

Kogan Mobile NZ Customer Care Policy

Our Commitment to You

- We are committed to treating you with respect and fairness.
- We will engage with you, or your authorized support person, in a constructive manner.
- We'll provide accurate and up-to-date service information, including prices, additional fees, limitations, and factors that may affect service performance.
- We'll deliver services to the advertised standard.
- We'll provide accurate invoices and correct any mistakes as soon as possible.
- We will repair faults in our network at no cost to you, unless you contributed to the fault.
- We'll use your information in accordance with the Privacy Act 2020 and the Telecommunications Information Privacy Code 2020 (TIPC).
- Our terms and conditions are available on our website, including:
 - Relevant rights and obligations for you and Kogan Mobile NZ.
 - Situations covered under Force Majeure clauses – in other words, situations for any loss caused by something we don't reasonably control - and how we'll respond in such circumstances.
 - Conditions under which your service can be suspended or disconnected.
 - We may change our terms and conditions, service prices, and specifications or discontinue a service at any time. If the change will disadvantage you and it's within our control, we'll give you at least 14 days' notice. If the change is outside our control, we'll communicate with you as soon as we can. We'll act in good faith when deciding if a change will disadvantage you.

Contacting Us We're here to help with any questions or problems you have with your Kogan Mobile NZ services. Here's how you can reach us:

- Online: Request support via the chat function on our website

Complaints Policy At Kogan Mobile NZ, our goal is to provide you with excellent service, but we understand that things may not always go as planned. If you believe there is something we can improve or if you are dissatisfied with any of our products or services, we want to hear from you. We acknowledge your right to raise complaints and will treat you fairly, engaging in good faith when addressing your concerns.

Get in Touch We appreciate the opportunity to resolve any problems you have with your Kogan Mobile NZ services before you log a complaint. Please reach out to one of our friendly Support Staff via the Chat function on our website. [Kogan Mobile Help Desk](#)

How to Make a Complaint Please let us know about your complaint by reaching out to our team via chat.

- Send us a message: [Kogan Mobile Help Desk](#)

After You've Made a Complaint

Our Obligations

- We will acknowledge your complaint within 3 working days of receiving it. While we aim to resolve your issue immediately, if an investigation is required, we will provide you with a reference number to track the progress.
- We'll keep you informed of progress and reasons for any delays. We aim to resolve complaints within 20 working days.
- Should a delay occur, we'll keep you updated and provide an indicative revised timeframe within 10 working days of becoming aware of the delay.
- We will inform you of the outcome of the complaint, and you can request this information in writing.
- There will be no charge for making a complaint. However, if we need to retrieve archived information and there is a significant cost involved, we may charge a reasonable fee. If the complaint is upheld in your favour, we will refund this fee.
- We'll keep information relating to your complaint confidential and in accordance with the Privacy Act 2020 and the Telecommunications Information Privacy Code 2020 (TIPC). We'll only use the information provided as part of the complaint for the purpose of complaint resolution.

Your Obligations

- You will provide Kogan Mobile NZ with the details of your complaint, your Kogan Mobile NZ phone number, and contact information so we can investigate your concern promptly.
- If we need further information, you'll provide it as soon as practicable.
- You'll treat our staff with courtesy and respect.
- You'll be fair and reasonable in your request for resolution.
- You'll protect the privacy of our employees by not sharing their names or contact details in a public forum or with other customers.

We May Opt Not to Investigate a Complaint If:

- Kogan Mobile NZ is not the provider of the services you're complaining about.
- We've received insufficient information from you to investigate your complaint, and we've attempted, but been unsuccessful in contacting you to obtain more information.
- We've been unable to verify your identity or authority to act on the Kogan Mobile NZ connection.
- You have acted in bad faith, been abusive to our staff, or we deem your complaint to be frivolous or vexatious. If this occurs, we will inform you of the reasons for our decision not to investigate your complaint and provide you with options for further recourse.

- If your complaint has been previously deadlocked by Kogan Mobile NZ.

What If You're Unhappy with the Outcome? If you are not satisfied with the outcome of your complaint, you can contact the Telecommunications Dispute Resolution Scheme (TDR). Please note that all complaints must be registered with Kogan Mobile NZ before reaching out to the TDR.

About the TDR The TDR is a free and independent service available to all customers who are dissatisfied with how their complaint has been dealt with. The TDR covers all major telecommunications companies in New Zealand and is available to all Kiwis at no cost. The TDR will try to resolve your complaint with Kogan Mobile NZ and work with you to reach a mutually acceptable settlement. For more information about the TDR, visit their website www.tdr.org.nz.
