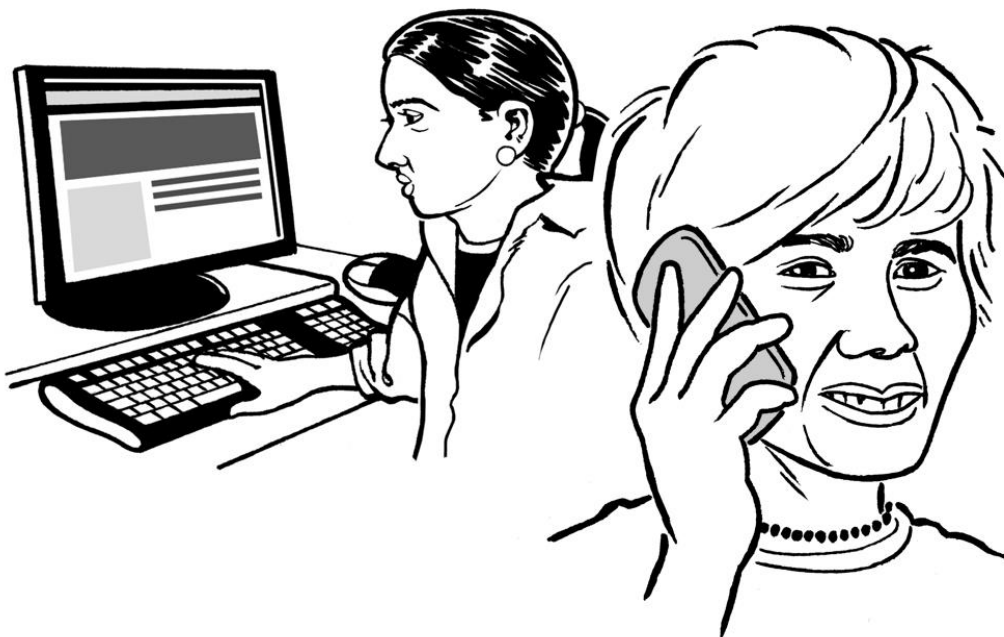




Telecommunications
Dispute Resolution



About the Telecommunications Dispute Resolution service



Published: August 2024

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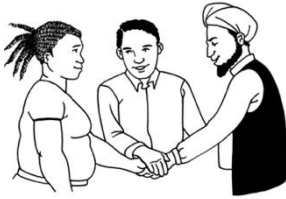


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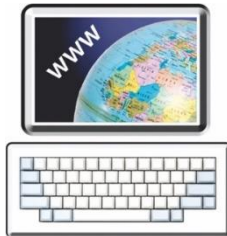
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About this document



This Easy Read document is about the **Telecommunications Dispute Resolution** service.



Telecommunications means technology that helps you talk to others using things like:

- your phone
- the internet.

Dispute means when you have a problem you want to complain about.

Resolution means finding an outcome to a dispute that is fair for everyone.

The Telecommunications Dispute Resolution service is also called the TDR.



In this document we mean TDR when it says us / we.



TDR is a service to assist people who have a **complaint** about their:

- phone
- internet.



You have a **complaint** when:

- you have a problem
- the problem is not being fixed in a way that you like
- you want the problem to be fixed better.



This document is for people who:

- have a complaint about their telecommunications
- are not happy with how the complaint is going
- want assistance with the complaint.

What is TDR?



TDR is a service that assists people with telecommunications complaints.



TDR assists people throughout Aotearoa New Zealand.



We can assist you with your telecommunications complaints by working with:

- you
- your **telecommunications provider**.



Your **telecommunications provider** is a company that has a telecommunications service you use like your mobile phone company.



TDR is an independent service which means that we are not controlled by anyone else.



TDR is free to use which means you do not need to give us any money.



We have been working with telecommunications complaints since 2007.

What does TDR do?



We can assist people in Aotearoa New Zealand with complaints they have about their:



- internet
- home phone
- mobile phone.



We assist people with complaints like:



- understanding the bills people have been sent to pay
- complaints about customer service
- complaints about how telecommunications are working.



What to do if you have a telecommunications complaint



If you have a problem with your telecommunications the first thing to do is tell your telecommunications provider.



Your telecommunications provider should have the chance to fix the problem themselves first.



If you do not know how to tell your communications provider that you have a problem then TDR can help you.



We can also help you if you do not know how to make a complaint to your telecommunications provider.

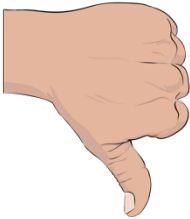


Usually your telecommunications provider can assist you.



Sometimes you may find that:

- your telecommunications provider was not able to assist you
- you did not like the outcome your telecommunications provider gave you.



You can talk to us at TDR if this happens.



We are able to support many people to get a good outcome for their complaints.

Who can TDR assist?



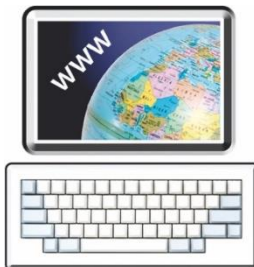
We can assist with complaints about telecommunications providers who have signed up to our TDR service.



Almost all telecommunications providers in Aotearoa New Zealand have signed up to the TDR scheme.



This means that we are very likely to be able to assist you.



You can check if your telecommunications provider has signed up to the TDR scheme on our **website** at:



www.tdr.org.nz/about

This website is **not** in Easy Read.



We can also assist with complaints about:

- being able to call 111 in an emergency
- **copper services** being removed in your area.

Copper services means the older internet / phone cables.

In New Zealand these are being replaced with faster internet cables.

Who can TDR not assist?



There are some complaints that we cannot assist with.



We cannot assist with complaints about **equipment** that did not come from your telecommunications provider.



Equipment means things you use your telecommunications service with such as your computer.



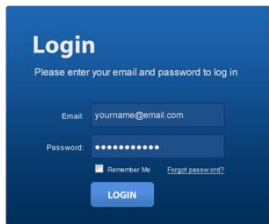
For us to assist with equipment you must have:

- bought it from your provider

or

- borrowed it from your provider.





We cannot assist with complaints about apps / downloads that did not come from your telecommunications provider.



For us to assist with apps / downloads you must have:

- bought them from your provider

or

- got them from your provider.



We cannot assist with utilities like:

- power / electricity

- gas

- water.





We also cannot pay out claims for **compensation**.



Compensation is money paid out to someone to:

- make up for something bad that happened
- say sorry.



If you do not know who you should talk to about a telecommunications complaint you can talk to us.



We can then tell you who you need to talk to.

How will TDR assist you?



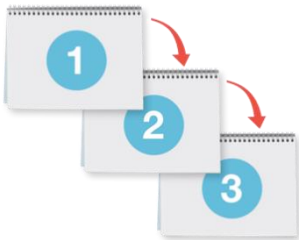
We try to assist people as soon as possible.



First we tell your telecommunications provider about your complaint so that we can work together on it.



We can often fix complaints at this step.



If a complaint needs more work to find a good outcome for you there are some more steps we can use.



We can be the **mediator** in a talk between you and your telecommunications provider.



A **mediator** is someone who is in the middle to assist two groups to:

- talk to each other
- come to an agreement.

If you still cannot agree with your telecommunications provider about your complaint TDR can:

- make a decision about what your telecommunications provider should do
- tell them what to do
- tell you what your part in the solution is.

How to contact TDR



If you want our assistance please contact us.



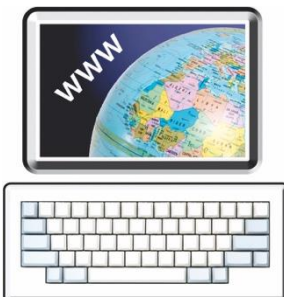
You can **phone** us at this number:

0508 98 98 98



You can **email** us at this address:

contact@tdr.org.nz



You can find more information about how to contact us at our **website**:

www.tdr.org.nz



We do our best to make it easy for everyone to get assistance from us.



If you have any special requirements please let us know.



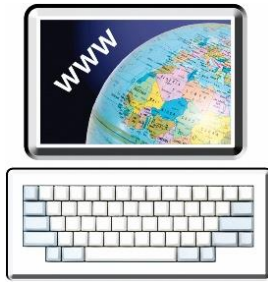
Throughout the complaints process we will:

- guide you
- support you.



If you find it hard to use the phone the **New Zealand Relay** service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz

Where to find more information



You can find more information about us at our website:

www.tdr.org.nz



This website is not in Easy Read.



We have a list of questions we get asked a lot on this **website** page:

www.tdr.org.nz/resources/faq



If you have any more questions please contact us.



Our contact details are on **page 18**.

This information has been written by
Telecommunications Dispute
Resolution.



It has been translated into Easy Read
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