

19 February 2024

By email to:

Mobile Stakeholder Group
Broadband Stakeholder Group
Consumer Stakeholder Group

Product Disclosure – Retail Service Price, Cost, and Coverage Maps Guidelines

1. We are writing to inform you of an extension to the timeframe for the consultation of the two sets of draft Product Disclosure Guidelines which were issued for consultation on 14 December 2023:
 - 1.1 Retail Service Price and Cost Guidelines, which cover the presentation of average price, total cost, early termination fees, and offer summaries. These Guidelines apply to all providers of broadband and mobile services; and
 - 1.2 Coverage Maps Guidelines, which cover the presentation of coverage maps alongside mobile services. These Guidelines apply to all providers of mobile services.
2. Submissions on these draft Guidelines were due by 23 February 2024.
3. Following requests from some retail service providers, the Commerce Commission has today decided to extend the deadline for submissions. The new deadline for submissions on the draft Guidelines is now **Friday 15 March 2024**.
4. Submissions can be emailed to market.regulation@comcom.govt.nz with “**Retail Service Guidelines**” in the subject line.
5. 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:
 - 5.1 Please provide clearly labelled confidential and public versions of your submission as we intend to publish all public versions on our website; and
 - 5.2 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.

6. Please note that all submissions we receive, including any parts that we do not publish, can be requested under the Official Information Act 1982. This means we would be required to release material that we do not publish unless good reason exists under the Official Information Act 1982 to withhold it.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.
7. Please contact Andrew Young (market.regulation@comcom.govt.nz) if you have any questions in relation to this letter.

Ngā mihi nui

Andrew Young
Manager, Retail Service Quality