



Who are TDR?

Telecommunications Dispute Resolution (TDR) is a free complaint service, independently operated by Fair Way.

We've been assisting Kiwis to resolve phone and internet complaints since 2007.



What do you do?

If you have an unresolved complaint with your phone or internet provider, talk to TDR.

We help you resolve complaints about your:

- Internet
- Home phone
- Mobile



Is there a cost?

Our service is free for consumers.

TDR helps over 2,000 Kiwis a year. Give us a try!



What are some examples?

Some areas we help with are:

- Bills and charges
- Customer service
- Faults and network
- Contracts

"Your involvement made everything happen quickly and the problem was solved. 10/10"

Phone and internet issues can be frustrating, but making a complaint doesn't have to be. Here are our tips for making a complaint.

It's ok to complain

Let your provider know if you experience an issue. They can't fix it if they don't know!

Gather details

Share any useful information that you can.

- What happened?
- When did it happen?
- What would fix this?
- What did your provider say or do?
- What is your account or customer number?
- Do you have any notes or records about the event or interactions since then?
- Can you share a contract or an invoice?

Get some help

If you need some help making the complaint, or if the matter is not resolved by your provider, then talk to TDR. We're free, independent and here to help.

Get in touch with TDR

Free phone 0508 98 98 98

Email contact@tdr.org.nz

Online www.tdr.org.nz



Telco Troubles?

Talk to TDR

Free phone and internet complaints service

How we help

We aim to resolve complaints as early as possible using one or more of these steps

Get in touch with TDR

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Enquiry

Tell us about your complaint

We'll gather information and let your provider know about your complaint so you can work together to resolve it. Most complaints are resolved at this stage.



Mediation

Collaborate and reach an agreement

TDR will check if we can help further. If the complaint is within jurisdiction, a mediator will help you and your provider to explore the complaint and solutions.

Facilitation

Find a solution through conversation

Our team will ask questions to help you clarify issues, identify options you want to talk about with your provider, and help you work out what you think will resolve the issue.



Adjudication

TDR considers your complaint

If you don't reach an agreement together, TDR will make a decision. If you accept the decision, your provider must follow the directions within the decision.

Need some extra assistance?

If you have any special requirements (for example if English is your second language, if you have cultural requests, or if you experience vision or hearing problems) you should let TDR know as soon as possible so we can make suitable arrangements.

Can TDR help?

Phone and internet providers

We can assist with complaints about products or services from these phone and internet providers.



Wholesale providers

We may also be able to help if your complaint includes one of these wholesale providers.



Did you know?

TDR can also help if your dispute involves:

- Your ability to contact emergency services in a power cut using a landline.
- Copper services being removed from your area.

