

23 May 2017

Luke Chandler

Via email: fyi-request-5784-7de250ae@requests.fyi.org.nz

Dear Mr Chandler,

Official Information Act #16.155 Fibre Install/Connection Fees

1. We refer to your request of 24 April 2017 for information on whether the Commerce Commission (Commission) has received complaints about companies charging installation or connection fees for fibre.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Searches Conducted

3. In order to respond to your request we searched the Commission's Streamline database, which holds records of complaints made to the Commission. We searched for the words "*installation and/or connection fees*" and "*telecom providers*". All of the search entries revealed were subsequently analysed and considered to identify the information falling within your request.
4. If we have misinterpreted your request, based upon these searches, then please let us know.

Our Response

5. After searching the Commission's database, we found 12 complaints about connection/installation fees where the complainant believes the fee is unfair or unjustified. It is unclear how many of these complaints are specifically related to fibre connections.
6. **Attachment A** contains a spreadsheet with the details of these 12 complaints.
7. Names and contact details of the complainants have been withheld in order to protect the privacy of natural persons under section 9(2)(a) of the OIA.
8. We trust that this answers your request. If you are not satisfied with the Commission's response to your OIA request, section 28(3) of the OIA provides you with the right to ask an Ombudsman to investigate and review this response. We would however appreciate the opportunity to address any queries or concerns first.

9. If you have any questions concerning this request, please do not hesitate to contact us at oiacomcom.govt.nz.

Yours sincerely



Lynette Gollop-Davidson
OIA Coordinator

Released under the Official Information Act 1982