

One NZ Customer Care Policy

Our commitment to you

- We will treat you with respect and fairly.
- We will engage with you (or your support person when authorised) constructively.
- We will provide service information that is accurate and up-to-date. Information provided includes prices, additional fees, limitations to a service, and factors that may affect performance of a service.
- We will provide services to the service standard that is advertised.
- We will provide accurate invoices and if we make a mistake, we will use all reasonable efforts to correct it as soon as possible.
- We will fix faults in our network at no charge to you, except in instances where you contributed to the fault.
- We will use your information in accordance with the Privacy Act 2020 and the Telecommunications Information Privacy Code 2020 (TIPC).
- We make terms and conditions available on [our website](#), which include:
 - Relevant rights and obligations for you and One NZ.
 - Situations covered under Force Majeure clauses – in other words, situations for any loss that is caused by something we don't reasonably control - and how we will respond in such circumstances.
 - Conditions under which your service can be suspended or disconnected.
- We may make changes to our terms and conditions, price of service and service specifications or discontinue a service at any time. Where the change will disadvantage you, and it is in our control, we will provide you with a minimum of 14 days' notice. If the change is outside of our control, we will communicate with you as soon as we can. We will act in good faith when deciding if a change will disadvantage you.

Credit management

- When you apply for products, we may use a credit reference agency who will provide us with a copy of your credit file and help us to verify your identity.
- In some cases, we may require further information to assess your application, and this may be reviewed by our credit review team. We will only ask for more information if we have to in order to help us make a decision.
- When required, we will inform you of the credit processes and required checks before a product or service can be purchased.
- To assist with our credit management, we may monitor your ongoing credit status using a credit reference agency.
- We will provide appropriate support if you are having payment difficulties or are in arrears.
- We will issue a disclosure statement detailing important information before starting debt collection process.
- In cases where we have concerns around your ability to meet your ongoing financial commitments, we may temporarily suspend or permanently disconnect your service.

Contacting Us

We appreciate the opportunity to assist with any questions or problems you have with your One NZ services through our helpful support teams. We have several contact options available.

- Chat with us online [here](#)
- Call us:
 - Personal Mobile: 0800 800 021 or 777 from your mobile
 - Home Broadband: 0800 438 448
 - Business: 0800 400 888 or 888
- Call us from overseas:
 - Personal: +64 9 355 2007
 - Business: +64 9 962 9888
- Visit one of our [One NZ Stores](#)
- Online - you can give us feedback or request support through our [website](#)

Complaints Policy/Kaupapa Amumu

Here at One NZ, we aim to provide you with great service, but things don't always go to plan. That's why we have a process in place to help resolve any issues you may have. If you feel there's something we can do better, or you're not happy with one of our products or services, we would like to know about it.

We recognise our customers' rights to raise complaints and will treat you fairly and engage in good faith when handling complaints.

Get in touch

We appreciate the opportunity to resolve any problems you have with your One NZ services before you log a complaint. We have several contact options available. You can [chat with us](#) or [call us](#) to speak with one of our friendly team, or pop in to a One NZ store. We are also available to assist you across most Social Media platforms via private/direct message.

How to make a complaint

Please let us know about your complaint using one of the following options:

Call us:

Residential Customers (Mobile)	0800 800 021 or 777 from your mobile
Residential Broadband Customers	0800 438 448
Business Customers (Mobile and broadband)	0800 400 888 or 888 from your mobile

Chat with us:

You can use our online chat service and chat with a real person to register your complaint [Contact Us. Use our Chat, our phone numbers, or visit us for customer care. One NZ.](#)

Write to us:

You can send us a letter of complaint to the address below. Please remember to include your account number, full name and a contact number or email address so we can contact you about your complaint.

Complaints and Feedback
One New Zealand Group Limited
Private Bag 92143,
Auckland 1142,
New Zealand

Online:

You can submit your complaint online by [completing our online form](#)

After you've made a complaint

Our obligations

- We will acknowledge the complaint when it is made, and within 3 working days of receiving it where a complaint is made via our [online form](#). We will endeavour to resolve your issue in the first instance, but if, for any reason, we need to conduct an investigation in response to the complaint, we will provide you with a reference number so you can keep track of the investigation progress at any time.
- We will keep you informed of progress and reasons for delays in handling the complaint if this occurs. We will aim to resolve the complaint within 20 working days, except where the issue relates to broadband performance or where a complaint involves a third party (e.g. one of the fibre companies, like Chorus) – more time may be needed in those cases.
- Should a delay occur for any reason, we will keep you in the loop the whole way through and provide an indicative revised timeframe within 10 working days of becoming aware of the reason for the delay.
- We will advise you of the outcome of the complaint. You can request for this to be provided in writing.
- We will hold any collections activity against a disputed charge/amount while your complaint is being investigated, including late payment fees, collections notices and debt referral to a third party. If you pay for your service in advance, we will not credit or refund you while the complaint is being investigated, but we will credit any charges that we owe to you after the complaint is resolved, within 10 working days or as agreed with you.
- We will not charge you for making a complaint. Where we need to retrieve archived information, and we can demonstrate that there will be a significant cost to do so, we may charge a reasonable fee to collect this information. If the outcome of the complaint is upheld in your favour, we will refund this fee to you.
- We will keep information relating to your complaint confidential and in accordance with the Privacy Act 2020 and the Telecommunications Information Privacy Code 2020 (TIPC). We will

only use the information provided as part of the complaint for the purpose of complaint resolution.

Your obligations

- You will provide One NZ with the details of your complaint, your account number and contact details so we are able to investigate your concern in a timely manner.
- If we require further information, you will provide this to us as soon as practicable.
- You will treat our staff with courtesy and respect.
- You will be fair and reasonable in your request for resolution.
- You will protect the privacy of our employees by not sharing their names or contact details in a public forum or to other customers.

We may opt not to investigate a complaint if:

- One NZ is not the provider of services you are complaining about.
- We have received insufficient information from you to investigate your complaint, and we have attempted, but been unsuccessful in contacting you to obtain more information.
- We have been unable to verify your identity or authority to act on the One NZ account.
- You have acted in bad faith, been abusive to our staff or if we deem your complaint to be frivolous or vexatious. If this happens, we will inform you of the reasons for our decision not to investigate your complaint and provide you with options for further recourse.
- If your complaint has been previously deadlocked by One NZ.

What if you are unhappy with the outcome?

If you are not happy with the outcome of your complaint, you can reach out to the Telecommunications Dispute Resolution Scheme (TDR).

Please note that before contacting the TDR, all complaints must be registered with One NZ first.

About the TDR

The TDR is a free and independent service available to all customers who are dissatisfied with how their complaint has been dealt with. The TDR covers all major telecommunications companies in New Zealand and is available to all Kiwis at no cost.

The TDR will try resolve your complaint with One NZ and work with you to reach a mutually acceptable settlement. One NZ is a founding member of the TDR.

For more information about the TDR, visit their website www.tdr.org.nz



TCF Customer Care Code

One NZ is a signatory to the TCF Customer Care Code. For more information on this, please visit the [TCF website](#).