



Submission on the Commerce Commission's Draft Report

Review of the Telecommunications Dispute Resolution Scheme

PUBLIC VERSION

27 September 2021

1. Vocus welcomes the opportunity to submit in relation to the Commission's draft report to the New Zealand Telecommunications Forum Inc (**TCF**) on recommendations for improvements to the TDRS (**Draft Report**).
2. As a TCF member, Vocus was actively involved in and confirms its support for the TCF's submission on the Draft Report. Like the TCF, we support a review which ensures the TDRS continues as a sustainable scheme that works for all consumers of telecommunications services, is achievable and reasonable for Scheme Members, and supports high standards of service in the New Zealand telecommunications sector.
3. While we don't repeat all the points from the TCF's submission here, we do wish to: (a) reiterate the TCF's requests for clarification set out in section F (clarifications and responses) of that submission;¹ and (b) encourage the Commission to proactively engage and consult with the TCF and its members on those issues as early as possible, and before issuing a final report.
4. If you would like any further information or have any queries about this submission, please contact:

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¹ The requests for clarification relate to DR3, DR13 and DR24.