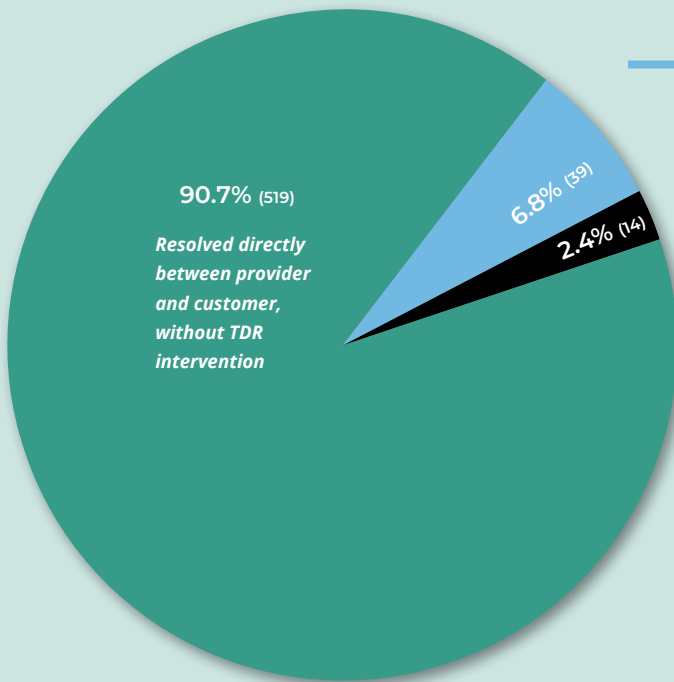


How complaints and enquiries received by TDR were resolved this quarter (Apr-18 - Jun-18)

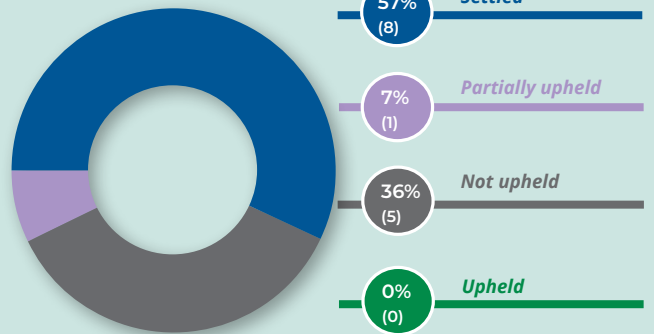


No intervention by TDR

What this includes: complaint wasn't relevant, complaint was withdrawn, or TDR did not have jurisdiction over the complaint

Formal intervention by TDR

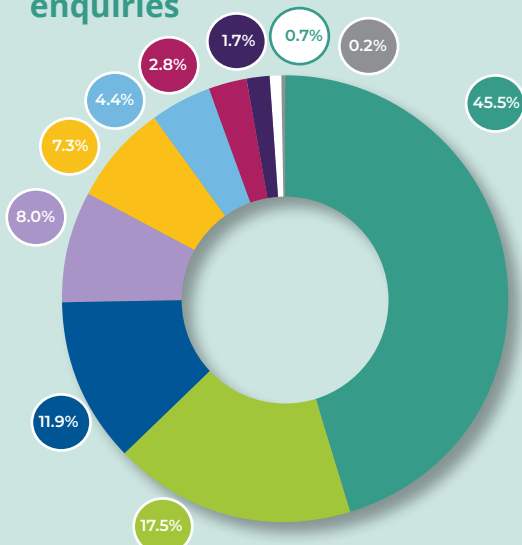
Of the complaints resolved using TDR's expert dispute resolvers



+85

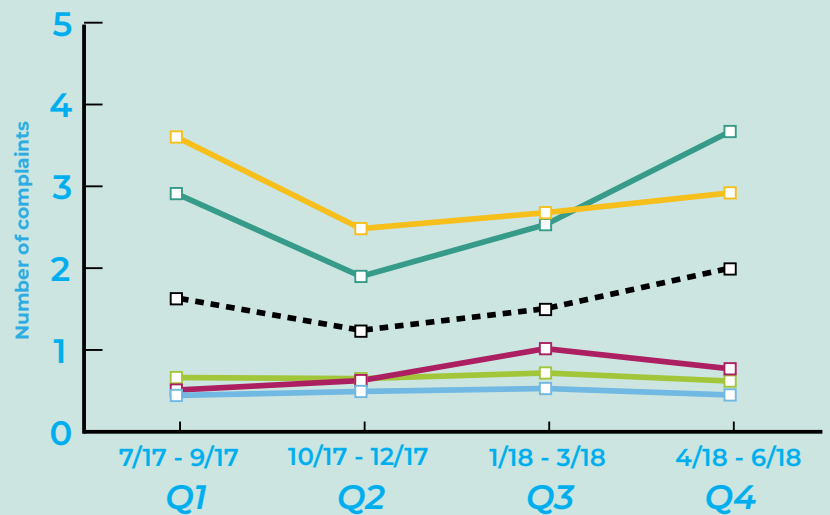
Net promoter score

Nature of complaints and enquiries



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		
Billing	260	45.5%
Customer Service	100	17.5%
Faults	68	11.9%
Contracts	46	8.0%
Fibre installation	42	7.3%
Credit Management	25	4.4%
Transfer	16	2.8%
Network Performance	10	1.7%
Other	4	0.7%
Complaints Handling	1	0.2%

KEY		
Industry Average	Spark	2Degrees
TrustPower	Vodafone	Vocus

* The number of contacts includes mobile and fixed line services. TrustPower and Vocus are not Mobile Network Operators. See FAQ for more information on Mobile Network Operators, mobile and fixed line services.