

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>

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 (speeds, usage limits, contract terms, pricing).
- Information about early termination, fees, and contract lengths.
- Information about any limitations to a service, considering the limitations that are likely to be important to you, such as limitations in the event of a power outage.
- At least 30 days' notice if a change could negatively affect you. If the change is due to factors beyond our control, we'll let you know as soon as reasonably possible. We'll make these decisions fairly and in good faith when assessing whether a change may impact you.

We will fix network faults in our network at no charge to the Customer, except in instances where the Customer has caused or contributed to the fault. Financial implications under this scenario are set out in our terms and conditions.

We'll never use pressure tactics or mislead you about our services or competitors.

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. 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'll also be told who will be handling your case.

Our goal is to fully resolve your issue within 20 working days or 30 working days if the complaint involves a third party.

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.co.nz,
 - or send us a letter including all your contact details to:

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

3. If you're still not satisfied, or if more than six weeks have passed without the matter being resolved, you can contact the Telecommunications Dispute Resolution Scheme (TDR) for free, independent assistance.

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

We will:

- Acknowledge complaints within 3 working days.
- Aim to resolve them within 7 working days.
- Keep you informed of progress and the reasons for delays if these occur.

6. Keeping you informed about your service

We'll let you know:

- If there's a planned or unexpected outage affecting your service.
- 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.

10. Continuous Improvement

We regularly review our customer care practices and welcome feedback.

You can leave feedback via:

support@unifone.co.nz

Or the feedback form on www.unifone.co.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: 12 August 2025

We review it at least every 12 months