



**FEDERATED  
FARMERS**  
OF NEW ZEALAND

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Commerce Commission

**Submission: *Review of the Telecommunications Dispute Resolution Scheme* draft report**

Federated Farmers of New Zealand appreciates the opportunity to provide feedback on the Commerce Commission's *Review of the Telecommunications Dispute Resolution scheme* draft report.

We support implementation of all recommendations put forward in the draft report to improve the TDRS, and are comfortable with the timelines for implementation described in Attachment A.

We have had very little interaction with the TDRS for the scope of that scheme being too narrow to really have much regard for the issues of concern to rural consumers. Value for money, company under-delivery on internet speeds and reliability, and poor customer service come up frequently from our farmer members.

Interim results from our most recent rural connectivity survey suggest that 31% of respondents had observed a decline in their internet connectivity in the last 12 months. For mobile coverage and landline service to the farm, 20% had observed a decline in the last 12 months.

Limited competition in the delivery of telecommunications services in rural areas (many of our members only have one company that is willing or able to provide services to their farm) mean improvements along the lines recommended in the draft report are important for rural consumers.

Yours sincerely,

**Andrew Hoggard**

National President and telecommunications spokesperson