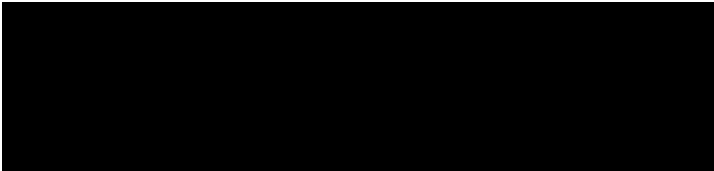


23 October 2019



Dear 

Official Information Act #19.059 - Enquiry 531508 (Spark New Zealand Limited)

1. We refer to your request received on 7 October 2019 for the following information:
 - 1.1 whether your complaint to the Commerce Commission (the Commission) ENQ0531508 about Spark New Zealand Trading Limited (Spark) will be recognised as 6,000 complaints;
 - 1.2 how many complaints the Commission has received about Spark during the past month; and
 - 1.3 how many of the complaints at paragraph [1.2] relate to Spark Sport.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Our response

3. We have decided to grant your request.
4. We have logged your complaint ENQ0531508 as one complaint about Spark. However, we have noted the class action in our assessment of your concerns.
5. In order for complaints to be logged for all participants of the class action, you will either need to obtain their written permission for you to act on their behalf or they will need to contact us directly through the complaint form on our website¹ or via 0800 943 600.

¹ <https://comcom.govt.nz/make-a-complaint>

6. We assess each complaint on its merit; the number of complaints received about any individual issue or situation can be an indication of how widespread the harm is, but is not a factor we consider in itself when making a decision whether to investigate or take enforcement action.
7. The Commission has received 59 complaints about Spark during the past month;² 43 of these complaints are about Spark Sport.
8. Please note the Commission will be publishing this response to your request on our website. Your personal details will be redacted from the published response.
9. Please do not hesitate to contact us at uia@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard

Mary Sheppard
OIA Coordinator

² The period from 7 September 2019 to 7 October 2019.