

# How do I resolve an issue with my broadband provider?

## Contact your provider

If you have an issue with your bill or broadband installation, contact your provider and let them know what the issue is. If it is within your provider's control or responsibility, they are required to resolve the issue within a reasonable timeframe.

If the issue is serious, or a minor issue is not resolved within a reasonable timeframe, you may have the right to cancel the service and seek reimbursement and/or compensation.



*How is my broadband performing?* helps you spot potential performance issues and suggests when you should discuss them with your provider.

*How can I improve my broadband?* shows you a few things you can try to improve your broadband yourself before you call your provider, or if your provider believes the issue is outside of their control or responsibility.



## Know your rights

It is good to understand your rights under the Consumer Guarantees Act (CGA) before you contact your provider. Telling your provider how you want an issue resolved is also useful.



The broadband service you receive as a consumer is required to be:

- fit for purpose
- supplied with reasonable care and skill
- provided within a specified or reasonable timeframe.

If services do not meet these requirements, you may have rights provided by the CGA.

If you find yourself in a dispute about whether the CGA applies, and the protections or solutions it offers, a dispute resolution service can help.

Your provider's terms and conditions also contain information about your rights under your contract.

*Read more information about your CGA rights*



## Contact a dispute resolution service

If you are unable to resolve an issue with your broadband provider, a dispute resolution service may be able to help.

The *Telecommunications Dispute Resolution (TDR)* service can help with most telecommunications disputes, including broadband and billing issues. The majority of telecommunications providers are members of the TDR service.

*Utilities Disputes* may be able to help you with broadband shared property access disputes.

Both the TDR and Utilities Disputes are free, independent dispute resolution services.



If they are unable to help you, the *Disputes Tribunal* provides a low cost, independent and informal adjudication process, which can resolve disputes about broadband services.

## Inform the Commerce Commission

While we are not a dispute resolution service, you can contact us about information or activities that you think might be misleading.

You can report a business to us by emailing [contact@comcom.govt.nz](mailto:contact@comcom.govt.nz), calling us on 0800 943 600, or by *filling out a complaint form*.

