

WELLINGTON

Level 9, 44 The Terrace PO Box 2351, Wellington 6140 New Zealand Tel: +64 4 924 3600

AUCKLAND

Level 12, 55 Shortland Street PO Box 105-222, Auckland 1143 New Zealand Tel: +64 4 924 3600

www.comcom.govt.nz

4 June 2021



Official Information Act #20.210 - Ola New Zealand PTY Ltd

- 1. We refer to your request received on 19 May 2021 for details of the 37 complaints which the Commerce Commission (**Commission**) has received about Ola New Zealand Pty Ltd (**Ola**), spanning November 2018 and April 2021. Details including:
 - 1.1 what those complaints were about;
 - 1.2 what the Commission did to assess those complaints; and
 - 1.3 what the outcomes of those complaints were.
- 2. We have treated this as a request for information under the Official Information Act 1982 (**OIA**).

The Commission's complaints screening process

- 3. To provide context to the information released to you, we have outlined the Commission's complaint screening process below.
- 4. When a consumer contacts the Commission with a complaint about a trader, this is logged in the Commission's complaint database.
- 5. The Commission receives thousands of complaints every year. Each complaint is initially assessed by the Screening and Enquiries Team on the basis of the information available at the time. When conducting this initial assessment, the Screening and Enquiries Team considers:
 - the likelihood of a breach of the relevant legislation (the Fair Trading Act 1986, Credit Contracts and Consumer Finance 2003, and the Commerce Act 1986);

- 5.2 the Commission's Enforcement Response Guidelines,¹ and;
- 5.3 the Commission's strategic priorities and resourcing constraints.
- 6. The Commission has the power to act on complaints but is not required to take action in relation to all possible breaches of the legislation that we enforce.
- 7. If a report is appropriate for further consideration, it is reviewed by a panel of managers and subject matter experts from within the Competition, Fair Trading and Credit Branches. The panel decides which reports are to be prioritised for further assessment by the Branch.
- 8. This process enables us to identify reports that best reflect our current enforcement priorities.² The outcomes of the process are not final and we may revisit any report at a later stage, should we wish to reconsider the issues it presents.

Our response

- 9. We have decided to grant your request.
- 10. We have provided details of the 39 complaints received by the Commission at Attachment A.³ We note the Commission received two further complaints about Ola since your request.
- 11. We have included the number assigned to the complaint, the date the complaint was made, the key issue(s) of the complaint and the outcome of the complaint.
- 12. 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.
- 13. Please do not hesitate to contact us at oia@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard
OIA Coordinator

Available at: http://www.comcom.govt.nz/the-commission/commission-policies/enforcement-response-guidelines/

For further information, see: http://www.comcom.govt.nz/the-commission/commission-policies/enforcement-criteria/

³ As at 25 May 2021

Attachment A – Summary of complaints received about Ola

Кеу			
С	Complainant		
Т	Trader		
Outcomes			
NFA	No Further Action		
IPTT	Information Passed to Trader		
Enforcement Criteria Letters			
G	Conduct is unclear/unlikely breach		
Q	Appropriate for other agency or private action		
V	Issues may not be timely		
В	One off behaviour or appear accidental		

Details	Summary	Outcome
Enquiry: ENQ0554420	C alleges that T advertised 5km rides for \$5, but their ride was significantly more	Not yet assessed
Date: 20/05/2021	expensive.	
Enquiry: ENQ0554412	C states that T's advertising is deceptive.	Not yet assessed
Date: 19/05/2021		
Number: ENQ0553707	C alleges that T advertised 5km rides for	Not yet assessed
	\$5 but did not offer this due to surge	
Date: 29/04/2021	pricing. C states that this is misleading.	
Number: ENQ0553675	C states that T's drivers are inappropriate	Not yet assessed
	towards them and complaints to T does	
Date: 28/04/2021	not change anything.	
Number: ENQ0553288	C states that T is bait advertising by	Not yet assessed
	advertising \$5 rides but not honouring	
Date: 18/04/2021	them.	
Number: ENQ0550693	C states that T is charging them when a	NFA, G, Q
	service has not been provided. C states	
Date: 5/02/2021	that complaints to T are not actioned.	
Number: ENQ0549675	C states that the estimate provided with	NFA, G
	was not what they were then charged.	
Date: 28/12/2020		
Number: ENQ0543479	C states that they are being charged	NFA, G
	extra fees by T. C states that complaints	
Date: 11/08/2020	to T are not actioned.	

Number: ENQ0541599	C states that T's driver took them on a	NFA, G
Number. ENQ0341399	long route and has not been	NFA, G
Date: 23/06/2020	compensated by T for this.	
Number: ENQ0536400	C states that T overcharges the quoted	Assessed by Screening
Number: ENQ0330400	•	Panel, NFA, G, V
Date: 1/02/2020	fare. C alleges that this is intentional	Pallel, NFA, G, V
Date: 1/03/2020 Number: ENQ0535238	practice.	NFA, G, Q
Number: ENQU535238	C is a driver for T. C alleges that T will not	NFA, G, Q
Date: 20/01/2020	reimburse a cleaning fee which was	
Date: 29/01/2020	incurred while driving for T.	NEA C
Number: ENQ0533861	C states that T's app is misleading customers by showing cars available	NFA, G
Date: 9/12/2019	when booking, but fewer cars available	O-V
Date: 9/12/2019	when you have made the booking.	0,0,
Number: ENQ0533635	C states that the estimate provided with	NFA, V
Number: ENQUSSSOSS	was not what they were then charged. C	INFA, V
Date: 4/12/2019	states T told them they also owed	
Date: 4/12/2019	another fare.	
Number: ENQ0533624	C states that T have put a temporary hold	NFA, Q
INQUISEL LINQUISSUZ4	on their account. C states that	Μ Α, α
Date: 4/12/2019	complaints to T are not actioned.	
Number: ENQ0532413	C states that T advertised 50% off for	NFA, G, V
Number: ENQ0332413	new subscribers, but that this was not	NFA, G, V
Date: 27/10/2019	honoured.	
Number: ENQ0530313	C states that an advertisement for "50%	IPTT (Project number:
Number: Liveossosis	off" was not honoured.	44016)
Date: 5/09/2019	on was not nonoured.	44010)
Number: ENQ0530322	C states that T's billing is fraudulent.	NFA, G
ivamber: Engossoszz	e states that I soming is maddatent.	14171, 0
Date: 29/08/2019		
Number: ENQ0530094	C states that T's advertisement of "50%	IPTT (Project number:
Training in Engage as i	off" is misleading as in fine print it states	44016)
Date: 28/08/2019	"up to \$10 max".	11010)
Number: ENQ0529935	C states that T will not refund them for a	NFA, B
11411114111 211 (2023)	ride which was not taken. C states that	17.9.5
Date: 26/08/2019	contacting T has been difficult.	
Number: ENQ0529854	C states that when they ordered a ride	IPTT (Project number:
	from T, someone else took it and C was	44016)
Date: 23/08/2019	charged for it. C states that this was	,
0.0	refunded after they complained to T. C	
	states they booked a second ride for	
000	which they were charged three times the	
	normal amount. C states T claimed it was	
	a busy period. C states this was not clear	
	at the time of booking.	
Number: ENQ0529720	C states that T advertised 50% off for	NFA, G
	new subscribers, but that this was not	
Date: 21/08/2019	honoured.	
	C states that their driver cancelled their	
	ride and charged them a \$10 fee.	
	C states that contacting T has been	
	difficult.	

Number: ENQ0529990	C states that they had a verbal	NFA, G, B
	agreement with their driver to charge a	
Date: 18/08/2019	certain price in cash, but were still	
	charged the full amount via the app.	
Number: ENQ0529608	C states that T's advertisement of "50%	IPTT (Project number:
	off" is misleading as in fine print it states	44016)
Date: 17/08/2019	"up to \$10 max".	
Number: ENQ0529250	C states that T have been advertising that	IPTT (Project number:
	they are the cheapest ride share. C	44016)
Date: 8/08/2019	alleges that T are not the cheapest.	
Number: ENQ0528978	C is a driver for T. C alleges that T	Assessed by Screening
	advertised a bonus if you signed up	Panel, NFA
Date: 31/07/2019	before a certain date. C alleges that it	,00
	would be impossible to receive this	
	bonus due to the limited application time	
	frame and required information for	2
	signing up.	
Number: ENQ0528855	C states that T's advertisement of "50%	NFA, Q
•	off" is misleading as in fine print it states	
Date: 29/07/2019	"up to \$10 max".	
Number: ENQ0528152	C states that T's driver never arrived, but	NFA, G
	they were charged for the ride and	, -
Date: 5/07/2019	charged a cancellation fee.	
Number: ENQ0527901	C states that they left something in one	NFA, G
	of T's cars. C states that contacting T has	, 3
Date: 3/07/2019	been difficult.	
	C states that taking action against T	
	C states that taking action against T	
	would be difficult as they are not New	
Nl FNO0527004	Zealand based.	IDTT (Decise)
Number: ENQ0527884	C states that T advertised 50% off for	IPTT (Project number:
Data 2/07/2010	new subscribers, but that this was not	44016)
Date: 2/07/2019	honoured.	
20	C states that the maximum discount is	
60	\$10, which will not always be 50% of a	
	fare.	NEA C
Number: ENQ0527280	C states that T charged them double the	NFA, G
	price initially quoted.	
D-1 22/05/20		
Date: 23/06/2019		
Date: 23/06/2019	C states that contacting T has been	
Ro	difficult.	
Number: ENQ0527231	difficult. C states that they are shown a low price	NFA, G
Number: ENQ0527231	difficult. C states that they are shown a low price by T but then charged a much higher	NFA, G
Ro	difficult. C states that they are shown a low price	NFA, G
Number: ENQ0527231	difficult. C states that they are shown a low price by T but then charged a much higher price at the end of their ride.	NFA, G
Number: ENQ0527231	difficult. C states that they are shown a low price by T but then charged a much higher	NFA, G

would be difficult as they are not New Zealand based. Number: ENQ0527692		a	
Zealand based.		C states that taking action against T	
Number: ENQ0527692 C states that T advertised 50% off, with a maximum of \$8. C states that T does not understand their complaint. Number: ENQ0527623 C states that T advertised 50% off for new subscribers, but that this was not honoured. C states that the maximum discount is \$10, which will not always be 50% of a fare. Number: ENQ0526763 C states that T is advertising that they are the cheapest rideshare, but that the discounts they are providing are only temporary. C alleges that this means that they are not the cheapest rideshare. C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states NFA, G		•	
maximum of \$8. C states that T does not understand their complaint. Number: ENQ0527623 C states that T advertised 50% off for new subscribers, but that this was not honoured. C states that the maximum discount is \$10, which will not always be 50% of a fare. Number: ENQ0526763 C states that T is advertising that they are the cheapest rideshare, but that the discounts they are providing are only temporary. C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ0525553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states		Zealand based.	
Date: 18/06/2019understand their complaint.IPTT (Project number: 44016)Number: ENQ0527623C states that T advertised 50% off for new subscribers, but that this was not honoured.IPTT (Project number: 44016)Date: 15/06/2019C states that the maximum discount is \$10, which will not always be 50% of a fare.IPTT (Project number: 44016)Number: ENQ0526763C states that T is advertising that they are the cheapest rideshare, but that the discounts they are providing are only temporary.IPTT (Project number: 44016)Date: 1/06/2019C alleges that this means that they are not the cheapest rideshare.NFA, GNumber: ENQ0526250C states that a credit they received when first signed up did not work.NFA, GDate: 28/05/2019C states they were offered a 50% discount but were charged full price.NFA, BDate: 30/04/2019C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund.Assessed by the Screening Panel, NFA BNumber: ENQ0525402C states that vouchers offered by T do not work if 'peak pricing' applies. C statesNFA, G	Number: ENQ0527692	C states that T advertised 50% off, with a	IPTT (Project number:
Number: ENQ0527623 C states that T advertised 50% off for new subscribers, but that this was not honoured. C states that the maximum discount is \$10, which will not always be 50% of a fare. Number: ENQ0526763 C states that T is advertising that they are the cheapest rideshare, but that the discounts they are providing are only temporary. C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ0525553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states NFA, G		maximum of \$8. C states that T does not	44016)
new subscribers, but that this was not honoured. C states that the maximum discount is \$10, which will not always be 50% of a fare. Number: ENQ0526763 C states that T is advertising that they are the cheapest rideshare, but that the discounts they are providing are only temporary. C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ0525553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states Screening Panel, NFA arefund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states NFA, G	Date: 18/06/2019	understand their complaint.	
Number: ENQ0526763 Number: ENQ0526763 C states that T is advertising that they are the cheapest rideshare, but that the discounts they are providing are only temporary. C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ052553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states NFA, G	Number: ENQ0527623	C states that T advertised 50% off for	IPTT (Project number:
C states that the maximum discount is \$10, which will not always be 50% of a fare. Number: ENQ0526763 C states that T is advertising that they are the cheapest rideshare, but that the discounts they are providing are only temporary. C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ0525553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states		new subscribers, but that this was not	44016)
\$10, which will not always be 50% of a fare. Number: ENQ0526763 C states that T is advertising that they are the cheapest rideshare, but that the discounts they are providing are only temporary. C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ052553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states	Date: 15/06/2019	honoured.	
\$10, which will not always be 50% of a fare. Number: ENQ0526763 C states that T is advertising that they are the cheapest rideshare, but that the discounts they are providing are only temporary. C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ052553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states			
Number: ENQ0526763 C states that T is advertising that they are the cheapest rideshare, but that the discounts they are providing are only temporary. C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ0525553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states Screening Panel, NFA are fund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states NFA, G		C states that the maximum discount is	
Number: ENQ0526763 C states that T is advertising that they are the cheapest rideshare, but that the discounts they are providing are only temporary. C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ0525553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states NFA, G		\$10, which will not always be 50% of a	-01V
the cheapest rideshare, but that the discounts they are providing are only temporary. C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ052553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states NFA, G		fare.	,00
discounts they are providing are only temporary. C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ0525553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states Screening Panel, NFA and that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states	Number: ENQ0526763	C states that T is advertising that they are	IPTT (Project number:
temporary. C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ0525553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that T charges \$10 cancellation fees when drivers do not arrive. C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states		the cheapest rideshare, but that the	44016)
C alleges that this means that they are not the cheapest rideshare. Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ052553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states NFA, G	Date: 1/06/2019	discounts they are providing are only	20
Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ0525553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states Screening Panel, NFA that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states		temporary.	
Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ0525553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states Screening Panel, NFA that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states			
Number: ENQ0526250 C states that a credit they received when first signed up did not work. Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ052553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that Screening Panel, NFA that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states		C alleges that this means that they are)
Date: 28/05/2019 Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 Number: ENQ052553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that T charges \$10 cancellation Assessed by the Screening Panel, NFA that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states		not the cheapest rideshare.	
Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 C states that T charges \$10 cancellation fees when drivers do not arrive. C states Screening Panel, NFA that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states	Number: ENQ0526250	C states that a credit they received when	NFA, G
Number: ENQ0525861 C states they were offered a 50% discount but were charged full price. Date: 30/04/2019 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that T that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states NFA, B NFA, B NFA, B Assessed by the Screening Panel, NFA B NFA, G		first signed up did not work.	
discount but were charged full price. Date: 30/04/2019 Number: ENQ0525553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that T that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states	Date: 28/05/2019		
Date: 30/04/2019C states that T charges \$10 cancellation fees when drivers do not arrive. C states that T that they have been unable to receive a refund.Assessed by the Screening Panel, NFA BDate: 18/04/2019that they have been unable to receive a refund.BNumber: ENQ0525402C states that vouchers offered by T do not work if 'peak pricing' applies. C statesNFA, G	Number: ENQ0525861	C states they were offered a 50%	NFA, B
Number: ENQ0525553 C states that T charges \$10 cancellation fees when drivers do not arrive. C states that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states Assessed by the Screening Panel, NFA B NFA, G		discount but were charged full price.	
fees when drivers do not arrive. C states that they have been unable to receive a refund. Screening Panel, NFA B Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states	Date: 30/04/2019		
Date: 18/04/2019 that they have been unable to receive a refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states	Number: ENQ0525553	C states that T charges \$10 cancellation	Assessed by the
refund. Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states NFA, G		fees when drivers do not arrive. C states	Screening Panel, NFA
Number: ENQ0525402 C states that vouchers offered by T do not work if 'peak pricing' applies. C states	Date: 18/04/2019		В
not work if 'peak pricing' applies. C states		refund.	
	Number: ENQ0525402		NFA, G
Date: 13/04/2019 that the estimates provided are never	>		
1,1,1	Date: 13/04/2019	that the estimates provided are never	
accurate of the actual cost charged.			
Number: ENQ0519608 C states that they had difficultly NFA, G	Number: ENQ0519608		NFA, G
contacting T. C states that T advertises	~O	_	
Date: 1/11/2018 that they have customer service available	Date: 1/11/2018	•	
24/7, but that they received no support			
when they tried.	0,0	when they tried.	