

21 August 2020

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

### **Official Information Act #20.024 – Spark: Lightbox to Neon**

1. We refer to your request received on 31 July 2020 for whether the Commerce Commission (Commission) has received any other complaints, or how many complaints the Commission has received about Spark New Zealand Trading Limited's (Spark) changes from their Lightbox New Zealand Limited (Lightbox) to Neon offering.
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. This exercise returned **24 complaints** about Spark's changes from Lightbox to Neon. This includes your complaint made on 31 July 2020.
5. Our complaints database contains a number of searchable fields including the date received, complainant name, trader name and complaint description.
6. We searched our complaints database using the following parameters:
  - 6.1 Trader Names: "Spark", "Lightbox" or "Neon"
  - 6.2 Complaint Description: "Spark", "Lightbox" or "Neon"
  - 6.3 Date range: 01/12/2020 – 04/08/2020
  - 6.4 This date was chosen, as Sky announced the purchase of Lightbox in December 2019.
  - 6.5 Enquiry Type: Report a Business

7. We then manually reviewed the results of this search to find complaints about Spark's change from Lightbox to Neon.<sup>1</sup>
8. If there are additional keywords (or search parameters) you would like us to run please let us know. We are happy to have a discussion about how you can structure a request for further information.
9. This exercise returned **24 complaints** about Spark's changes from Lightbox to Neon. This includes your complaint made on 31 July 2020.
10. 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.
11. Please do not hesitate to contact us at [oa@comcom.govt.nz](mailto:oa@comcom.govt.nz) if you have any questions about this request.

Yours sincerely

*Mary Sheppard*  
OIA Coordinator

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<sup>1</sup> Please note this relies on complainants using one or more of the keywords in their complaint description.