



19 August 2016

Trustpower Cooperates with Commerce Commission Investigation

The New Zealand Commerce Commission (NZCC) has earlier today announced the filing of charges under the Fair Trading Act against Trustpower Limited (Trustpower).

The charges relate to Trustpower's television, online and billboard advertising between 8 March and 26 July 2015 promoting Trustpower's bundled broadband and energy offer.

The NZCC considers that Trustpower's advertising was liable to mislead the public in breach of section 11 of the Fair Trading Act because the headline message ("Unlimited Data Broadband \$49 a month for 12 months") was qualified by terms and conditions that were not sufficiently prominently displayed and consumers may have been misled as to the price of the offer as a result.

Trustpower cooperated fully with NZCC throughout its investigation. To expedite matters Trustpower intends to enter early guilty pleas to the charges. Trustpower acted promptly to modify its advertising after concerns were raised by the NZCC.

Trustpower is disappointed at the NZCC's decision to file charges, as the advertising was subject to external review and advice and Trustpower believed it was appropriate, but it acknowledges the NZCC's views.

The "\$49 Unlimited Data Broadband" offer marked Trustpower's expansion from an electricity and gas retailer to an energy and telecommunications company. It was a compelling bundled offer that offered consumers substantial savings. Trustpower has been pleased to see that its current \$59/89 Unlimited Data Broadband bundled offer continues to see strong uptake.

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