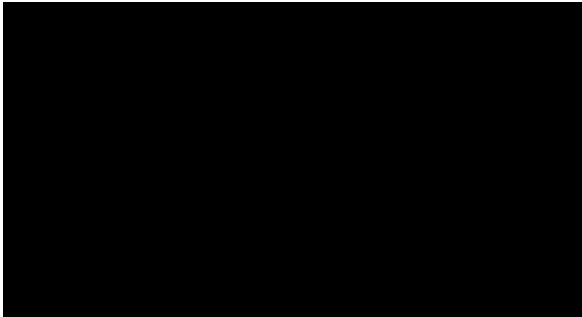


19 September 2023



Official Information Act #23.049 – Response

1. We refer to your request received on 8 September 2023 for information relating to mobile and broadband providers. You have requested a copy of the questionnaire used for the comparison of mobile and broadband providers as mentioned on the Commerce Commission (the Commission) [website](#), the text of the questions, as well as the logic of who answers each question and which provider.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

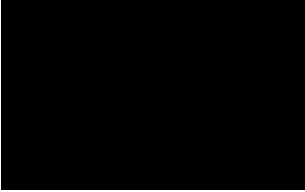
Our response

3. We have decided to grant your request.
4. We have provided you with a copy of the document which provides a full list of survey questions that were asked as part of our work comparing the customer service levels of retail service providers. The document contains the text of the question and the logic of who answers which question. Please see **attached**.
5. As noted in our [Update to Industry](#), over the next 6 – 12 months we will be reviewing our work in this space to ensure it meets its intended objectives. We will be assessing consumer and industry response to the rankings, conducting further testing of the ranking metrics with consumers and reviewing the contents of our ongoing consumer satisfaction survey.
6. We want to ensure conclusions are not only robust, but also effective in informing consumer choice. As such, we welcome any feedback from consumers, industry or interested parties on the rankings or consumer survey.

Further information

7. Please note the Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.
8. Please do not hesitate to contact us at oiacomcom.govt.nz if you have any questions about this response.

Yours sincerely



OIA and Information Coordinator