



# TelstraClear Complaints Policy

*Effective 1 December 2007*



0508 888 800 [www.telstraclear.co.nz](http://www.telstraclear.co.nz)

# TelstraClear Complaints Policy

## TelstraClear's commitment to you

- TelstraClear takes pride in standing behind our promises to deliver your rights as a customer.
- At TelstraClear we want to provide great customer service, making sure your experience with us is everything you expect and more.
- Customer satisfaction is extremely important to us and we aim to resolve all problems and complaints to your satisfaction quickly and effectively.
- If for any reason you are unhappy with the service or experience you have received from TelstraClear, please let us know so that we can remedy the situation.
- TelstraClear is a member of the Customer Complaints Code Scheme and is a fully supportive and committed member of the Industry Service Standards, Complaint Handling Commitments and Telecommunication Disputes Resolutions Scheme (TDRS). More information on the TDRS is available at [www.tdr.org.nz](http://www.tdr.org.nz)

## Your rights as a TelstraClear customer

### You have the right:

- to be treated with courtesy, respect and fairness at all times.
- to have access to information about your services, your account, and any feedback that you have provided.
- to provide feedback or raise a complaint if you are unhappy in any way.
- to seek independent advice or assistance if you are not satisfied with TelstraClear's resolution of your complaint.

## Raising a complaint or providing feedback to TelstraClear

### Call us:

**Residential Customers** dial **0508 888 800** between 8am and 9pm, 7 days a week

**Business Customers** If you have a TelstraClear Account Manager please contact them in the first instance. Otherwise, dial **0508 555 500** between 8am and 6pm Mon-Fri, and between 8am and 5pm Saturdays.

If you have hearing or speech difficulties, please be aware that the New Zealand Relay service is available to assist you. More information on this service is available at [www.nzrelay.co.nz](http://www.nzrelay.co.nz)

Service faults should be reported by calling **0508 888 800** (residential) or **0508 555 500** (business).

### Fax us:

**Residential Customers 0508 888 801**

**Business Customers 0508 555 501**

### Email us:

By completing our online form at [www.telstraclear.co.nz/go/complaints](http://www.telstraclear.co.nz/go/complaints).

### Write to us:

TelstraClear Complaints and Feedback, Private Bag 92143 AMC, Auckland 1142, New Zealand

If you are raising a complaint, please ensure that you clearly explain the issue and state that it is a complaint. Alternatively, TelstraClear staff can assist you in raising a complaint and ensuring you are put in touch with the appropriate team to manage and resolve your complaint.

## What happens if you raise a complaint

If you have called TelstraClear to raise a complaint, where possible, your complaint will be resolved there and then. If further investigation is required we will advise you of an expected resolution time. We will also give you sufficient information to ensure you can enquire about the progress of your complaint.

If you raise a complaint by email, fax or letter, it will be acknowledged within 5 working days from when we receive it. We may need to contact you to further understand your complaint or to obtain additional details.

TelstraClear will keep you informed of progress and the expected resolution timeframe, or if the problem is of a very complex nature and will exceed the initial resolution estimation.

It is our aim to achieve a resolution within 20 working days and we will keep you fully informed of the outcome of our investigation. If you would prefer, we can provide these results in writing.

You may request information from us. In certain circumstances (e.g. due to the age of the information) we may charge you to retrieve that information. If this happens, we will advise you and seek your permission before pursuing this type of activity.

## Further assistance

TelstraClear is a member of the Customer Complaints Code Scheme which incorporates the Telecommunication Disputes Resolution Scheme (TDRS) which allows our customers to seek independent advice if they are still unhappy following the resolution or investigation of their complaint with TelstraClear. Information on the Customer Complaints Code Scheme and the TDRS is available at [www.tdr.org.nz](http://www.tdr.org.nz) including the criteria and process for seeking an independent review by the TDR agent. If you require this service, TelstraClear will provide you with a reference number that will be required by the TDR agent.



## In addition, you may also seek advice or assistance from:

- The Disputes Tribunal
- The Privacy Commissioner (for privacy issues)
- The Commerce Commission (for fair trading issues)
- The Ministry of Consumer Affairs
- The Citizens Advice Bureau

## If you pay for your services through another telecommunications provider

If you have no billing relationship with TelstraClear, and your service is provided by another telecommunications service provider, TelstraClear is unable to investigate your complaint. Please contact your service provider to investigate your complaint.



**Business Customer Care**

Phone TollFree 0508 555 500

Fax TollFree 0508 555 501

**Residential Customer Care**

Phone TollFree 0508 888 800

Fax TollFree 0508 888 801

**Freepost**

TelstraClear, FREEPOST 4768,  
Private Bag 92143 AMC,  
Auckland 1142.



**TelstraClear**