



**TELECOMMUNICATIONS  
DISPUTE  
RESOLUTION**

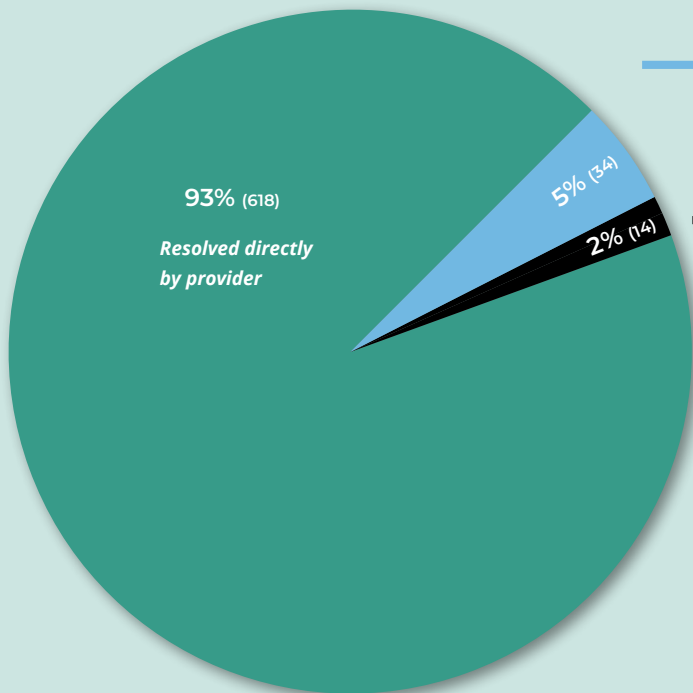
**Q3**

**Telecommunications  
Dispute Resolution**

Quarterly Report

*January 2018- March 2018*

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What this includes: complaint wasn't relevant, complaint was withdrawn, or TDR did not have jurisdiction over the complaint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

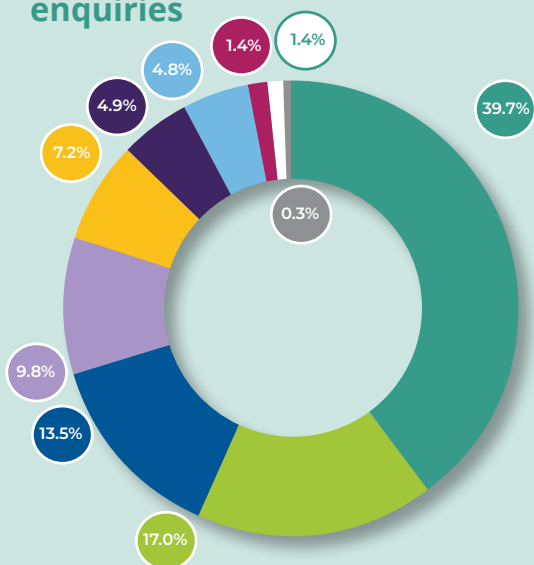
Of the complaints resolved using TDR's expert dispute resolvers



# +67

Net promoter score

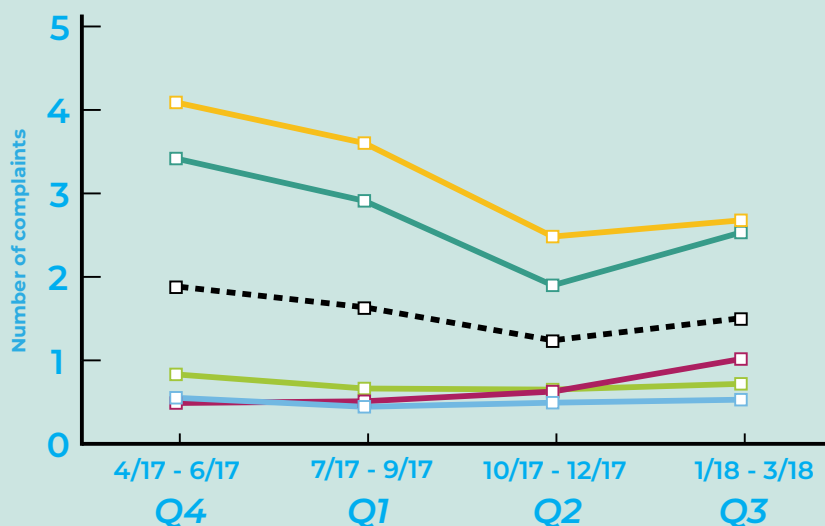
## Nature of complaints and enquiries



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



## Points of Interest

Telecommunications Dispute Resolution is here to help consumers resolve complaints about their telecommunications provider.

Over the past 10 years, our free and independent service has helped thousands of New Zealanders to resolve their landline, mobile and internet issues. TDR is here to help consumers to progress their complaint with the telecommunications provider and in cases where they cannot resolve the issue together, we provide independent dispute resolution assistance to help resolve the matter. The great news is that the majority of cases (93% in Quarter 3) are resolved quickly and directly by the telecommunications providers with a little help from TDR. Through our service, we help get those complaints in front of the right person to help resolve that matter. For all other complaints, TDR's independent facilitators, mediators and adjudicators will work with the parties involved to help them achieve a resolution.

From our unique perspective resolving telecommunications complaints, we offer an interesting insight into New Zealand's telecommunications sector. We provided statistics on an annual basis and are now providing them quarterly.

The majority of telecommunications providers in New Zealand (over 95% by revenue share) are members of TDR so our reporting provides consumers with a snapshot of industry trends and common complaints issues. Highlights from this quarter include:

- ◆ Billing issues remain the highest proportion of complaints recorded by TDR. Billing issues include disputed charges, which is the greatest proportion of billing complaints.
- ◆ Complaints about installation of ultra-fast broadband are on the rise, but remain in proportion to the rise of installations across New Zealand.
- ◆ In Q3, TDR provided complaints handling education to TDR members.
- ◆ TDR also participated in workshops and meetings with various Government agencies and consumer organisations as part of an ongoing commitment to ensuring TDR meets the needs of consumers.

As always, we encourage any customer with a complaint about their telecommunications provider to get in touch with the TDR team. We will be able to assist.

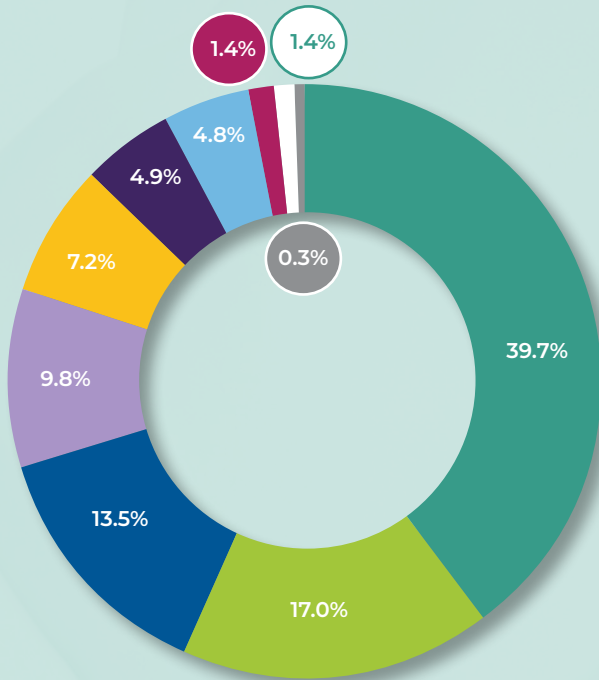


**Jennifer Mahony**

Client Director of  
Telecommunications Dispute  
Resolution

## Nature of complaints and enquiries this quarter

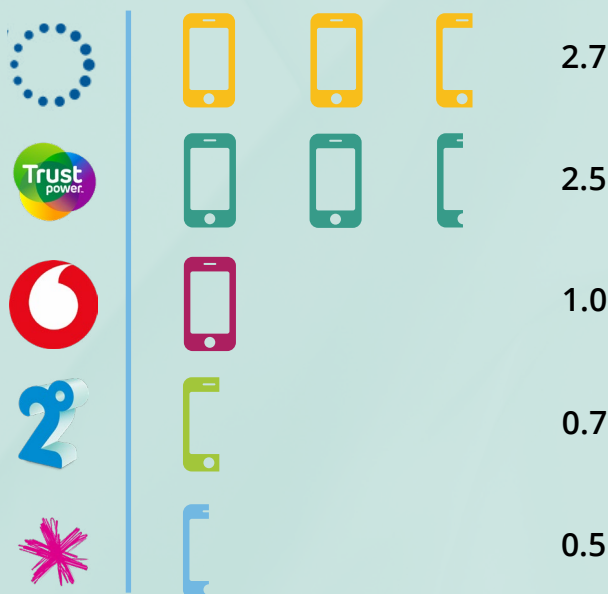
This section outlines our statistics for complaints and enquiries about TDR members that were resolved or closed with assistance from TDR from 1 January to 31 March 2018, based on a total of 666 complaints and enquiries.



KEY		
Billing	265	39.7%
Customer Service	113	17.0%
Faults	90	13.5%
Contracts	65	9.8%
Fibre installation	48	7.2%
Network Performance	33	4.9%
Credit Management	32	4.8%
Transfer	9	1.4%
Other	9	1.4%
Complaints Handling	2	0.3%

Billing is typically the largest component of complaints and enquiries TDR receives each year. Complaints and enquiries about disputed charges are on the rise and higher than in the previous year.

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

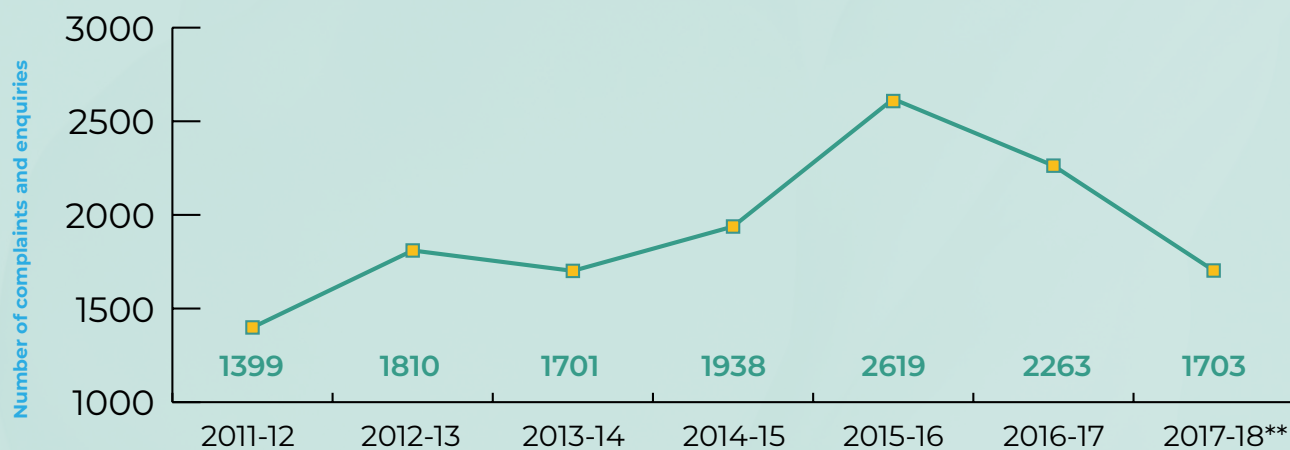


KEY			
	Spark		2Degrees
	TrustPower		Vodafone
	Vocus		

This graph represents the number of complaints and enquiries per 10,000 connections per provider this quarter. To see a rolling average over the last four quarters, please refer to the line graph with the same title on the inside cover of this report.

## About the complaints and enquiries TDR receives

### Total complaint and enquiry contacts with TDR per year



This graph is an accurate reflection of total complaints and enquiries received by TDR as at 31 March 2018.

### Total complaint and enquiry contacts with TDR per year by category

This section represents our statistics for complaints about TDR members across all complaints and enquiries received by TDR.

KEY	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18**
Billing	495	586	596	650	774	812	677
Customer Service	369	437	250	323	531	317	221
Faults	209	330	339	300	443	331	204
Contracts	111	165	204	295	332	271	182
Fibre installation	n/a	n/a	n/a	n/a	78	142	130
Network Performance	61	94	108	128	179	126	79
Credit Management	60	61	74	102	194	137	108
Transfer*	88	126	112	124	114	89	50
Other*						14	31
Complaints Handling	6	11	18	16	52	23	14

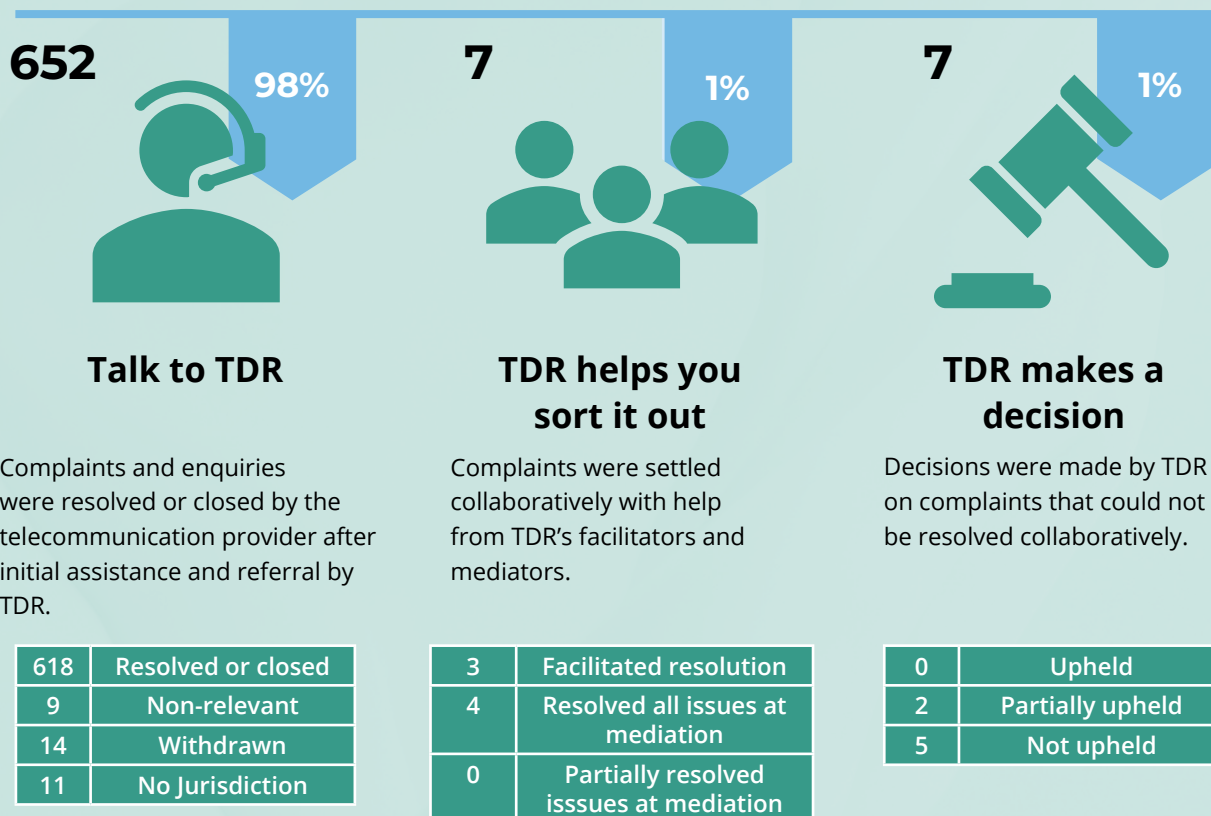
\* Transfer and other have previously been recorded as a single category. It did not split into two categories until 1 July 2016.

\*\* Running total as at 31 March 2018.

## How complaints and enquiries were resolved or closed this quarter

This graph shows the movement through the process of the 666 complaints completed in Q3.

### How complaints and enquiries were resolved or closed this quarter



Outcome	What it means	#	%
Settlement	Complaints were settled by TDR facilitators or mediators, meaning that before the TDR had to make a decision, the consumer and their telecommunications provider were able to collaboratively resolve with assistance from TDR.	7	50%
Upheld	The TDR adjudicator determined that the complaint was successful, which means that the consumer prevailed.	0	0%
Partially upheld	Some aspects of these complaints were successful, which means that the TDR adjudicator found in favor of the consumer on those points.	2	14%
Not upheld	The TDR adjudicator determined that the complaint was not successful, which means that the consumer did not prevail.	5	36%

## Net Promoter Score this quarter

TDR measures how likely a customer is to recommend TDR to others. TDR does this through assessing 'Net Promoter Score' (NPS).

The NPS score is calculated by taking the percentage of respondents who are promoters of TDR (based on their rating of the service) and subtracting the percentage of respondents that are detractors (again, based on their rating of the service). This will generate a score ranging from -100 to +100.

In Quarter 3, TDR achieve a NPS score of +67 which demonstrates an exceptionally high level of customer satisfaction.

**+67**

Net promoter score

## Customer Feedback

*"Prompt professional service. It was a relief to find someone who could take an unbiased, independent look at the situation and get an outcome. Very pleased to get a positive outcome after making no headway on my own."*

*"The people I spoke to on the phone were friendly, took the time to listen and if they said something they followed up with it. It seemed that they genuinely wanted to help it wasn't just a job for them."*

*"I would like to say a huge 'THANK YOU' to TDR for assisting me with my recent complaint. It was rectified the following day and I cannot be more appreciative, as I was getting nowhere on my own. [My telecommunications provider] apologised for what I had been put through and reimbursed me for the incorrect billing and interest charges, as well as loss of internet time. They were extremely apologetic and I am very appreciative. I could not have done this without the assistance of TDR. Thank you so very much."*



## Email service changes | *Lost emails and lost profits for a small business owner*

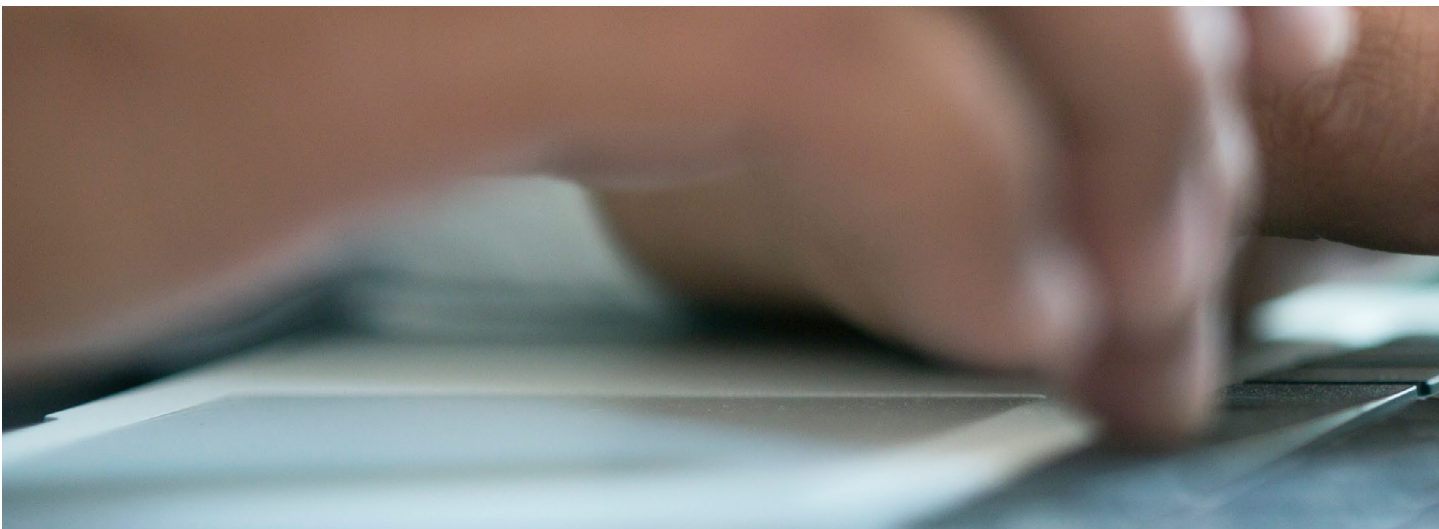
Ariana\* owned and operated a B&B business from her home and hosted a website to book her B&B clients. Her telecommunications provider provided a free “add-on” email service, which she used for her personal email and her B&B business email.

Her telecommunications provider made changes to this add-on service nationwide and gave customers two months’ notice of the change. Ariana duly changed her personal email address but omitted to check and change her business email address. As a consequence, she lost some business during a holiday period and sought compensation and refund for expenses from her telecommunications provider.

Ariana made a complaint to her telecommunications provider. Her complaint focused on lost profits because of not getting the emails from prospective clients. She quantified this into some thousands of dollars based on the number of prospective bookings and the number of days per booking. However, Ariana’s contract with her telecommunications provider excluded recovery of lost profits. Regardless, in recognition of the complaint, her telecommunications provider offered a refund / credit of 3 monthly rental charges.

The customer was dissatisfied with this resolution and referred her claim to TDR. One of TDR’s mediators worked with the parties to see what they might be able to agree to. During negotiations, Ariana’s telecommunications provider agreed to refund any direct costs associated with the changes to Ariana’s business email address. These were different to lost profits associated with prospective bookings. She identified those direct costs and her provider also voluntarily increased their original settlement offer to a refund/credit equating to 3.5 months of rental.

Although Ariana was still dissatisfied that lost profit compensation was excluded under her contract with her telecommunications provider, and thus not something that TDR could award, she acknowledged the terms of the contract she had signed and accepted TDR’s decision.



*\*Names have been changed to protect our customers' identities*



## Online gaming disruption | *Connectivity interruptions over the holiday period*

Margaret\* had been looking forward to the Christmas holidays because it meant that she could enjoy uninterrupted gaming time via her internet. She had switched to her current internet provider because of advertising that she'd seen about her provider's internet and because of promises she said the provider had made to her at the time she signed up.

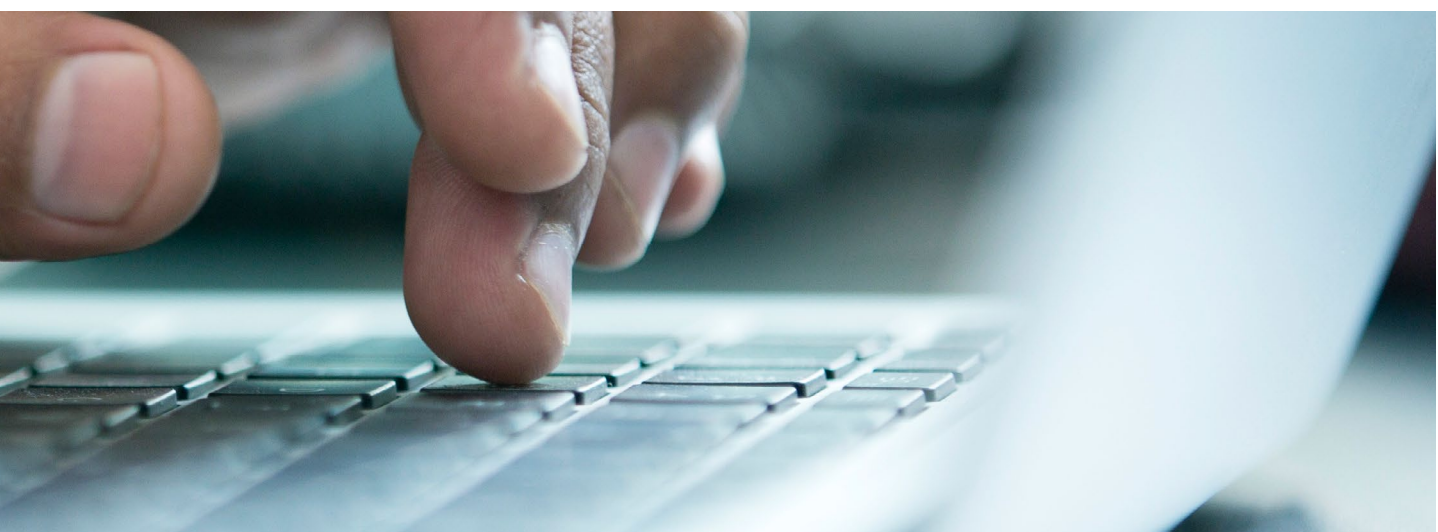
However, instead of uninterrupted gaming time, Margaret experienced frequent difficulties and connectivity interruptions over the holiday period which fluctuated widely depending on the day.

Margaret complained to TDR. She requested compensation for her time and trouble in sorting out the issues. When Margaret and her internet provider were not able to reach agreement on their own, a TDR mediator stepped in to assist.

One of the first discussions was whether any promises had been made to Margaret about speed and connectivity. The TDR Consumer Complaint Code excludes complaints about internet speed and connectivity in most circumstances. One exception to that is when a provider makes specific promises or guarantees about internet speeds or connection time. Margaret was unable to provide any evidence of guarantees about internet speeds or connectivity.

The mediator then looked at the advertising and the contract's terms and conditions with Margaret and her provider. There were specific notes/exclusions in both about internet speeds and connectivity.

That was not the end of the discussion, however. Margaret's provider was sympathetic to her experience and offered a 'goodwill' payment to her, which also included a refund for a portion of her charges during the Christmas period. Margaret accepted the payment and both considered the complaint resolved.



*\*Names have been changed to protect our customers' identities*



## FAQs

### Who is Telecommunications Dispute Resolution?

Telecommunications Dispute Resolution (TDR) is a free and independent service to help consumers manage complaints about any product or service from their telecommunications provider.

### What is the purpose of this report?

This report is designed to improve transparency in the telecommunications sector and to keep the public informed of issues that come to TDR.

### How often do you report this data?

The data in this report is reported on a quarterly basis.

### My provider does not appear in this report, why not?

The TDR scheme is mandatory for Telecommunications Forum (TCF) members and voluntary for non-TCF members. The TDR scheme covers the majority of telecommunications providers in New Zealand (over 95% by revenue share).

We have only been able to report on members who are identified in the Commerce Commission's Annual Telecommunications Monitoring Report which is presented at parent company level. A full list of our members can be found on page 11. If your provider does not appear in

the list of members it means they are not a member of the TDR scheme.

### Why is the data reported per 10,000 connections?

This allows us to account for the size of members. This makes it a fairer playing field to understand complaints in a relative way between members.

### How did you work out how many connections each member has?

We used data from the Commerce Commission's Annual Telecommunications Monitoring Report. The most recent one is for 2017 and can be found [here](#). We have only been able to report on members who are identified in the Commerce Commission's Report.

### Why do you report at parent company level?

Reporting at parent company level is consistent with the Commerce Commission's monitoring report.

### Does the volume of complaints and enquiries represent performance of the member?

Our reporting reflects the total volume of complaints and enquiries made to TDR during the quarter. Each member's

## FAQs continued

complaints and enquiries are reported per 10,000 connections to provide a fair comparison between different size members.

Some members may have lots of consumers contact us, for example if an issue has been in the media or it may reflect a greater level of promotion of the TDR scheme by the member. This report captures the total volume of complaints and enquiries we receive. At this stage there is too little data to report on outcome of cases by individual member. We are also unable to report based on the differences between mobile and broadband providers. However, we do

combine report the outcome of all complaints that require TDR's formal intervention across all members and report on this (see page 4 for more information).

### How is the nature of complaints recorded?

A complaint or enquiry may feature several issues. The primary nature of the matter is recorded by TDR under generalised categories.

As an example, the network performance category could include issues such as coverage, service interruptions or speed for mobile or internet connections.

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## Methodology

This report provides information about complaints and enquiries made to TDR about mobile, landline and internet services from residential and commercial customers.

TDR's internal systems record data from initial contact to final resolution. This information is detailed in this report.

This report is designed to provide information on complaints and enquiries within context so some of the information is published as a proportion of telecommunications services in operation (SIO) per provider. Providers' SIO connections market share are calculated using information from the Commerce Commission Annual Telecommunications Monitoring Report – December 2017.

The data count for previous quarters may change from report to report. This reflects the lifecycle of complaints, which may have

since reopened. For this reason, we provide the latest information in each report which portrays an accurate snapshot at that point in time.

There are major differences between fixed and mobile providers but at this stage we are unable to report at this level of detail.





# How TDR works

## Got a complaint?

### 1 Make a complaint

Contact your telecommunications provider directly and make your complaint.

Your provider will work with you to find a solution.



These are Tele Tips. Tele Tips will help you make the most of your TDR experience.

If you need assistance, TDR can help you make your complaint to your provider.

## Still not satisfied?

3



### Collaborate

TDR will work with you and your provider. TDR will get conversations moving, and help you to resolve the issue together.

*The next step involves TDR's team.*

## Not resolved?

2



### a Talk to TDR

TDR will have a chat with you to check if we can help, and gather all the necessary information.

### b Options

TDR will check the details with the telecommunications provider and look at the possible options.

- *Unable to agree*
- *6+ weeks since you complained*
- *Unhappy with the solution*

## Still not satisfied?

4



### Decision

TDR will make a decision whether to uphold, partially uphold or not uphold your complaint.

This decision is binding on the provider.

*If you cannot resolve the issue together, TDR will make a decision on the complaint.*

Depending on your circumstances, TDR may make a monetary award. Typical awards are account credits or refunds.



## How to contact us



freephone 0508 98 98 98



contact@tdr.org.nz



www.tdr.org.nz



## Contact details for TDR members

If you have any questions or concerns about your current services and would like to discuss them with your telecommunications provider, or you would like to sign up with one of the companies that belongs to TDR, please see their contact details below.

2degrees	0800 022 022
2Talk	09 281 4357
Big Pipe	<a href="http://www.bigpipe.co.nz">www.bigpipe.co.nz</a>
Chorus	0800 600 100
DTS	0508 387 669
Enable Networks Limited	0800 4 FIBRE (0800 43 42 73)
Flip	0800 60 SALES (0800 60 72 53)
Northpower Fibre	0800 667 847
NOW	0800 GET NOW (0800 43 86 69)
Orcon	0800 131 415
Primo Wireless	0800 123 PRIMO (0800 12 37 74)
Skinny Direct	0800 44 00 11
Skinny Mobile	0800 4 SKINNY (0800 475 4669)
Slingshot	0800 892 000
Spark	Call 123 or *123 (mobile)
TNZ Group Ltd	0800 000 860
TrustPower	0800 878 787
Ultrafast Fibre	0800 FIBRE LTD (0800 34 27 35)
Unison Fibre	0800 286 476
United Networks	0800 442 015
Vector Communications	0800 826 436
Vocus Communications	0800 895 000
Vodafone	0800 800 021
VoIPline Telecom	09 222 1000
VoiPcloud Wholesale	09 222 1000
Warehouse Mobile	0800 284 800



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