

E āhei ana te TDR te āwhina ki te aha?

E āhei ana te TDR ki te tiro atu ki ngā whakapae e pā ana ki ngā hua, ki ngā ratonga ka whiwhi koe i tō kamupene aratuku.

Ka tae atu tēnei ki:

- Tētahi ratonga, hua rānei, tae atu ki ngā waea pūkoro kua utua kētia
- Tō kaute (engari kua ko ngā utu o te kamupene).
- Ngā kiritaki kāinga, kaupakihi paku hoki
- Ngā whakapae kua tukuna kētia ki tētahi kamupene aratuku, engari kāore anō kia ea
- Ngā whakapae e pā ana ki te paremata \$12,000 iti iho rānei

Engari kāhore ki:

- Ngā utauta, ngā pūmanawa rorohiko kāore i te tautokohia e te kamupene aratuku
- Te hōrapa whātuinga
- Ngā waeatanga 111
- Ngā pānuitanga hoko nō ngā Whārangī Kōwhiri
- Ngā ingoa tomeina
- Ngā take Ture Matatapu

Waea utu kore 0508 98 98 98

Ngā Mema o te Kaupapa

	Waea utu kore 0508 247 638
	Waea 09 480 7872
	Waea utu kore 0800 999 010
	Waea 09 430 3540
	Waea utu kore 09 916 6400
	Waea utu kore 0800 131 415
	Waea utu kore 0800 500 638
	Waea ki 123, ki *123 rānei (waea pūkoro)
	Waea utu kore 0508 888 800
	Waea 09 929 3000
	Waea utu kore 0800 800 021



P.O.Box 5573, Wellington 6145
www.tdr.org.nz

Waea utu kore 0508 98 98 98



**Te Ratonga Whakatika
Raruraru Aratuku**
**Kei konei hei
āwhina i a koe**



He aha Te Ratonga Whakatika Raruraru Aratuku?

He ratonga **utu kore, motuhake** Te Ratonga Whakatika Raruraru Aratuku (Telecommunication Dispute Resolution, arā ko TDR) hei āwhina i te kaihokohoko me te whakapae e pā ana ki tō rātou kamupene aratuku.

E āhei ana koe te whakamahi i te ratonga TDR mēnā kua tuku whakapae koe ki tō kamupene aratuku, ā, kāore koe e pai ki te hua.

Me tuku whakapae kē koe ki tō kamupene aratuku i te **tuatahi**, i mua i tā mātou āwhina i a koe.

Kei roto katoa ngā kamupene aratuku matua o Aotearoa i TDR.

E āhei ana koe ki te whai mōhio anō mō TDR ki te paetukutuku: www.tdr.org.nz



* I whakatūria te TDR i te 30 o Whiringa-ā-Rangi, 2007. E kore e taea e ia te aro atu ki ngā whakapae e pā ana ki ngā pāpono i mua atu i taua rā.

Me pēhea au e tuku whakapae ki te TDR?

Mehemea kāore i taea e koe te whakaea i tētahi raru ki tō kamupene aratuku, waea atu ki te TDR.

Mā mātou e tiro tiro tō tautohe kia kite ai mēnā e āhei ana mātou te āwhina i a koe ki tēnei take.

Me tuku whakapae kē koe ki tō kamupene aratuku i te tuatahi.

Mehemea kāore koe i pai ki te hua o tō whakapae, kua ono wiki rānei mai i te tukunga o tō whakapae, ā, kāore anō he tau otinga kia hua, e āhei ana pea te TDR te āwhina.

Waea ki te TDR mā te waea koreutu 0508 98 98 98

Ka ngana mātou ki te whakaea i tō whakapae ki te kamupene, ka mahi tahi mātou ki a kōrua hei tae atu ki tētahi whakataunga. Ki te kore taua huarahi e whai hua mā mātou e whakatau, tērā pea ka manakohia tō taha, te taha o te kamupene rānei. Ka paihere te whakataunga i te kamupene aratuku, engari kāore i a koe. Mehemea kāore tonu i te pai ki a koe, ka taea tonu e koe te heri i tō whakapae ki te kōti.

E āhei ana hoki koe te tuku i tō whakapae mā te ipurangi, ki: www.tdr.org.nz

E hia te utu? Karekau – he utu kore te ratonga ki ngā kaihokohoko.

Ka pēhea te whakamahi?

