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By email: Nick Judd, CEO, One New Zealand
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Copy to: Consumer stakeholder group

Tēnā koutou

Mobile transparency: next steps following Consumer New Zealand's 2026 review

I am writing to express the Commission's serious disappointment with the further deterioration in mobile transparency recorded in Consumer New Zealand's latest review.[1]

Consumers need clear information about their usage and spend to assess which plan is right for them. More than five years after your commitments to provide that information,[2] delivery remains incomplete and inconsistent, and earlier improvements have not been sustained.

Consumers should be able to rely on receiving and accessing this information as a basic part of good customer care. It should enable them to readily identify how their actual usage compares with their plan allowances and how their actual spend compares with the plan price, so they can consider whether another plan would better meet their needs.

Voluntary commitments, independent monitoring and guidelines[3] have not secured consistent and enduring delivery.

We therefore intend to issue a Commission retail service quality code under Part 7 of the Telecommunications Act 2001. The code would make the two core requirements of the *Mobile Transparency Guidelines* binding: an annual summary of usage and spend with a prominent prompt to consider alternative plans, and easy access to at least 12 months of usage and spend information through an app or online portal. The code would establish an enforceable minimum standard while allowing flexibility over design and presentation.

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1 https://www.consumer.org.nz/about-us/media-releases/mobile-billing-transparency-hits-five-year-low-despite-new-guidelines

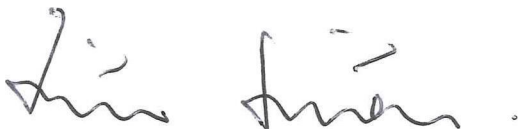
2 https://www.comcom.govt.nz/assets/pdf_file/0022/242923/Open-letter-from-the-Commerce-Commission-addressing-transparency-and-inertia-issues-in-the-residential-mobile-market-9-March-2021.pdf

3 https://www.comcom.govt.nz/assets/Documents/review-of-consumer-mobile-bills/Mobile-Transparency-Guidelines-13-November-2025.pdf

We plan to publish the draft code and accompanying consultation documents in early December. We will seek submissions on the proposed obligations and implementation arrangements and will consider all relevant submissions before making the final code.

In the meantime, we expect each of you to continue to work to address the shortcomings identified in Consumer New Zealand's review. The forthcoming consultation does not displace the commitments you have already made, or the expectations set out in the guidelines.

Ngā mihi nui



Tristan Gilbertson
Telecommunications Commissioner