

21 September 2023

By email to:

Mobile Stakeholder Group
Broadband Stakeholder Group
Consumer Stakeholder Group

Tēnā koutou

Product Disclosure – Retail Service Bundling Guidelines

1. We are today issuing draft Product Disclosure – Retail Service Bundling Guidelines for comment.
2. These draft Guidelines are intended to address the issues relating to bundling, particularly with energy and broadband bundles, as discussed in our *Q3 Update* paper.¹
3. The draft Guidelines set out our expectations regarding the measures RSPs should implement to increase the transparency of bundles and improve outcomes for consumers. They give effect to the approach signalled in our *Q3 Update* paper on this issue.
4. We will be consulting as follows:

Steps	Dates
Draft Guidelines published	21 September 2023
Submissions on the draft guidelines due	13 October 2023
Final guidelines published	Late 2023

5. We welcome submissions from consumers and industry as part of our public consultation process.
6. Please provide specific drafting comments for any changes you consider necessary along with the reasons for these changes.
7. Submissions can be emailed to market.regulation@comcom.govt.nz by 13 October 2023, with “**Bundling Guidelines**” in the subject line.

¹ https://comcom.govt.nz/_data/assets/pdf_file/0023/320693/Improving-RSQ-Product-Disclosure-Q3-Update-and-Submission-Response-30-June-2023.pdf

8. The protection of confidential information is something the Commission takes seriously. When including commercially sensitive or confidential information in your submission, we offer the following guidance:
 - 8.1 Please provide clearly labelled confidential and public versions of your submission as we intend to publish all public versions on our website; and
 - 8.2 The responsibility for ensuring that confidential information is not included in a public version of a submission rests entirely with the party making the submission.
9. Please note that all submissions we receive, including any parts that we do not publish, can be requested under the Official Information Act 1982. This means we would be required to release material that we do not publish unless good reason exists under the Official Information Act 1982 to withhold it. We would normally consult with the party that provided the information before any disclosure is made.
10. We plan to address the remaining product disclosure issues identified in the *Q3 Update* paper before the end of the year by publishing an open letter to the three mobile network operators on mobile coverage issues, and consulting on a set of additional guidelines addressing general cost and service comparison issues.
11. Please contact Andrew Young (Andrew.Young@comcom.govt.nz) if you have any questions in relation to this letter.

Ngā mihi nui

Andrew Young
Manager, Retail Service Quality