

4 July 2023



Official Information Act #22.193 - Response

1. We refer to your request received on 29 May 2023 for information about the behaviour of taxi drivers/small passenger vehicle operators. Specifically, you have requested:
 - 1.1 the number of complaints received by the Commerce Commission (the Commission) about small passenger vehicle operators/taxis, over the last five years, broken down by year, category and outcome; and
 - 1.2 any other relevant information held on file.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Our response

Complaints

3. Over the last five years,¹ the Commission has received **235** complaints or enquiries about taxi drivers/small passenger vehicle operators.
 - 3.1 2018² – 19 complaints or enquiries
 - 3.2 2019 – 53 complaints or enquiries
 - 3.3 2020 – 34 complaints or enquiries

¹ 1 May 2018 to 30 May 2023.

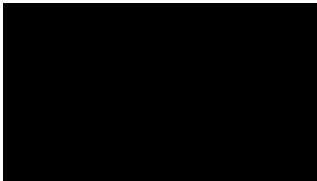
² 1 May 2018 to 31 December 2018.

- 3.4 2021 – 53 complaints or enquiries
 - 3.5 2022 – 54 complaints or enquiries
 - 3.6 2023³ - 22 complaints or enquiries
- 4. The information you requested is provided in Appendices A to F below, one for each year.
 - 5. Given the number of complaints, we have not been able to provide summaries of each complaint, but we have set out the relevant issue.
 - 6. Information in enquiry numbers ENQ0547060, ENQ0547062, ENQ0547064 and ENQ0547191 has been withheld under section 6(c) of the OIA because making available the information would be likely to prejudice the maintenance of the law, including the prevention, investigation, and detection of offences, and the right to a fair trial.

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 uia@comcom.govt.nz if you have any questions about this response.

Yours sincerely



OIA and Information Coordinator

³ 1 May 2023 to 30 May 2023.

Appendix A – 1 May 2018 to 31 December 2018				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0514357	30/05/2018	Auckland Co-operative Taxis Society Limited	Employee surcharges	No Further Action (NFA) ⁴
ENQ0514366	07/06/2018	½ Price Cabs (NZ) Limited	Undisclosed charges	NFA
ENQ0514762	14/06/2018	Alert Taxis Limited	Employee disagreement with employer	NFA
ENQ0515398	30/06/2018	Alert Taxis Limited	Quality	NFA
ENQ0516018	18/07/2018	Alert Taxis Limited	Dishonesty, forcing customers to share rides	NFA
ENQ0516051	22/07/2018	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0516691	13/08/2018	Uber New Zealand Technologies Limited	Promotions	NFA
ENQ0517832	14/09/2018	½ Price Cabs (NZ) Limited	Misrepresenting fees	NFA
ENQ0516986	16/08/2018	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0518290	19/09/2018	Cheap Cabs Limited	Undisclosed charges	Information Passed To Trader (IPTT) ⁵
ENQ0518170	20/09/2018	Dinesh Taxi	Unfair charging	NFA

⁴ The Commission may decide not to take further action in relation to a complaint for a number of reasons. These reasons include, but are not limited to, circumstances where we consider the complaint is better suited to private action by the complainant, the complaint is subject to the jurisdiction of another agency, or where there is no clear breach of the law. However, each complaint and enquiry provides information that is valuable to the Commission. This contributes to future priorities, potential issues for us to watch closely or emerging issues to refer to our policy agency, MBIE. In this regard, we will monitor complaints or information we receive as we look to future prioritisation.

⁵ We may take the opportunity to contact a trader to assist them in better understanding and complying with the law. We refer to this as Information passed to trader (IPTT). We find that raising such issues directly with businesses can help them to understand and better comply with their legal obligations.

Appendix A – 1 May 2018 to 31 December 2018				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0518009	16/10/2018	Westport Cabs Limited	Complaint about behaviour of trader's competition	NFA
ENQ0519213	31/10/2018	Gold Band Taxis	Lessening competition	NFA
ENQ0519258	01/11/2018	Corporate Cabs Limited	Franchise owner wants advice on selling franchise	NFA
ENQ0519608	1/11/2018	Ola Cabs	Customer service	NFA
ENQ0519888	7/11/2018	Nab A Cab	Unfair charging	NFA
ENQ0519904	11/11/2018	Whiti City Cabs	Misleading advertising	NFA
ENQ0520608	27/11/2018	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0521349	17/12/2018	Uber New Zealand Technologies Limited	Cancellations	NFA

Appendix B - 2019				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0521619	5/01/2019	Cheap Cabs Limited	Refunds	IPTT
ENQ0522359	24/01/2019	Uber New Zealand Technologies Limited	Contractual issues	NFA
ENQ0522561	5/02/2019	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0522773	9/02/2019	Uber New Zealand Technologies Limited	Undisclosed charges	NFA
ENQ0522808	12/02/2019	Uber New Zealand Technologies Limited	Contractual issues	NFA
ENQ0523395	21/02/2019	Cheapest Taxi	Misleading advertising	IPTT
ENQ0523201	21/02/2019	Uber New Zealand Technologies Limited	Contractual issues	IPTT
ENQ0523799	7/03/2019	Crown Cabs Limited	Refunds	NFA
ENQ0524575	22/03/2019	Auckland Co-operative Taxis Society Limited	Customer service	NFA
ENQ0524527	24/03/2019	Capital taxis	Unfair charging	NFA
ENQ0524623	25/03/2019	Uber New Zealand Technologies Limited	Contractual issues	NFA
ENQ0524591	25/03/2019	Hutt City Taxis	Cancellations	NFA
ENQ0525402	13/04/2019	Ola Cabs	Promotions	NFA
ENQ0525553	18/04/2019	Ola Cabs	Refunds	NFA
ENQ0525861	30/04/2019	Ola Cabs	Promotions	NFA

Appendix B - 2019				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0526250	28/05/2019	Ola Cabs	Promotions	NFA
ENQ0526763	1/06/2019	Ola Cabs	Promotions	IPTT
ENQ0526449	4/06/2019	New Plymouth Taxis	Undisclosed charges	NFA
ENQ0526898	13/06/2019	Uber New Zealand Technologies Limited	Unfair charging	NFA
ENQ0527623	15/06/2019	Ola Cabs	Promotions	IPTT
ENQ0527692	18/06/2019	Ola Cabs	Promotions	IPTT
ENQ0527231	20/06/2019	Ola Cabs	Customer service	NFA
ENQ0527278	23/06/2019	Uber New Zealand Technologies Limited	Misleading charging	NFA
ENQ0527280	23/06/2019	Ola Cabs	Undisclosed charges	NFA
ENQ0527282	23/06/2019	Wana Taxi Limited	Customer service	NFA
ENQ0527884	2/07/2019	Ola Cabs	Promotions	IPTT
ENQ0527901	3/07/2019	Ola Cabs	Customer service	NFA
ENQ0528152	5/07/2019	Ola Cabs	Cancellations	NFA
ENQ0528855	29/07/2019	Ola Cabs	Promotions	NFA
ENQ0528978	31/07/2019	Ola Cabs	Promotions	NFA
ENQ0529250	8/08/2019	Ola Cabs	Promotions	IPTT
ENQ0529608	17/08/2019	Ola Cabs	Promotions	IPTT
ENQ0529990	18/08/2019	Ola Cabs	High price complaints	NFA
ENQ0529720	21/08/2019	Ola Cabs	Cancellations	NFA
ENQ0529854	23/08/2019	Ola Cabs	Undisclosed charges	IPTT

Appendix B - 2019				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0529935	26/08/2019	Ola Cabs	Undisclosed charges	NFA
ENQ0530094	28/08/2019	Ola Cabs	Promotions	IPTT
ENQ0530322	29/08/2019	Ola Cabs	Customer service	NFA
ENQ0530192	1/09/2019	Uber New Zealand Technologies Limited	Promotions	NFA
ENQ0530313	5/09/2019	Ola Cabs	Promotions	IPTT
ENQ0530734	16/09/2019	Invercargill Taxis	Overcharging	NFA
ENQ0532413	27/10/2019	Ola Cabs	Promotions	NFA
ENQ0533132	23/11/2019	Green Cabs Limited	Undisclosed charges	NFA
ENQ0533624	4/12/2019	Ola Cabs	Undisclosed charges	NFA
ENQ0533635	4/12/2019	Ola Cabs	Promotions	NFA
ENQ0533645	5/12/2019	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0533768	7/12/2019	Citi Cab Shuttles Limited	Overcharging	NFA
ENQ0533861	9/12/2019	Ola Cabs	Characteristics	NFA
ENQ0533824	9/12/2019	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0534037	13/12/2019	Uber New Zealand Technologies Limited	Promotions	NFA
ENQ0534213	18/12/2019	Mainland Taxis Limited	Overcharging	NFA
ENQ0534257	20/12/2019	Uber New Zealand Technologies	Fraudulent charging	NFA

Appendix B - 2019				
Enquiry number	Date	Trader	Issue	Outcome
		Limited		
ENQ0534711	29/12/2019	Uber New Zealand Technologies Limited	Undisclosed charges	NFA

Appendix C - 2020				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0534543	8/01/2020	Tauranga Mount Taxis Limited	Undisclosed charges	NFA
ENQ0534645	10/01/2020	Uber New Zealand Technologies Limited	Breaching regulations	NFA
ENQ0535224	29/01/2020	Uber New Zealand Technologies Limited	Undisclosed charges	NFA
ENQ0535926	29/01/2020	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0535238	29/01/2020	Ola Cabs	Trader complaining about customer mess	NFA
ENQ0536080	4/02/2020	Zoomy Limited	Undisclosed charges	NFA
ENQ0535994	20/02/2020	Silver Cabs Limited	Overcharging	NFA
ENQ0536326	28/02/2020	Uber New Zealand Technologies Limited	Undisclosed charges	NFA
ENQ0536400	1/03/2020	Ola Cabs	Undisclosed charges	NFA
ENQ0537685	6/04/2020	Uber New Zealand Technologies Limited	Undisclosed charges	NFA
ENQ0538878	30/04/2020	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0540680	4/06/2020	Marlborough Taxis	Undisclosed charges	NFA
ENQ0541599	23/06/2020	Ola Cabs	Quality of service	NFA

Appendix C - 2020				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0542552	15/07/2020	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0543479	11/08/2020	Ola Cabs	Undisclosed charges	NFA
ENQ0544846	7/09/2020	Uber New Zealand Technologies Limited	Cancellations	NFA
ENQ0545589	22/09/2020	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0546159	2/10/2020	Uber New Zealand Technologies Limited	Lessening competition	NFA
ENQ0546296	7/10/2020	Alert Taxis Limited	False advertising	NFA
ENQ0546957	22/10/2020	Manawatu Combined Taxis Limited	Misleading advertising	NFA
ENQ0546994	23/10/2020	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0547060	27/10/2020	Withheld under s 6(c) of the OIA	Charging	Litigation and warning letter
ENQ0547062	27/10/2020	Withheld under s 6(c) of the OIA	Lessening competition	Litigation and warning letter
ENQ0547064	27/10/2020	Withheld under s 6(c) of the OIA	Lessening competition	Litigation and warning letter
ENQ0547085	27/10/2020	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0547191	29/10/2020	Withheld under s	Lessening	Litigation

Appendix C - 2020				
Enquiry number	Date	Trader	Issue	Outcome
		6(c) of the OIA	competition	
ENQ0547688	11/11/2020	Hutt City Taxis Limited	Unfair charging	NFA
ENQ0548448	2/12/2020	Uber New Zealand Technologies Limited	Characteristics	NFA
ENQ0548943	15/12/2020	Uber New Zealand Technologies Limited	Complainant works for Trader. Complaining about company.	NFA
ENQ0548993	16/12/2020	Alert Taxis Limited	Complainant works for trader. Unfair employment clauses.	NFA
ENQ0549102	18/12/2020	Wellington Combined Taxis Limited	High price complaints	NFA
ENQ0549148	21/12/2020	Uber New Zealand Technologies Limited	Undisclosed charges	NFA
ENQ0549217	22/12/2020	Blue Bubble Taxis Limited	Poor driving	NFA
ENQ0549675	28/12/2020	Ola Cabs	Undisclosed charges	NFA

Appendix D - 2021				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0549456	3/01/2021	Didi Mobility (NZ) Limited	Compensation	NFA
ENQ0549750	13/01/2021	Uber New Zealand Technologies Limited	Complainant works for trader. Believes trader is preventing other employment	NFA
ENQ0549918	19/01/2021	Uber New Zealand Technologies Limited	Cancellations	NFA
ENQ0550743	1/02/2021	Uber New Zealand Technologies Limited	Contractual issues	NFA
ENQ0550693	5/02/2021	Ola Cabs	Customer service	NFA
ENQ0550852	10/02/2021	Didi Mobility (NZ) Limited	Undisclosed charges	NFA
ENQ0551427	25/02/2021	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0552408	22/03/2021	Crown Cabs Limited	Overcharging	IPTT
ENQ0552617	29/03/2021	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0552865	31/03/2021	Uber New Zealand Technologies Limited	Undisclosed charges	NFA
ENQ0553132	13/04/2021	Didi Mobility (NZ) Limited	Contractual issues	NFA
ENQ0553288	18/04/2021	Ola Cabs	Bait advertising	NFA
ENQ0553675	28/04/2021	Ola Cabs	Customer service	NFA
ENQ0553707	29/04/2021	Ola Cabs	Promotions	IPTT
ENQ0554412	19/05/2021	Ola Cabs	Promotions	NFA
ENQ0554420	20/05/2021	Ola Cabs	Promotions	IPTT
ENQ0554523	24/05/2021	Ola Cabs	Undisclosed charges	NFA

Appendix D - 2021				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0554550	25/05/2021	Uber New Zealand Technologies Limited	Refunds	NFA
ENQ0554701	27/05/2021	Ola Cabs	Promotions	IPTT
ENQ0555155	3/06/2021	Ola Cabs	Promotions	NFA
ENQ0555398	13/06/2021	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0555478	21/06/2021	Didi Mobility (NZ) Limited	Undisclosed charges	NFA
ENQ0555495	21/06/2021	Ola Cabs	Promotions	IPTT
ENQ0555525	22/06/2021	Ola Cabs	Undisclosed charges	NFA
ENQ0555800	30/06/2021	Ola Cabs	Promotions	NFA
ENQ0555842	1/07/2021	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0555932	5/07/2021	Ola Cabs	Promotions	IPTT
ENQ0556097	10/07/2021	Ola Cabs	Promotions	NFA
ENQ0556104	11/07/2021	Didi Mobility (NZ) Limited	Customer service	NFA
ENQ0556206	15/07/2021	Ola Cabs	Undisclosed charges	NFA
ENQ0556353	20/07/2021	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0556363	20/07/2021	Ola Cabs	Promotions	NFA
ENQ0556446	23/07/2021	Ola Cabs	High price complaints	NFA
ENQ0556458	23/07/2021	InterCity Taxis	High price complaints	NFA
ENQ0556681	30/07/2021	Ola Cabs	Promotions	NFA

Appendix D - 2021				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0557476	3/08/2021	Uber New Zealand Technologies Limited	Customer service	IPTT
ENQ0556767	3/08/2021	Ola Cabs	High price complaints	NFA
ENQ0557035	9/08/2021	Ola Cabs	High price complaints	NFA
ENQ0557111	11/08/2021	Didi Mobility (NZ) Limited	Unfair charging	NFA
ENQ0557216	16/08/2021	Auckland Gold Line Taxi Limited	Price difference between ad/in store/at point of sale	NFA
ENQ0557485	24/08/2021	Uber New Zealand Technologies Limited	Fraudulent behaviour	NFA
ENQ0558528	21/09/2021	Uber New Zealand Technologies Limited	Undisclosed charges	IPTT
ENQ0558675	24/09/2021	Hamilton Taxi Society	Unfair behaviour	NFA
ENQ0558788	1/10/2021	Ola Cabs	False advertising	NFA
ENQ0558805	1/10/2021	Ola Cabs	High price complaints	NFA
ENQ0559065	11/10/2021	Ola Cabs	High price complaints	NFA
ENQ0559948	10/11/2021	Didi Mobility (NZ) Limited	Promotions	NFA
ENQ0560193	16/11/2021	Uber New Zealand Technologies Limited	High price complaints	IPTT
ENQ0560319	23/11/2021	Uber New Zealand Technologies Limited	High price complaints	IPTT
ENQ0561032	15/12/2021	Uber New Zealand	Unfair charging	NFA

Appendix D - 2021				
Enquiry number	Date	Trader	Issue	Outcome
		Technologies Limited		
ENQ0561126	17/12/2021	Uber New Zealand Technologies Limited	Undisclosed charges	NFA
ENQ0561129	17/12/2021	Golden Cabs Limited	Undisclosed charges	NFA
ENQ0561403	25/12/2021	Uber New Zealand Technologies Limited	High price complaints	IPTT

Appendix E – 2022				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0561382	2/01/2022	Uber New Zealand Technologies Limited	Bait advertising	IPTT
ENQ0561387	3/01/2022	Ola Cabs	Promotions	NFA
ENQ0561574	11/01/2022	½ Price Cabs	Undisclosed charges	NFA
ENQ0561746	18/01/2022	Wellington Combined Taxis Limited	Undisclosed charges	NFA
ENQ0562189	2/02/2022	Taxi Cabs Rotorua, Blue Bubble Taxis Limited	Competition	NFA
ENQ0562411	11/02/2022	Uber New Zealand Technologies Limited	Unfair charging	NFA
ENQ0562518	15/02/2022	Uber New Zealand Technologies Limited	Unfair charging	IPTT
ENQ0562763	23/02/2022	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0562926	1/03/2022	Cheap Cabs Limited	Undisclosed charges	IPTT
ENQ0562932	1/03/2022	Cheap Cabs Limited	Undisclosed charges	IPTT
ENQ0563639	22/03/2022	Uber New Zealand Technologies Limited	Undisclosed charges	IPTT
ENQ0563826	29/03/2022	Ola Cabs	Cancellations	NFA
ENQ0563889	30/03/2022	Ola Cabs	Misleading advertising	NFA
ENQ0564016	4/04/2022	Ola Cabs	Cancellations	NFA
ENQ0564066	5/04/2022	Ola Cabs	Customer service	NFA
ENQ0564128	6/04/2022	Crown Cabs Limited	Undisclosed charges	IPTT
ENQ0564354	13/04/2022	Ola Cabs	Undisclosed charges	NFA

Appendix E – 2022				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0564400	15/04/2022	Ola Cabs	Promotions	NFA
ENQ0564593	23/04/2022	Ola Cabs	Undisclosed charges	NFA
ENQ0565198	16/05/2022	Cheap Cabs Limited	Undisclosed charges	NFA
ENQ0565256	17/05/2022	Uber New Zealand Technologies Limited	Undisclosed charges	IPTT
ENQ0565376	20/05/2022	Golden Cabs Limited, OHRI51 Enterprise Limited	High price complaints	NFA
ENQ0565385	20/05/2022	Uber New Zealand Technologies Limited	Quality of service	IPTT
ENQ0565842	9/06/2022	Uber New Zealand Technologies Limited	Customer service	IPTT
ENQ0566214	19/06/2022	Uber New Zealand Technologies Limited	Undisclosed charges	IPTT
ENQ0566298	21/06/2022	Uber New Zealand Technologies Limited	Cancellations	IPTT
ENQ0566676	1/07/2022	Didi Mobility (NZ) Limited	Refunds	NFA
ENQ0566997	12/07/2022	Uber New Zealand Technologies Limited	Cancellations	IPTT
ENQ0567149	17/07/2022	Uber New Zealand Technologies Limited	Refunds	NFA
ENQ0567337	22/07/2022	Hastings Taxis (2018) Limited	High price complaints	NFA
ENQ0567343	22/07/2022	Crown Cabs Limited	High price complaints	IPTT
ENQ0567544	27/07/2022	Ola Cabs	High price complaints	NFA
ENQ0567682	1/08/2022	Uber New Zealand	High price	IPTT

Appendix E – 2022				
Enquiry number	Date	Trader	Issue	Outcome
		Technologies Limited	complaints	
ENQ0567915	5/08/2022	Uber New Zealand Technologies Limited	Characteristics	NFA
ENQ0568447	21/08/2022	Zoomy Limited	Customer service	NFA
ENQ0568758	29/08/2022	Uber New Zealand Technologies Limited	Undisclosed charges	IPTT
ENQ0568839	30/08/2022	Ola Cabs	Insurance policies	NFA
ENQ0569313	13/09/2022	Ola Cabs	Refunds	NFA
ENQ0569908	1/10/2022	Central Taxi Limited	Undisclosed charges	NFA
ENQ0569996	4/10/2022	Tauranga Taxis Limited	Undisclosed charges	NFA
ENQ0570661	22/10/2022	Gold Band Taxis	High price complaints	NFA
ENQ0571000	3/11/2022	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0571346	10/11/2022	Uber New Zealand Technologies Limited	Undisclosed charges	NFA
ENQ0571470	12/11/2022	Henderson Cab Services Limited	High price complaints	NFA
ENQ0571664	17/11/2022	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0572226	28/11/2022	Hamilton Taxi Society	Undisclosed charges	NFA
ENQ0572232	28/11/2022	Hamilton Taxi Society	Undisclosed charges	NFA
ENQ0572282	29/11/2022	Uber New Zealand Technologies Limited	Subscription traps	NFA
ENQ0572476	2/12/2022	Uber New Zealand	Promotion	NFA

Appendix E – 2022				
Enquiry number	Date	Trader	Issue	Outcome
		Technologies Limited	complaint	
ENQ0572787	8/12/2022	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0572852	12/12/2022	Central Taxi Limited	High price complaints	NFA
ENQ0572884	12/12/2022	Ola Cabs	High price complaints	NFA
ENQ0573133	18/12/2022	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0573235	20/12/2022	Ola Cabs	Customer service	NFA

Appendix F – 1 January 2023 to 30 May 2023				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0573621	5/01/2023	Hutt and City Taxis Limited	Undisclosed charges	NFA
ENQ0574240	23/01/2023	Uber New Zealand Technologies Limited	Misleading promotion	NFA
ENQ0574308	25/01/2023	Ola Cabs	Customer service	NFA
ENQ0574483	28/01/2023	Auckland Co-operative Taxi Society Limited	High price complaints	NFA
ENQ0575044	10/02/2023	Uber New Zealand Technologies Limited	Subscription traps	NFA
ENQ0575651	24/02/2023	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0576167	6/03/2023	Budget Taxis Limited	Cancellations	NFA
ENQ0576204	7/03/2023	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0576608	14/03/2023	Crown Cabs Limited	Undisclosed charges	NFA
ENQ0576999	22/03/2023	Ola Cabs	Cancellations	NFA
ENQ0577397	31/03/2023	Wellington Combined Taxis Limited	Undisclosed charges	IPTT
ENQ0577404	31/03/2023	Uber New Zealand Technologies Limited	Subscription traps	NFA
ENQ0577560	3/04/2023	Uber New Zealand Technologies	Contractual issues	NFA

Appendix F – 1 January 2023 to 30 May 2023				
Enquiry number	Date	Trader	Issue	Outcome
		Limited		
ENQ0577688	6/04/2023	Uber New Zealand Technologies Limited	Undisclosed charges	NFA
ENQ0577990	13/04/2023	Cheap Cabs Limited	Lessening competition	For Screening Assessment
ENQ0578525	25/04/2023	Hutt and City Taxis Limited	Bait advertising	NFA
ENQ0578682	28/04/2023	Blue Star Taxis Canterbury Limited	Non-delivery	NFA
ENQ0579098	9/05/2023	Uber New Zealand Technologies Limited	Undisclosed charges	Awaiting assessment
ENQ0579103	10/05/2023	NZC Taxi Factoring Limited	Undisclosed charges	Awaiting assessment
ENQ0579125	10/05/2023	Taxi Fare Group Limited	High price complaints	Awaiting assessment
ENQ0579409	17/05/2023	K S Taxi Company Limited	High price complaints	NFA
ENQ0579721	24/05/2023	½ Price Cabs (NZ) Limited	Company operating without registration	Being assessed