jurisdiction over the complaint

### Formal intervention by TDR

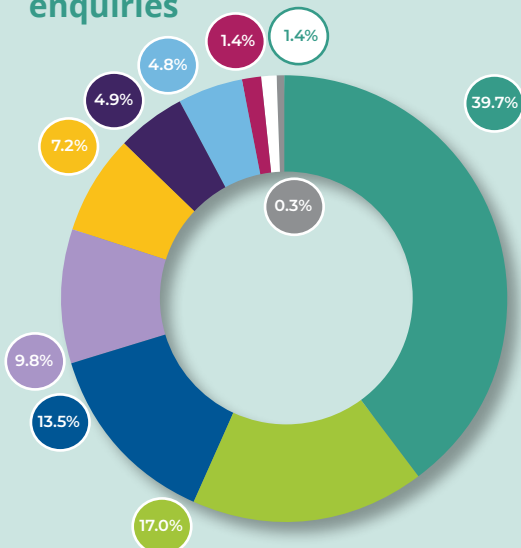
Of the complaints resolved using TDR's expert dispute resolvers



# +67

Net promoter score

## Nature of complaints and enquiries

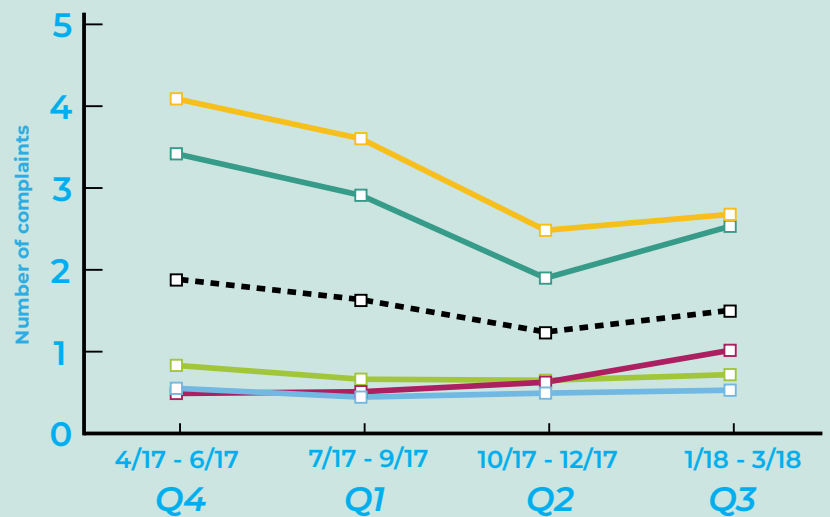


### KEY

Billing	265
Customer Service	113
Faults	90
Contracts	65
UFB	48
Network Performance	33
Credit Management	32
Transfer	9
Other	9
Complaints Handling	2

For a full explanation of definitions see page 4 of the report.

## All complaint and enquiry activities per 10,000 connections per provider from quarter to quarter



### KEY

Industry Average	Spark	2Degrees
TrustPower	Vodafone	Vocus