

Unifone Customer Care Code

At Unifone, we are committed to delivering outstanding customer service. We are committed to being open, fair, and responsive with our customers— whether we’re setting up a new connection, resolving a technical issue, or helping you understand your bill.

This Customer Care Code sets out what you can expect from us and how we aim to meet the standards of the **Telecommunications Dispute Resolution Scheme (TDRS)**

<https://www.tdr.org.nz/>

It supports our compliance with the **TDR Customer Care Code (2023)**.

<https://www.tcf.org.nz/industry-hub/industry-codes/customer-care-code>

Your Rights as a Unifone Customer

You have the right to:

- Be treated fairly and respectfully
- Receive clear and accurate information
- Have your complaint handled promptly
- Escalate unresolved complaints to TDR free of charge

Definition of a complaint

A complaint is when someone tells us they’re unhappy about any part of Unifone, whether they’re justified in their belief or not. It can be made in person, over the phone, by email, or in writing.

Confidentiality

We’ll handle all complaint details carefully, sharing them only with people who need to know, and following any privacy laws.

1. Easy Access to Help

You can contact us via:

- Phone: 0800 894 114 (Mon-Fri, 8:00am-5:00pm)
- Email: support@unifone.nz

- Online: www.unifone.nz
- In person: Dunedin or Balclutha offices.

2. Sales and Service Transparency

We will always provide:

- Clear plan information, including speeds, usage limits, contract terms, and pricing.
- Clear information about early termination terms, contract lengths, and any applicable fees.
- Clear information about any limitations to a service, including limitations that may apply during events such as power outages.
- Clear information about the main factors that may affect service performance, including those outside our control such as in-home Wi-Fi setup, connected devices, building materials, and environmental conditions.
- At least 30 days' notice of any changes that may negatively affect you. If changes are outside our control, we will inform you as soon as reasonably possible and act in good faith when assessing the impact.

We will also:

- Fix faults in our network at no charge to you, unless the issue is caused or contributed to by you. Any charges in these situations are outlined in our terms and conditions.
- Not use pressure tactics or mislead you about our services or those of other providers.

3. Terms and Conditions

- Our current terms and conditions, relevant to the service you are purchasing from us, are always available to you. These are provided when you sign up for the service or they can be sent to you upon request. The most up to date terms and conditions document is available to view or download on our website. The terms and conditions document set out the key rights of us as provider and you as customer.
- Our Force Majeure terms and how we will respond are outlined within the terms and conditions document.

4. Fair Billing

You have the right to:

- Transparent, accurate billing.
- Understand what you're being charged for.
- Request a review if something doesn't look right.

We will:

- Provide accurate and clear monthly billing.
- Notify you of any changes in pricing with at least 30 days' notice.
- Resolve billing disputes in a timely and fair manner.
- Not claim the payment for the disputed part of the bill while we investigate and confirm whether an error has occurred

5. Complaints and Dispute Resolution

Once you've raised your concern with us, we'll investigate it and work with you to find a suitable solution. We will act in good faith and work collaboratively with you to resolve your complaint

Step 1 – Acknowledgement

We will acknowledge your complaint within **3 working days**.

Step 2 – Investigation and Resolution

We aim to resolve complaints within **20 working days**.

If the issue is complex or involves third parties, it may take longer. We will keep you informed of progress and expected timeframes.

We will also let you know who is responsible for managing your complaint.

If we're unable to sort things out immediately, or if the matter is particularly complex, we'll let you know how long we expect the investigation to take.

You can raise a complaint with us as follows:

1. Contact our support team on 0800 894 114 first - we'll try to sort it out immediately.
2. If not resolved:
 - Call us and ask for a manager on 0800 894 114
 - or email: support@unifone.nz,
 - or send us a letter including all your contact details to:

Customer Services Manager
 Unifone New Zealand Ltd
 PO Box 1309
 Dunedin 9054

We will keep you informed of progress and the reasons for delays if these occur.

3. If we cannot resolve your complaint, or it has been more than 6 weeks, you can take your complaint to the Telecommunications Dispute Resolution (TDR) Scheme.

TDR is a free and independent service.

TDR contact details: Freephone: 0508 98 98 98 Website: www.tdr.org.nz

We can only investigate services provided by Unifone. If your issue relates to another provider, you will need to contact that provider directly.

6. Keeping you informed about your service

We'll let you know:

- If there is a planned or unexpected outage affecting your service, and where possible, we will notify you in advance or as soon as we become aware of the issue.
- About major changes to our services, prices, or terms.
- If a contract is nearing its end and what options are available.

7. Credit, Disconnection, and Hardship

If you fall behind on payments:

- We'll try to contact you and work with you before disconnection.
- We'll offer reasonable repayment plans.
- We'll consider genuine hardship and direct you to support if needed.
- We will only disconnect service as a last resort, following proper process and reasonable notice. This includes temporarily suspending or disconnecting your service if we have concerns about your ability to meet your ongoing financial obligations to us.
- We will notify you if we refer your debt to a collection agency, including any fees that will apply over and above your Unifone account balance.

8. Privacy and your information

We handle your information in line with the Privacy Act 2020 and the Telecommunications Information Privacy Code 2020 (TIPC)

Your details will:

- Only be used for delivering services or as required by law.
- Be kept safe and secure.
- Not be shared without your permission

9. Accessibility and Inclusion

We aim to ensure our services are accessible to all customers.

If you need:

- Alternate formats for documents (e.g., large print)
- Special assistance communicating with us.
- For Unifone to engage on your behalf with your support person or agent if you have given approval for us to do so.

Let us know - we'll do our best to help.

We support customers with additional needs, including those covered by the **111 Contact Code**. Please contact us if you rely on telecommunications for emergency services so we can ensure appropriate support is in place.

10. Continuous Improvement

We regularly review our customer care practices and welcome feedback.

You can leave feedback via:

support@unifone.nz

Or the feedback form on www.unifone.nz

11. Other agencies who can assist you.

You may also wish to seek independent advice from:

- The Disputes Tribunal
- The Citizens Advice Bureau
- Your Community Law Centre
- The Office of the Privacy Commissioner (for privacy issues)

12. Effective Date and Review

This code was last updated: 4th May 2026

We review it at least every 12 months