

# Northpower *FIBRE*

## Complaints Process

Northpower Fibre is a Wholesale Scheme Member under the TCF Customer Complaints Code and that role brings us under the scope of the Telecommunications Disputes Resolution Service (TDRS)

The TDRS is a free and independent service for end-users to help them resolve disputes about telecommunication services, including unresolved disputes relating to Network faults or installation works



TELECOMMUNICATION  
**DISPUTE**  
RESOLUTION

If a problem arises with your Telecommunication service, you should first contact your retail service provider (RSP) who you receive your services from to discuss your complaint and try to resolve it with them. Your RSP will contact us if they need any information we hold. If that does not resolve the issue, you can contact Northpower Customer Care Team on 0800 667847

If the issue remains unresolved or you do not wish to contact Northpower Fibre, then you can contact TDR on Freephone 0508 98 98 98, or visit their website [www.tdr.org.nz](http://www.tdr.org.nz)