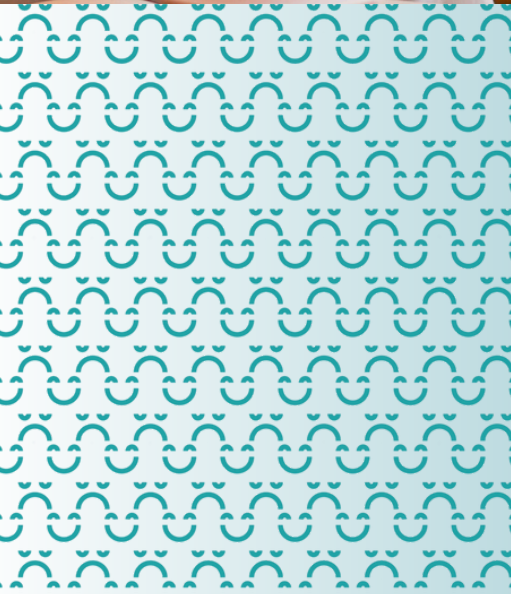




# ANNUAL REPORT 2024



**Our Telecommunications  
Dispute Resolution  
service is here to help all  
consumers in New  
Zealand to resolve issues  
with their broadband,  
mobile and home phone  
providers.**



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# A MESSAGE FROM TDRL

As I reflect on my first year as Chair of TDRL, I recognise the importance of the work we have undertaken. Since assuming this role in July 2023, I have appreciated the opportunity to join the organisation and collaborate with our newly formed board.

This year marked a significant step change to how the Telecommunications Resolution Scheme (the Scheme) operated. Our industry body, the Telecommunications Forum (TCF), responded to an identified need and established the Scheme in 2007 and engaged what is now Fair Way to manage it.

The Scheme was designed to act as an important safeguard and support for consumers, providing a free and independent dispute resolution mechanism for those dissatisfied with their phone and internet service providers. The Scheme was run on behalf of the TCF, who also established an advisory group, the TDRS Council, to advise on the scheme operations.

Following the Commerce Commission's review in 2021, TCF began an extensive work programme to refresh how the scheme is governed. The key objective was to enhance independence and deliver a fit for purpose governance structure with appropriate accountability. As a result, a new company,

Telecommunications Dispute Resolution Limited (TDRL), was formed. TDRL is led by an independent Board, made up of directors appointed from industry and consumers, plus an independent chair.

Our new Board has established itself while continuing to work alongside key stakeholders and TCF to implement the other changes from the Commerce Commission's review. **I am proud of the progress we have made and the collaborative spirit that has driven our initiatives.**

Engaging with Fair Way, alongside key stakeholders including the Commerce Commission, MBIE and the TCF has highlighted the scheme's high regard and the quality of work supporting consumers. But in doing so we identified that whilst architecturally TDRL had changed, operationally we also needed to make some internal changes as well to meet the objectives set for us.

In that regard we welcomed our new CEO, Herman Visagie, at the end of the year. Herman brings strong capabilities in regulation, consumer dispute resolution, and organisational management, which will be instrumental as we navigate the next phase of our journey.



Herman's extra focus on these areas frees up resources for Fair Way to better extend their dispute resolution capability across all areas of the obviously fast-moving, and forever evolving telecommunications industry environment for consumers.

I extend my heartfelt thanks to my fellow Board members for their unwavering dedication. As we conclude the year, we bid farewell to Deborah Battell, who completed her four-year term. Her valuable contributions and support during our transition have been greatly appreciated. We also welcomed Judi Jones to the board, whose extensive experience, including her time as the Telecommunications Industry Ombudsman in Australia, will undoubtedly enrich our discussions and decisions.

Looking ahead, we are actively collaborating with the Commerce Commission on a follow-up review scheduled for delivery in late 2024. I am proud of what we have accomplished so far and remain committed to continuous improvement of our service for consumers and industry.

Throughout these changes, TDRL has continued to work effectively with consumers and members to deliver a free and independent dispute resolution scheme, that helps ensure positive outcomes for Kiwis across the country. I would like to express my gratitude to Fair Way for their ongoing support in this important endeavour.

As we move forward, I am confident that **TDRL is well-positioned to meet the evolving needs of the telecommunications sector and the consumers we serve, ensuring a fair, efficient, and accessible dispute resolution service** that New Zealanders can rely on.



**Barry Jordan**

**Chair and Independent Director,**

Telecommunications Dispute Resolution Limited

# A MESSAGE FROM FAIR WAY, OUR SCHEME AGENT

*Ehara taku toa i te toa takitahi,  
engari he toa takitini.  
Success is not the work of one,  
but the work of many.*

It was a privilege to connect with almost 3,500 Kiwis last year, to hear their stories and help them find a way forward.

The Fair Way team is the heart of our telecommunications dispute resolution service. Each day, we connect with consumers who have unresolved issues with their phone and internet providers and work with them to achieve resolution. **By lending a listening ear and taking a calm and empathetic approach, we help make a big difference.** In many cases, we provide customers with information or connect them to the right person, enabling them to resolve the issue with their provider directly, sometimes in a matter of days. Over 3,000 cases were resolved or closed in this way – that's over 96%!

It is also pleasing to see so many great outcomes achieved mutually, with a 77% increase in settlement agreements. There was also an increase in resolution through facilitation from 8 cases in 2023 to 26 in 2024 (a 225% increase).

While the volume of complaints and enquiries received reduced slightly by 7.1%, the c3,500 level appears to be the new normal when compared to volumes across the past decade. Only 3.6% of the cases required independent decisions by specialist resolution practitioners. This is a positive outcome, showing that both consumers and providers are committed to proactively working together to resolve issues.

It has been another busy year where **we have maintained excellent resolution and customer satisfaction rates, while also navigating a high-level of change and evolution.** We began with a refreshed Terms of Reference for the scheme allowing for the scope of complaints to be broadened, supported by the TDR Disputes Procedure Process and TCF Customer Care Code. Last year, we welcomed the TDRL Board and saw foundational changes enabling us to focus solely on supporting customers to resolve complaints with their providers.

In addition, we worked on key areas of best practice, including awareness and accessibility with the creation of new factsheets in alternate formats.

Looking forward, we will actively participate in the Commerce Commission's three yearly review, and we are eager to learn from any insights generated.

Special thanks to the TDRL team and our wider Fair Way whānau for all the work they do to support this service. I would also like to acknowledge the members of the TDRL Board and TDRL for their ongoing guidance.



## **Jeanie Robinson**

**Operations Manager,**  
Fair Way for the  
Telecommunications Dispute  
Resolution



# KEY HIGHLIGHTS

## OUR YEAR IN NUMBERS



**+71 NPS score**

indicating excellent  
customer satisfaction



**3,460**

complaints



**7.11%**

decrease on  
previous year

- **Complaint resolution**

**96.4%**

resolved by customer and provider after accessing our  
service

---

- **Facilitation, mediation and adjudication**

**3.6%**

115 cases (3.6%) were unable to be resolved by the  
customer and provider

**2.0%**

resolved by facilitation and mediation

**1.6%**

resolved by adjudication

---

- **Outside jurisdiction**

**51**

complaints were outside of jurisdiction

**46%**

decrease on previous year

# ABOUT US

We have been resolving telecommunications complaints since 2007 when the Telecommunications Dispute Resolution (TDR) scheme was established by the New Zealand Telecommunications Forum (TCF).

Since its inception Fair Way Resolution Limited (Fair Way), a specialist dispute resolution provider, has managed the daily operations as the appointed Scheme Agent.

Since July 2023, the TDR has been operated by Telecommunication Dispute Resolution Limited (TDRL), which was established to manage the scheme and ensure consumers of telecommunications services have access to an effective independent dispute resolution service.

## What we do

We provide independent assistance to help resolve consumer complaints with phone and internet providers.

We are committed to providing a fair, efficient and accessible service for resolving telecommunications disputes, ensuring positive outcomes for consumers across Aotearoa New Zealand.

Our free service supports over 3,000 New Zealanders annually.



**kia tau**  
YOUR EXPERTS  
IN DISPUTE  
RESOLUTION

### About Fair Way – kia tau

Fair Way is a specialist conflict management and dispute resolution organisation who have been the scheme agent since 2007. Fair Way manages the operations and delivery of our service with experienced resolution facilitators and practitioners.

[www.fairwayresolution.com](http://www.fairwayresolution.com)

# How we help

Here are the steps we follow to help resolve complaints quickly.



## 1. Complaints

We listen and explain how we can help.  
Most issues are resolved at this initial stage

## 2. Facilitation

We aim to find a solution through conversation.  
Our team will help consumers clarify issues for further discussion with their provider.



## 3. Mediation

If the complaint is within jurisdiction, our mediator helps the customer and provider to explore the complaint and find solutions.

## 4. Adjudication

If an agreement between the customer and the provider can't be made, we will decide, based on the information provided. If the customer accepts the decision, the provider must follow the directions.





## CASE STUDY

### UNDERSTANDING AN INVOICE



**A customer questioned if credits had been applied after receiving a complicated invoice.**

The customer's frustrations began in July when they requested a switch to a different fibre box on their property. During the process, several issues arose, including delays, incorrect communication addresses and having to repeat information to multiple representatives.

The provider acknowledged the inconvenience and offered a \$50 goodwill credit, which the customer accepted. However, the customer couldn't identify the credit on their August invoice and contacted us for assistance.

#### **What happened next?**

We contacted the provider, who confirmed the changes were made and credits applied to the customer's account. The invoice included a reimbursement for the inactive connection, an early termination fee credit and the \$50 goodwill credit. However, the credits were combined and mistakenly listed as a 'credit for late payment fee' on the invoice.

The customer's confusion was understandable given the line-item errors. However, with our help and the provider's clarification, the customer gained clarity and was satisfied the credit had been applied.

# Our people

TDRL is led by our chief executive officer (CEO) Herman Visagie and is guided by an independent board, providing strategic direction and governance. Our board includes consumer and industry representatives, and an independent director who serves as the Chair.



**Herman Visagie**  
CEO



**Kate Tokeley**  
Consumer representative



**Barry Jordan**  
Independent director  
Board Chair



**Hallit Bresloff**  
Industry representative



**Don Cowie**  
Consumer representative



**Laureen Reeve**  
Industry representative



**Judi Jones**  
Consumer representative



**Louise Henderson**  
Industry representative

### BUSINESS PLAN GONE BAD



**A customer purchased a new iPhone, but it became faulty shortly after.**

A small business owner purchased a new iPhone on a monthly contract, but the device became faulty shortly after. The customer returned the device to the provider for troubleshooting and repair if necessary. Meanwhile, the customer used their personal phone for business activities. Frustration grew due to poor communication from the provider and the situation worsened when the phone was lost in transit. The provider refused responsibility and advised the customer he would be liable for the ongoing monthly charges. After two months of unsuccessful discussions with the provider, the customer felt it was unfair to pay full price for a repaired phone instead of receiving a new replacement. He also sought a refund for the period the phone was under repair. Disappointed, the customer contacted us for assistance.

#### **What happened next?**

We facilitated communication between the customer and the provider, clarifying the situation and contractual obligations. During the facilitation process the customer and provider mutually agreed a settlement. The provider agreed to terminate the customer's business contract, without additional fees and credited the time lost against the final balance. The customer agreed to pay the remaining balance and collect the repaired phone.



## Our members

TDR can assist consumers with complaints about products or services from these providers.

### Retail members



## Wholesale participants

C H ● R U S



In certain circumstances we may also receive complaints regarding non-members, for instance where their conduct may be in breach of certain Commerce Commission codes. For further information please [visit our website](#).

# COMPLAINTS

Our latest data provides an important snapshot of customer complaints and the evolving trends in New Zealand's telecommunications sector.

During the last year, we've seen a shift in the types of issues being raised. While there have been notable improvements in some areas, others continue to pose challenges for the industry.

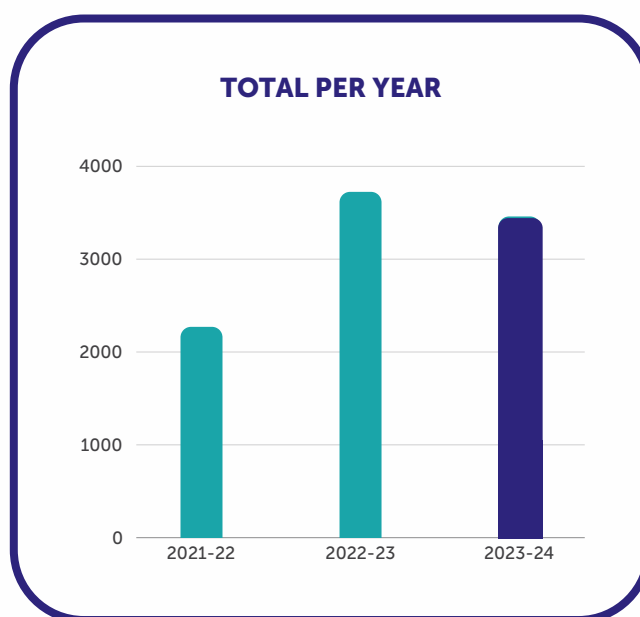
For example, technical complaints have significantly decreased, likely reflecting the sector's growing stability following major infrastructure changes, including the nationwide transition to fibre. This suggests the industry is now well-positioned for future technology advancements.

Despite these gains, customer service remains a key concern. While improvements in handling complaints have reduced issues with inadequate resolutions, general customer service complaints have seen a slight increase. Delivering better customer experiences remains a priority for providers.

Billing disputes, although still common, have evolved. The reasons behind these complaints have shifted, leading TDRL to collaborate with Fair Way in the coming year to better understand and address these issues. By identifying the underlying causes, we aim to work with the industry to help reduce billing complaints in the future.

In the next section, we explore the biggest changes in customer concerns during the past year, showing where progress has been made and where further attention is needed.

Over the past year, we received 3460 enquiries and complaints, a 7.11% decrease from the previous year. Following previous fluctuations, related to market changes and the pandemic, the number of complaints has now stabilised. This decline potentially indicates a more consistent level of complaints over time.





# Complaint volumes based on market size

The table below shows complaint data (both total and average per 10,000 customers) based on average connection numbers for the year, broken down by service type (mobile or broadband) and by provider group.

	Mobile		Broadband	
	Based on average total industry connections of 6,969,957		Based on average total industry connections of 1,995,050	
Scheme member	Average complaints per 10k connections	Total complaints received	Average complaints per 10k connections	Total complaints received
2degrees	0.54	381	4.99	777
Spark	0.35	382	1.49	409
One NZ	0.49	477	0.69	314
Mercury			2.01	42
Other		30		138
<b>Total</b>		1270		1680

## Notes

1. The information excludes complaints where the service type was not specified by the customer.
2. International Data Corporation (IDC) data is only provided for the top four largest member groups, who comprise ~80% of broadband connections in the market and 99% of mobile connections in the market.

# Complaint categories

All potential complaints are sorted into standard categories based on their primary issue, identified from the information provided by the consumer.

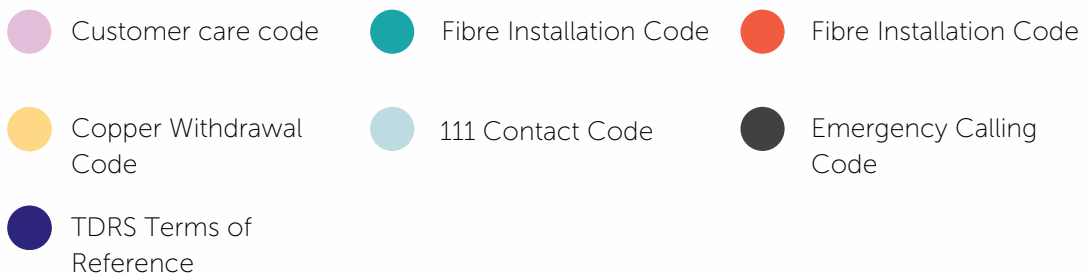
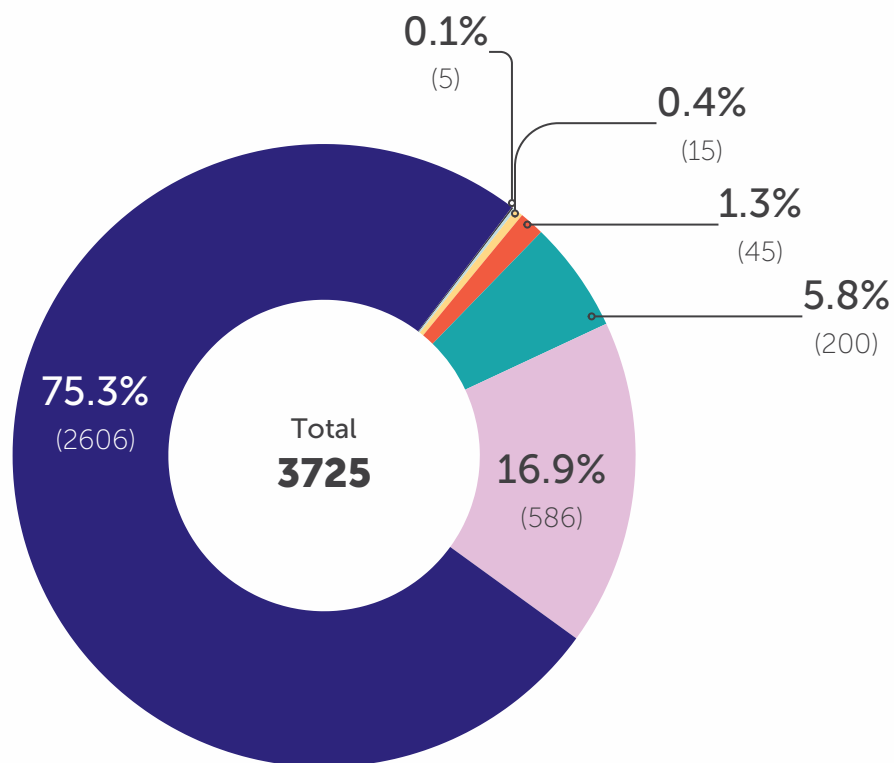
The table below summarises complaints by category and provides a comparison to the previous two years.

Category	2021-22	2022-23	2023-24
Billing	965	1511	<b>1750</b>
Customer Service	399	689	<b>578</b>
Faults	263	601	<b>408</b>
Installation	247	435	<b>200</b>
Contracts terms and conditions	79	127	<b>195</b>
Network performance	206	185	<b>174</b>
Transfer	59	103	<b>98</b>
Other	43	45	<b>34</b>
Complaint handling	43	29	<b>23</b>
<b>Total</b>	<b>2304</b>	<b>3725</b>	<b>3460</b>



## Category of complaints received by Code

We can address any potential complaints related to breaches under our terms of reference, the Customer Care Code, or other relevant Codes issued by TCF or by the Commerce Commission. Here is a summary of the complaints received during the past year, categorised by the relevant Code that the underlying issue relates to.



Customer complaints code		Category	Volume	Percentage
Customer Care Code		Complaints handling	23	0.66%
		Customer service	563	16.27%
Fibre Installation Code		Installation	200	5.78%
Broadband marketing Code		Network performance	45	1.30%
Copper Withdrawal Code		Customer service	12	0.35%
		Notification	3	0.09%
111 Contact Code		Customer service	2	0.06%
		Device	2	0.06%
		Vulnerable customer application	1	0.03%
Emergency Calling Code		Network performance	3	0.09%
TDRS Terms of Reference		Billing	1750	50.58%
		Contracts Terms and Conditions	195	5.64%
		Faults	405	11.71%
		Network performance	130	3.76%
		Non-telecommunications matter	28	0.81%
		Transfer	98	2.83%

# Underlying causes of complaints

In addition to categorising complaints, we also allocate an underlying cause from a list of standard issues that led to the complaint.

The following highlights the top complaint categories for the year, along with the most frequent root causes for each category.



## Billing

Disputed charges	1262
Account errors	132



## Customer service

Failure to action	338
Contacting provider	80



## Faults

Delay in service restoration	191
Recurring faults	80



## Installation

Delay	156
Quality of installation	74

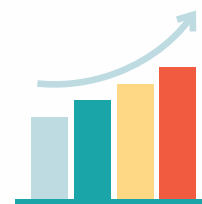


## Contract Terms and Conditions

Failed to action disconnection	74
Early termination fees	66

# Complaint category trends

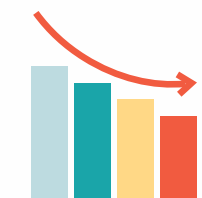
## Increase






The following highlights the largest changes during the past year.

Category	Theme	2022-23	2023-24	Change
Billing 	Plans	73	127	↗74%
	Failure to action	307	388	↗10%
Customer service 	Failure to action	867	1262	↗46%

## Decrease



The following highlights the largest changes during the past year.

Category	Theme	2022-23	2023-24	Change
Billing 	Data usage charges	26	14	↘46%
Complaints handling 	Inadequate resolution	25	15	↘40%
Faults 	Equipment failure	96	27	↘72%



## PROBLEMS WITH FAMILY PLAN



### A customer experienced two separate issues and contacted us

The first issue involved a billing discrepancy. The customer had a family mobile plan with an annual auto-renewal fee. In early 2023, the plan renewed, and the customer's bank account was charged as expected. However, a few days later, a second charge was unexpectedly deducted. When the customer contacted the provider, assuming an error, the provider could only see one charge and initially dismissed the issue. Later, it was revealed that the second charge was for a separate account the customer had forgotten about, set up using a different email account. The provider declined the customer's refund request for the additional charge.

### What happened next?

We reviewed the case and determined the customer was unlikely to receive a full refund, as they acknowledged setting up the account and authorising the auto-renewal. Additionally, their contact did not permit refunds for cancellations partway through the plan period.

The second issue involved network performance and customer service. Several months after resolving the billing issue, the family experienced connectivity problems with their mobile devices after returning from an overseas trip. The provider initially claimed the disconnection was due to a collection issue with a former provider, which the former provider denied. The current provider then attributed the problem to overseas roaming, frustrating the customer, as the issues began after their return to New Zealand. Lacking confidence in the provider's ability to resolve the problem, the customer decided to cancel the family plan and contacted us.

We were concerned about the level of service the customer received. The provider had delayed identifying the second account and gave incorrect explanations regarding additional charges. Now, it had failed to thoroughly investigate the connectivity issues. To resolve the complaint, the provider agreed to compensate the customer for the remaining value of the contract, which the customer accepted as a full and final settlement.

# How were complaints resolved?

Here are the steps we follow to help resolve complaints quickly.



## 1. Talk to TDR

**96.4% (3078) complaints resolved**

We listen to complaints and explain how we can help. In the first instance we connect you with your provider to try and resolve the issue. Most complaints are resolved at this initial stage.

## 2. TDR gets you talking – Facilitation and mediation

**2.0% (65) complaints resolved**

We aim to find a solution through conversation. Our team will help consumers clarify issues for further discussion with their provider. If the complaint is within jurisdiction, our mediator helps the customer and provider to explore the complaint and find solutions.



## 3. TDR makes a decision – Adjudication

**1.6% (50) complaints resolved**

If an agreement between the customer and the provider can't be made, we will decide, based on the information provided. If the customer accepts the decision, the provider must follow the directions.

# Complaint outcomes



Below is a summary of all resolution outcomes for consumer complaints and the number per phase.

## Talk to TDR

Outcome	What it means	Complaints
Resolved or closed	The consumer and their provider were able to collaboratively resolve the issue without further assistance	2813
Non-relevant	The complaint was not relevant to TDR, for instance because it did not relate to telecommunications services.	163
No jurisdiction	The complaint relates to a matter that TDR cannot consider, such as the pricing for a product or service.	51
Withdrawn	The customer either notifies us that they wish to withdraw their complaint, or they stop engaging with the process.	51

## TDR gets you talking – Facilitation and mediation

Outcome	What it means	Complaints
Settlement	The consumer and their provider were able to collaboratively resolve the issue with our assistance	65

## TDR makes a decision – Adjudication

Outcome	What it means	Complaints
Upheld	Our resolution practitioner decided in favour of the consumer, meaning their complaint was successful.	6
Partially upheld	Some parts of the complaint were successful, meaning our resolution practitioner favoured consumers on those points.	16
Not upheld	Our resolution practitioner determined the complaint was unsuccessful.	28

# Outside jurisdiction

Before the formal resolution process begins, we conduct a Jurisdiction Assessment to determine if the issue falls within our scope. This process involves resolution practitioners evaluating any applicable exclusions, including disputes related to product pricing or a specific provider’s geographic coverage. If we are unable to assist, we offer guidance on alternative avenues for

addressing the concern. For the full list of exclusions, please view our Terms of Reference.

51 complaints were ruled as outside of jurisdiction this year, a significant decrease of 46% from the previous year and is a positive result, reflecting the work done as part of the changes to the TDR to consolidate and clarify the exclusions.

## Reasons for declining jurisdiction

The following outlines the five most frequent reasons for declining jurisdiction from the past year. For the full list of Schedule 4 exclusions, please view our Terms of Reference.

Exclusion reference	11	Number of times applied in 2023-24
Description	If reasonably satisfied the customer has refused to engage with the provider or otherwise acted in bad faith in relation to attempting to resolve the complaint.	21
Examples	A customer has not responded to attempts to communicate or to remedy the issues, or has, for example, turned away repair workers.	
Notes	Cannot consider complaints where: <ul style="list-style-type: none"><li>the complaint is made in bad faith</li><li>reasonably satisfied the complainant has refused to engage with the relevant provider</li><li>the complainant has otherwise acted in bad faith in relation to attempting to resolve the matter.</li></ul>	

Exclusion reference	2	Number of times applied in 2023-24
Description	If the matter relates to the level of charges scheme members chooses to set.	10
Examples	A customer complains about the increased cost of a mobile plan.	
Notes	Unable to assist with complaints regarding pricing set by a provider, <b>except</b> if the provider has engaged in misleading conduct or breach of contract.	

Exclusion reference	4	Number of times applied in 2023-24
Description	If the matter falls under the jurisdiction of another agency or authority better placed to deal with the issue.	5
Examples	A customer has an issue with their electricity or gas charges.	
Notes	Unable to assist with non-telecommunication disputes and complaints. However, we will direct customers to the appropriate resolution service.	

Exclusion reference	4	Number of times applied in 2023-24
Description	If the matter falls under the jurisdiction of another agency or authority better placed to deal with the issue.	5
Examples	A customer has an issue with their electricity or gas charges.	
Notes	Unable to assist with non-telecommunication disputes and complaints. Utilities Disputes Limited (UDL) is better placed to assist with these types of complaints.	

Exclusion reference	3	Number of times applied in 2023-24
Description	If the matter relates to the absence of network coverage.	4
Examples	A customer lives in an area outside cell tower range or in a built-up area that experiences broadband congestion.	
Notes	<p>Unable to assist with complaints about mobile phone or internet service coverage areas.</p> <p>However, we can assist if the provider has engaged in misleading conduct regarding the way it promotes its coverage.</p>	



Exclusion reference	10	Number of times applied in 2023-24
Description	If the matter relates to a claim or claims for compensation based on indirect loss to the extent allowed by law.	4
Examples	The customer is seeking compensation for participating in a complaint process due to inconvenience or stress.	
Notes	Unable to award compensation for punitive damages, pain or suffering, loss of reputation, inconvenience, humiliation, mental distress, and costs involved in compiling or pursuing a complaint.	

## CASE STUDY

### VULNERABLE CONSUMER APPLICATION - PART 1



**A family applied to have a relative classified as a vulnerable consumer, seeking a landline for reliable 111 emergency contact**

The consumer who has early-stage Alzheimer's and other degenerative health conditions, finds it difficult to form new memories. This makes new or unpredictable situations overwhelming for him. He used to rely on a landline for emergencies, but after copper services were discontinued in his area, his family struggled to teach him how to use a mobile phone. They became concerned about his ability to contact 111 in an emergency.

The consumer's daughter contacted our service requesting vulnerable consumer status under the Commerce Commission 111 Contact Code. This classification would provide a 'like-for-like' replacement for his landline, and the family requested the installation of an uninterruptable power supply at his home.

However, the telecommunications provider had already assessed his situation and concluded he was not eligible. While they acknowledged his risk of needing emergency services, they determined he had sufficient alternatives to contact 111. The provider had supplied a mobile phone, docking station and SIM cards for two networks. They also provided detailed explanations to the family about how mobile services worked in his area.

Additionally, the consumer had a St John's medical alarm with a 72-hour battery backup, cellular functionality and a SIM card. He was familiar with using the medical alarm, and confirmed it was more likely to be within reach when needed, than either a mobile phone or landline.

## CASE STUDY

### VULNERABLE CONSUMER APPLICATION - PART 2



#### What happened next?

We facilitated discussions between both parties, but they couldn't reach an agreement, so the issue proceeded to formal adjudication for an independent review. We considered whether the provider met its obligations under the relevant codes and the provider's Customer Care Code. We also assessed if the provider acted fairly and reasonably in handling the case. The adjudicator determined the provider had met all its obligations and was correct in its decision to decline the application for vulnerable consumer status.

Decisions involving vulnerable individuals are always challenging, but laws and regulations aim to balance their needs with what is reasonable for providers to deliver. In this case, the provider exceeded their obligations, and our decision acknowledged this.

# CUSTOMER SATISFACTION

Customer satisfaction is at the heart of any successful dispute resolution service, as it reflects trust, fairness, independence and efficiency in resolving issues. Our consistently strong results, include a Net Promoter Score (NPS) of +71, highlight the positive experiences our customers have throughout their journey. With a score well above 50, considered excellent, this high NPS highlights the quality of our service

and our commitment to providing a smooth and supportive process. Our resolution coordinators conduct and engagement consistently receive extremely positive feedback. Customers also express high satisfaction with the resolution timeframes, further emphasising the value of our well-run dispute resolution service.

Success Measure	2022-23	2023-24
<b>Overall customer satisfaction</b>		
The Net Promoter Score (NPS) measures the likelihood that a customer will recommend our service to others, based on their experience.	+72	+71
We measure the proportion of overall complainants who were either satisfied or very satisfied with their experience.	90%	89%
<b>Customer service</b>		
We measure the proportion of respondents who agreed or strongly agreed that our staff are friendly and courteous.	92%	93%
We measure the proportion of respondents who agreed or strongly agreed that our staff listened and understood their complaint.	89%	88%

Success Measure	2022-23	2023-24
<b>Efficiency</b>		
We measure the proportion of respondents who agreed or strongly agreed that the time taken for our process was reasonable.	88%	88%
<b>Customer experience</b>		
We measure the proportion of respondents who agreed or strongly agreed they were kept well-informed about what was going to happen.	86%	86%
We measure the proportion of respondents who agreed or strongly agreed our mediators were knowledgeable and provided all the information they needed.	84%	84%
We measure the proportion of respondents who agreed or strongly agreed the process was fair and impartial.	87%	86%

# Customer feedback



TDR provides an outstanding service. It is quite comforting to know that TDR is available to telecommunications customers who are experiencing terrible service.



When I contacted TDR about my issue, I was very impressed with the representative who was easy to talk to, listened to my problems and was able to document my issues over the phone. Later that same day I was contacted by the provider about a change they had made at their end and my service improved almost immediately that same day.

Talking to an actual person, it makes such a difference. Having someone who heard us out and gave me the support I needed and point me in the right direction as to the action I needed to take next. Thank you!

Such a pleasure to deal with people who knew their job and what they were talking about.



My voice was finally being heard.



It's so good to have a third party involved in this; it was going nowhere with the company. As soon as TDR was involved, the matter was resolved within one day! Thank you.



# Customer feedback



The staff I interacted with listened very carefully to my complaint and acted quickly to help resolve it.

Fantastic service. The best experience I've had in years dealing with [a] professional agency.



Was amazed at the ease to lodge complaint, kept me informed and also followed up with email. Extremely pleased with outcome.

I appreciate the ongoing communication and support received throughout the process.

...very professional and more importantly [they] listened to me and got the facts. 1st class result.

I would never have managed a good outcome on my own... a fabulous service!



My issue was dealt with the same day with a successful outcome.

The outcome resulting from my discussion with TDR was objective and positive.



The process was simple, the person was helpful, and the issue ended up getting resolved amicably.

Such a pleasure to deal with people who knew their job and what they were talking about.

# CONSUMER AWARENESS

Engagement and awareness are essential to our service, helping to build meaningful connection with consumers. By actively engaging and raising awareness of our services, we're empowering consumers to navigate challenges with confidence and access the support they need.

Improving accessibility and maintaining high awareness of our service is a key priority, and we are committed to long term investment in these areas.

## Raising awareness

In 2023, we launched a second series of advertisements, to inform consumers where to turn when they encounter issues. This complements the ongoing efforts by our members to enhance customer awareness.

It is encouraging to see increased awareness in 2024, indicating that more consumers recognise who we are and what we do. The [New Zealand Consumer Survey 2024](#) commissioned by the Ministry of Business, Innovation and Employment (MBIE) and the Commerce Commission noted TDR's increased consumer awareness. With the transition to TDRL, we aim to further enhance awareness, ensuring customers can easily find us when they need assistance.

## Improved accessibility

We're committed to accessibility and meeting the diverse needs of consumers. Currently we are offering information in these formats:

- Audio
- Braille
- Easy read
- Large print
- Sign language

We also provide information in other languages, including Chinese, Hindi, Māori, Samoan.

## Sharing case studies

We continue to regularly share case studies that showcase the experiences of customers who have contacted us. Additionally, we publish anonymised copies of adjudicator decisions on various complaints.

These documents serve to educate consumers about the types of complaints we encounter, our processes and potential outcomes. They also offer valuable guidance for our members regarding issues being escalated and how they are being resolved.

Explore our case studies and decisions online, and throughout this report.

## Public reporting

We aim to empower consumers with knowledge about the telecommunications industry and the challenges they face. Our annual report summarises our performance and highlights emerging trends.

In the coming year, we plan to deepen our focus on insights, including more comprehensive analysis of systemic issues.

## Member engagement

We hold regular meetings with our members to gain insights into their experiences, share updates on our processes, and provide training on best practices for complaints management.

This year, we held bi-monthly operational meetings, that served as a forum for members to engage on practical matters, including opportunities for process improvements.

Additionally, we facilitated several focus groups and hosted member forums in Auckland and Christchurch. These forums focused on capability building, for example addressing the application of 'fairness', effective communication, proactive issue management and conducting investigations.

## Community and industry engagement

Many outstanding organisations play vital roles in supporting their communities, often serving as the first point of contact for those in need. Throughout the year, we have engaged with various community organisations, hosting presentations to highlight how we can collaborate to provide effective support.

We regularly participate in meetings with other complaint bodies to discuss emerging trends. During the past year, we have strengthened our relationships with domestic counterparts, including Utilities Disputes Limited and international counterparts, including the Australian Telecommunications Industry Ombudsman.

TDRL also meets quarterly with the Commerce Commission to review industry trends and share insights from our most recent experiences.

# MEMBER SATISFACTION

We conduct a bi-annual survey inviting scheme members to provide feedback on our service. Overall, members find our team friendly, helpful, easy to contact and responsive.

*"Whenever I've needed assistance, I've been able to get in touch and get the help I needed."*

*"I have multiple people I can contact, and they come back to me in a timely manner."*

*"Always open to discussion to work through a situation."*

In our latest survey 90% of members feel they can contact us for assistance when needed, 90% reported understanding the complaints process and 90% of members agreed that decisions regarding our jurisdiction were easy to understand. All members, (100%), agreed that the determinations were easy to understand.

*"It is very clear cut and easy to understand."*

*"All of the people we interact with are friendly, reasonable and just looking to attain a positive outcome."*

# OPERATIONAL PERFORMANCE

An essential aspect of delivering effective dispute resolution services is ensuring complaints are handled promptly and efficiently.

Internally, our dispute resolution process consists of three potential phases:

## 1. Customer dissatisfaction registration (CDR)

The provider is given the opportunity to resolve the complaint directly with the customer, before it progresses with our service.

## 2. Complaint registration and early resolution

The complaint is formally registered and

relevant information is collected. Potential early resolution opportunities are identified between the customer and provider. This is supported by an experienced facilitators.

## 3. Dispute resolution

This phase uses mediation and adjudication to resolve the complaint, supported by an expert mediator. We gather and share information to help the customer and the provider collaborate on a resolution or issue an independent decision on the matter.

We are committed to resolving complaints as soon as possible and have agreed target service levels with Fair Way to ensure complaints are dealt with promptly. During the last year our performance has met or exceeded all service levels.

Performance	Description	Target	Result
<b>CDRs considered for deadlock</b>	Complaints forwarded to members to determine deadlock within one working day of becoming eligible.	95%	97.9%
<b>CDRs progressed to deadlock</b>	Progressing or closing registrations within 30-business days of the member receipt.	80%	92.9%
<b>Final determination phase</b>	Time between issuing final determination to closing dispute within 30 business days.	80%	98.2%

# FINANCIAL STATEMENT SUMMARY

Statement of Financial Performance For the year ended June 30	2024	2023
Revenue	Actuals	
Membership Fees and subscriptions	1,752,270	-
Interest and other investment revenue	23,158	46
Total Revenue	1,775,428	46
Expenses		
Employee remuneration and other related expenses	168,000	-
Other Expenses related to service delivery	1,248,218	-
Total Expenses	1,416,218	-
Net Surplus/(Deficit) for the Year before Tax	359,210	46
Total expenses (benefit)		
Total Tax expense (benefit)	100,579	-
Net Surplus/(Deficity) for the Year after Tax	258,631	46

Statement of Financial Position As at 30 June	2024	2023
<b>Assets</b>		
<b>Current Assets</b>	<b>1,421,676</b>	<b>1,066,060</b>
Cash and short-term deposits	975,363	615,719
Debtors and prepayments	446,313	450,341
<b>Non-current Assets</b>	<b>1,454</b>	<b>-</b>
Property, plant and equipment	1,454	-
<b>Total Assets</b>	<b>1,423,130</b>	<b>1,066,060</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>	<b>1,164,454</b>	<b>1,066,014</b>
Creditors and accrued expenses	226,566	139,045
Income in advance	937,887	926,970
<b>Total Liabilities</b>	<b>1,164,453</b>	<b>1,066,014</b>
<b>Total assets less total liabilities (net assets)</b>	<b>258,677</b>	<b>46</b>
<b>Accumulated Funds</b>		
Accumulated surpluses or (deficits)	258,677	46
<b>Total Accumulated Funds</b>	<b>258,677</b>	<b>46</b>



# FAQ & GLOSSARY

## Who is Telecommunications Dispute Resolution?

Telecommunications Dispute Resolution (TDR) is a free and independent service to help manage complaints about the provision of telecommunications services.

## How often do you report this data?

The data is reported on an annual basis in the Annual Report and on our website.

## Glossary of terms used in this report

<b>Adjudication:</b>	Adjudication is when we consider the dispute and make a decision, based on submissions by the consumer and their phone or internet provider.
<b>Adjudicator:</b>	A person who reviews the information provided, considers the dispute and makes decisions.
<b>Binding Decision:</b>	A binding decision means the phone or internet provider and consumer must follow the decision made.
<b>Complaint Process:</b>	The path that a complaint follows from when the complaint is made to its resolution.
<b>Deadlock:</b>	TDR may determine a complaint is deadlocked if it's been six weeks or more since the customer contacted their phone or internet provider and the customer still doesn't have a resolution that they are happy with, or if a complaint raised with a scheme member by TDR remains unresolved after 15 working days, whichever comes first. When determining deadlock, TDR will take into consideration the complexity of the issue, the desired resolution, as well as whether escalating the matter will assist in resolving the complaint.

<b>Determination:</b>	See final decision
<b>Dispute:</b>	A disagreement.
<b>Dispute Resolution:</b>	Processes used to resolve disputes. Dispute resolution processes include facilitation, mediation, and adjudication.
<b>Dispute Summary :</b>	A document which contains formal submissions from the parties involved in the dispute.
<b>Facilitation:</b>	Facilitation is where we aid with communication and can include negotiating a settlement between both parties.
<b>Facilitator:</b>	The role of the people that customers deal with when they make a complaint to TDR.
<b>Final Decision:</b>	This is a binding decision made by TDR at the end of the complaints process.
<b>Frivolous Complaint:</b>	A frivolous complaint is a complaint with no or very limited legal merit.
<b>Jurisdiction:</b>	Before a complaint can go ahead to mediation or adjudication, TDR will check if a complaint is within our ability to help, or if any excluded matters apply. There are some areas that are outside of jurisdiction for TDR, such as pricing or network coverage.
<b>Mediation:</b>	Mediation is a voluntary process where the parties in conflict are encouraged by the Resolution Practitioner to understand each other's perspectives, talk through the issues, find their mutual interests, develop realistic options, and find a solution that the parties can agree to. Mediation can be a face-to-face meeting between the parties and the mediator, but can also be done over the telephone, using Skype or videoconference. Sometimes the mediation may occur over a series of meetings.
<b>Negotiation:</b>	Negotiation is the process of parties getting together with a view to reconciling differences and establishing areas of agreement, settlement or compromise.

<b>Negotiation:</b>	Negotiation is the process of parties getting together with a view to reconciling differences and establishing areas of agreement, settlement or compromise.
<b>Provisional Decision:</b>	This is a temporary or conditional decision that is subject to change. All parties are given the opportunity to say whether they agree or disagree with the provisional decision and their reasons for this, which the Resolution Practitioner will consider.
<b>Resolution Practitioner :</b>	The independent person from TDR who works with the parties to resolve the dispute through mediation and adjudication.
<b>Scheme Agent:</b>	The company appointed by Telecommunications Dispute Resolution Limited (TDRL) to independently run the TDR Scheme. Fair Way Resolution Limited (Fair Way) is the Scheme Agent for TDR.
<b>Trivial Complaint:</b>	A trivial complaint is a complaint where the subject matter of the dispute is of such little value or importance to the parties, as to make it unreasonable to pursue.
<b>Vexatious Complaint:</b>	A vexatious complaint is a complaint where the main intention is to annoy the opposition (the phone or internet company). A complaint may initially have merit, but if pursued in a vexatious way, can be found to be wholly vexatious.

## 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 most telecommunications providers in New Zealand (~ 95% of total connections). View [current members on our website](#).

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

IDC New Zealand supplies TDR with connection data from their Telecommunications Market Tracker. You can find more about IDC at [www.idc.com/anz/about-idc](http://www.idc.com/anz/about-idc).

## **How is the nature of complaints recorded?**

A complaint 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. Underlying causes are also recorded for each complaint.

## **What is the difference between complaints received and resolved?**


'Received' refers to when a customer contacts us with an issue, while 'resolved' means the complaint has been addressed and closed. The numbers may differ as complaints move through the resolution process over time.



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