

Looking into your BSPAD dispute



Tautohetohe Whaipainga | Utilities Disputes (UDL) sorts complaints about electricity, gas, water or broadband installation (shared property).

Our service is free, independent and fair which means we do not take sides.

Broadband Shared Property Access Disputes (BSPAD):

Certain company's may be able to enter a shared property to install broadband infrastructure if an affected person requests it. There are specific rules these companies must follow, and certain cases where they may not have the right to carry out the installation.

The Broadband Shared Property Access Disputes Scheme (BSPAD) allows us to consider complaints about these broadband installations on shared properties.

We can look into complaints about:

- Whether or not the company has the right to access your property to install broadband
- If the company gave you enough notice before beginning work
- Installations that don't match their plan
- What the installers did while on the property.

We cannot look into complaints about:

- delayed installations
- the speed of your internet
- customer service

Right of access:

Right of access is the company's right to enter your property and carry out the installation. Some of the factors which determine whether a company has right of access include:

- How difficult the installation will be
- How you'll be impacted by the installation
- How the installation will impact your property

Right of access is strongly legislated, so the rules surrounding it are strict. If you're interested in learning more, please read our info sheet 'the statutory right of access'.

How do we investigate your dispute?

We will ask you to send us information to support the dispute. We will share any information we receive with all parties to the dispute.

We may facilitate a meeting between the parties to discuss the dispute, usually over the phone. This is an opportunity to resolve the dispute between the parties.

The Commissioner can make a determination

If the dispute is not resolved after facilitation, the Commissioner will make a determination on the outcome of your dispute.

This involves:

- seeking submissions from each party on their views (this may be over the phone or in writing)
- seeking further information necessary for the Commissioner to make a determination.

First, the Commissioner will issue a preliminary determination. All parties to the dispute will have an opportunity to provide comments or supporting information. We share the comments and information with all parties.

The Commissioner will then issue a final determination.

The determination is binding on all parties. If you are unsatisfied with the outcome of the dispute, you may lodge an appeal with the district court.

What if we can't look into your dispute?

If we are not going to look into your dispute, we will tell you why. We will also tell you about other choices you have for dealing with your dispute.

Telecommunications complaints



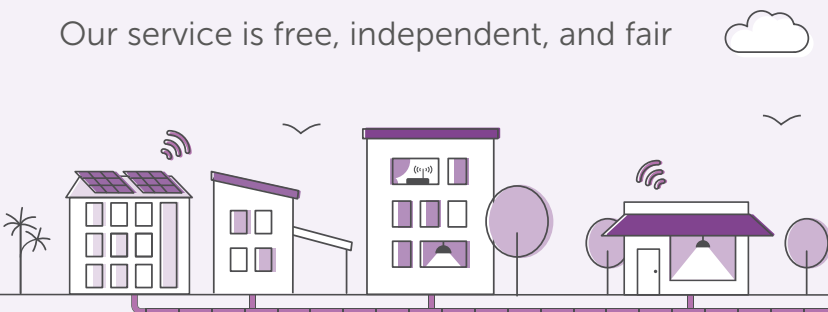
If you have a complaint about your broadband, we cannot look at it under this scheme.

However, we may be able to help if your provider is a member of our voluntary Telecommunications Complaints Scheme – you can read more [here](#).

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Get in touch

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