

Tautohetohe Whaipanga | Utilities Disputes (UDL) introduces Telecommunications Scheme (18 July 2023)

Tautohetohe Whaipanga | [Utilities Disputes \(UDL\)](#) introduced a new telecommunications scheme, which became effective in April 2023. This telco scheme allows UDL to consider broadband (internet) disputes as part of a bundled service.

With the addition of broadband (internet) to a portfolio of gas, electricity, water, and broadband installation, UDL can sort complaints on bundled deals. Many providers offer discounted deals to consumers that contain gas, electricity, and broadband. These bundles are increasingly popular, however create difficulties in resolving complex disputes.

Prior to the introduction of our new telco scheme, issues related to bundled deals would require a complainant to talk with more than one dispute resolution service. This new telco scheme enables UDL to consider all aspects, with scheme member providers, providing a seamless service for consumers and providers.

“UDL is delighted to be offering an additional avenue for complainants to voice their concerns,” said Mary Ollivier, UDL Commissioner. “More and more people are moving into bundled utility deals, so it makes sense for us to trial new and innovative ways to support these consumers.”

This scheme is the fourth operated by UDL, joining the Energy Complaints Scheme (Electricity and Gas), Water Complaints Scheme, and the Broadband Shared Property Access Disputes Scheme. It will provide broadband consumers of member energy companies with an independent, free, and fair dispute resolution service. When a consumer cannot resolve their broadband complaint with their provider, UDL will work with both parties to try and sort it. Contact is the first broadband provider to join the scheme.

Contact’s Chief Retail Officer Matt Bolton says: “Contact is pleased to be able to offer UDLs resolution service for all our utilities services. UDL provides a one-stop shop that makes it simple and easy for our customers.”

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Further information

More information about the scheme is available on UDL’s website: www.udl.co.nz.

Note

- UDL's Telecommunications Complaint Scheme is a voluntary and independently operated scheme (outside of Part 7 of the Telecommunications Act 2001).
- UDL can only consider complaints against companies that choose to be members of the scheme - Contact is UDL's first and currently only member.
- Since this pilot scheme started, Contact has also begun offering mobile plans (without bundling). These complaints also fall within the UDL's Telco Scheme.