



**New Zealand Telecommunications Forum  
28 June 2023**

**MEDIA RELEASE: FOR IMMEDIATE RELEASE**

## **Barry Jordan to chair new Telecommunications Dispute Resolution board**

The Telecommunications Forum is pleased to announce Barry Jordan will be the inaugural chair of the new-look Telecommunications Dispute Resolution board, says TCF CEO Paul Brislen.

“Barry comes to us with excellent credentials both in terms of dispute resolution and also the establishment of new boards. His experience as a commercial mediator means he brings a special understanding of the role of disputes resolution providers and positions him well as we establish the new board.”

The TDR is the telecommunications sector’s dispute resolution service, offering consumers a free and independent complaints scheme.

Following a Commerce Commission review into the way the sector operates its dispute resolution scheme, the Telecommunications Forum has overhauled the TDR scheme, and the appointment of a new chair caps an 18-month transformation project, says Brislen.

“The scheme includes a new customer care code, a new constitution and terms of reference and is overseen by a new-look board which provides governance and oversight of the dispute resolution process.”

Barry says he is looking forward to tackling the new role.

“I am delighted to join the Telecommunications Dispute Resolution Board and to lead an important evolutionary change as how it operates. The speedy and impartial resolution of all disputes is a critical component of the telecommunications industry - a sector where products and services are changing and developing rapidly. Our job, as the new Board, is to keep up with this rapid change and to ensure Telecommunications Dispute Resolution Limited operates independently and effectively for the industry, our members and their customers” says Jordan.

The new board takes over running the TDR scheme from July 1.

<https://www.tdr.org.nz/resources/more-about-tdr>

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For more information, please contact:

Paul Brislen, TCF CEO

Mobile: +64 21 988 896 | Email: [paul.brislen@tcf.org.nz](mailto:paul.brislen@tcf.org.nz)

**Notes to editors:**

**About Barry Jordan:**

After a decade as partner with accounting giant Deloitte, where he specialised in forensic accounting and recovery, Barry chaired the establishment board for the new national polytechnic organisation now known as Te Pukenga. Barry has been involved at a governance level with a number of other organisations including the Southern Lakes English College and Southern Institute of Technology, as well as serving as a council member for the Arbitrators and Mediators Institute of New Zealand (AMINZ).

**About the TCF**

The NZ Telecommunications Forum (TCF) was established in 2002. It plays a vital role in the telecommunications industry in New Zealand, collaboratively developing key industry standards and codes of practice that underpin the country's digital economy. Our objective is to actively foster cooperation among the telecommunications industry's participants, to enable the efficient provision of regulated and non-regulated telecommunications services.

TCF Members include: 2degrees, AWACS, Chorus, Devoli, Electric Kiwi, Enable Networks, FortySouth, Kordia, Mercury, Northpower Fibre, NOW, One NZ, Spark, Symbio Networks, Tuatahi First Fibre, UnisonFibre, Vector Fibre. WISPA-NZ, which represents 28 Wireless Internet Service Providers and Horua Limited are also Associate Members of TCF.

For more information visit: <http://www.tcf.org.nz>

