

NZ COMPARE  
AWARDS  
2022

# BOOK OF THE NIGHT

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## **December 1st 2022 saw the New Zealand utility sectors come together to celebrate the NZ Compare Awards for the 6th year.**

The gala celebration at the Hunua Rooms in Auckland's Aotea Centre celebrated the best of the best in BROADBAND, POWER and, for the first time, MOBILE!

Following the move to online due to COVID restrictions in 2021 it was great to be back, and in person for the 2022 celebration.

As the boundaries between utility industries continue to merge we responded to growing demand to increase the categories and industries celebrated by the NZ Compare Awards and introduced business and mobile categories for the first time.

First held in 2017 with a humble 50 guests and growing each year, the 2022 event saw around 300 key industry members attend an incredible evening hosted by Mike McRoberts. The NZ Compare awards categories are consumer driven and carry real gravitas with the hundreds of thousands of Kiwis who use NZ Compare websites each year and this prestigious event celebrated the companies that provide New Zealanders with the very best products and services across these essential industries.

The winners are celebrated in this book of the night and we would also like to take one last chance to acknowledge the contribution of our incredible judges and generous sponsors without whom the event would not be possible.

HOSTED BY

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NZ COMPARE



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panel in 2023?

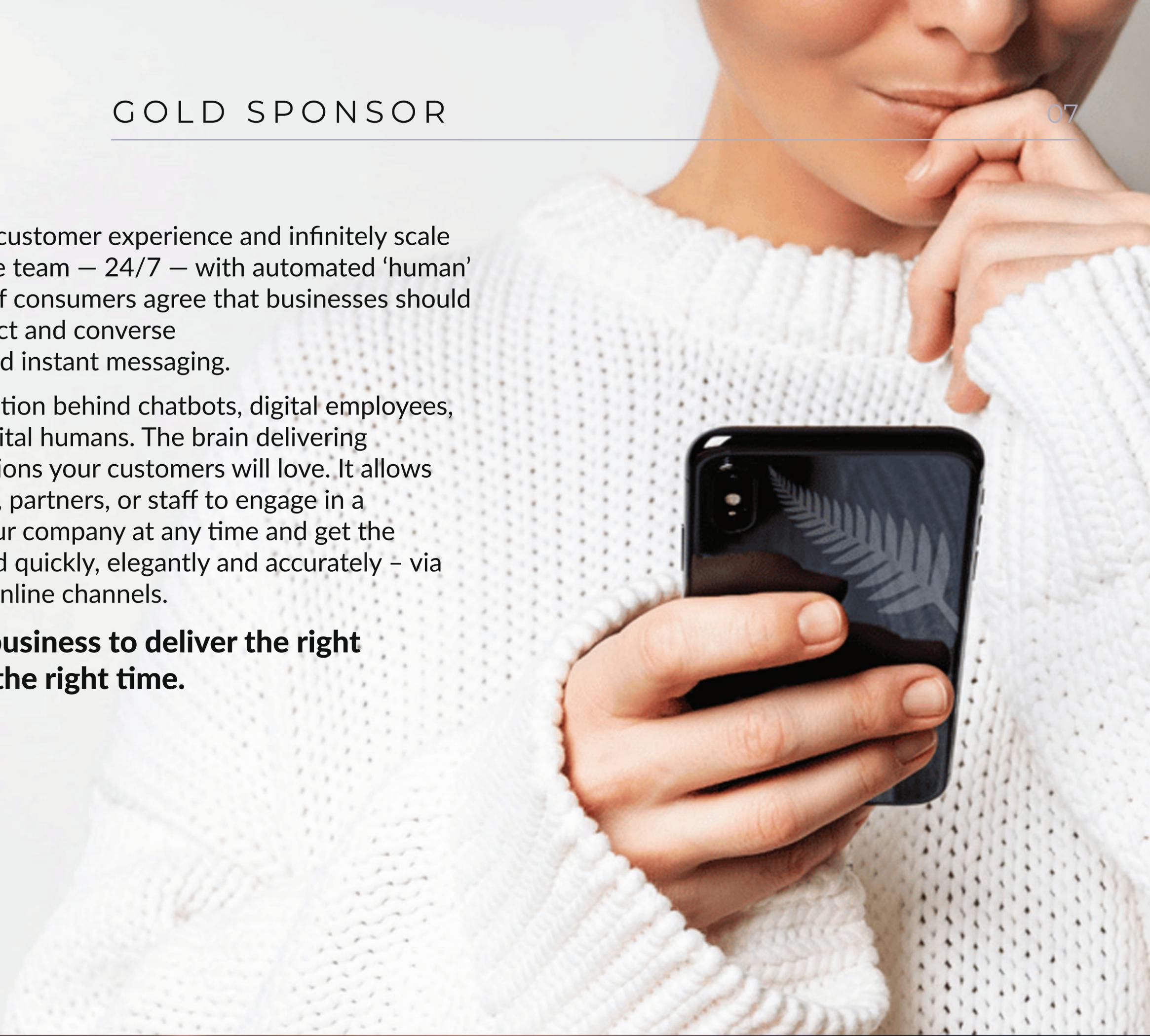
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Movinghub makes moving a whole lot easier (and more enjoyable). As New Zealand's leading moving services company, we know that each move comes with its own unique challenges. Our free service navigates the process and arranges the connection of multiple utility services at a new home, in one place.

Working with New Zealand's leading service providers to get the job done, our team coordinate everything (whether that means transferring existing accounts or joining a new provider) while getting our customers some of the best deals in the market – saving time and money.

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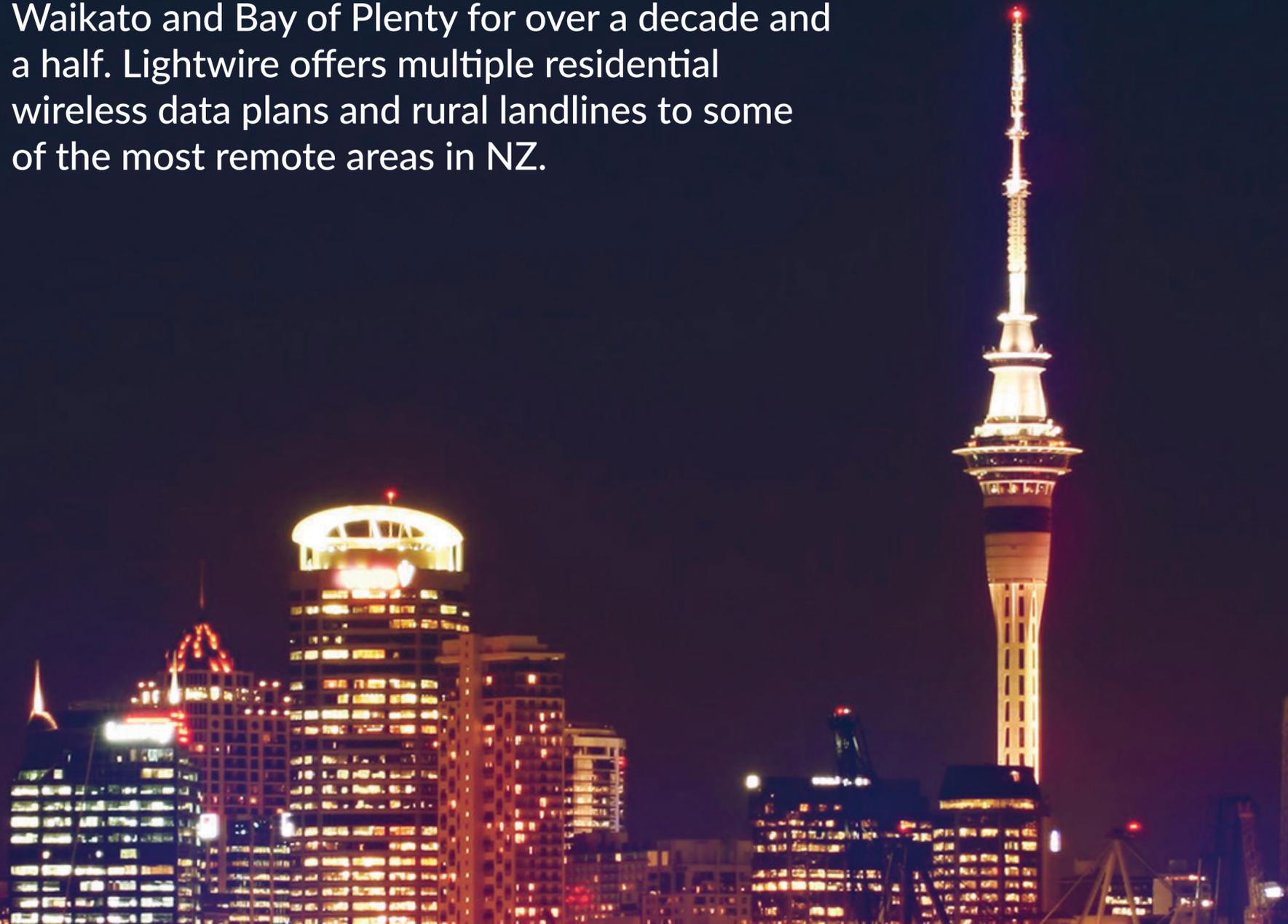


# BEST RURAL SERVICE PROVIDER



## LIGHTWIRE

Homegrown and dedicated to its roots, Lightwire has been serving rural communities within the Waikato and Bay of Plenty for over a decade and a half. Lightwire offers multiple residential wireless data plans and rural landlines to some of the most remote areas in NZ.



### JUDGES COMMENT

"Year on year growth over the last 5 years is impressive and this has been carried through from the network investment to customer service. A really solid entry. Well done Lightwire."

## BEST ENERGY INNOVATION



# FLICK ELECTRIC

We were the first energy retailer to offer Kiwis a way to purchase power directly off the wholesale electricity market. We've stayed true to these foundations of fairness, honesty and transparency as we've grown. While we create new experiences and power plans for customers, our values remain the same – we're a transparent, Kiwi company with a conscience, and we're deliberately on the customers' side.



### JUDGES COMMENT

“A strong customer centric approach ensuring the customer always knows they are on the best plan. From concept to execution to results. A well-crafted initiative that delivered meaningful results for Flick and their customers.”

# BEST VALUE BROADBAND PROVIDER



## MYREPUBLIC

Our value offering is based on our belief that broadband products should be flexible, reliable and affordable. The audience we're looking to serve are users who want future connectivity at an affordable price. They want the best in-home experience possible and don't want to feel trapped into a long contract plan. We do this by offering a wide range of speed profiles, supported by affordable router connectivity options, all at an affordable price.



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WINNER



MyRepublic™

### JUDGES COMMENT

“A strong entry from MyRepublic with a clear justification for why they deserve the top spot. No data caps, fixed IP's and segmentation based on discerning customer profiles pays off.”

## BEST DIGITAL INNOVATION



## WOI INTERNET

We are proud to be the first to launch a solar based wifi trailer for emergencies, disaster resilience and rural events. Our R&D programme into the Woi comms trailer has seen \$100k spend and we have made our first sale to Rangitikei District Council in Manawatu in October 2022. The comms trailer provides power and internet with a 70/15 or a bonded option via our managed service.

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2022

WINNER

woi  
satellite internet

## JUDGES COMMENT

“A cool innovation. With increasing reliability on cloud based systems and infrastructure, reliable and constant connectivity is vital. Woi’s innovation allows this to be possible in any circumstances. A clever use case.”



# BEST NETWORK FOR BUSINESS

## 2DEGREES

With New Zealand a nation of small businesses, 2degrees has designed all services with ease of access, affordability, and flexibility in mind. This allows businesses from the ‘one-man-band’ startup through to the largest of corporates to access everything they need, and nothing they do not. In addition to mobile and broadband services, 2degrees for business offers tailored solutions including managed networks, Microsoft cloud solutions, project management, fleet management, cloud PBX, contact centres, SIP trunks and cloud security.



### JUDGES COMMENT

“Living up to their ‘fighting for fair’ philosophy in terms of services and how they are offered. The testimonial statement of “a big business with the heart of a start-up” sums up how 2degrees operate in respect of Business mobile.”



## BEST BUNDLED PLAN

# CONTACT ENERGY

The Broadband Bundle Plan is all about offering choice for our customers alongside great value, no hidden costs or terms and backed by excellent customer service. All Contact customers can experience the benefits of bundling even if they do not choose the Broadband Bundled Plan. Customers can select any of our other electricity plans (such as our Fuel Rewards or Everyday Bonus Fixed plans) and get broadband added at a highly competitive price.

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### JUDGES COMMENTS

“Highly competitive pricing, high uptake and increasing awareness of Contact as a broadband provider show the convergence of utilities. A simple and compelling offer that has demonstrated high levels of satisfaction.”

“Customer centricity and simplicity!”

# BEST VALUE ENERGY PROVIDER



## MEGATEL

Megatel provides five essential services, including two energy products, electricity and gas. Customers can choose one or more according to their needs and get more convenience, value and benefits through bundling. We measure our pricing and offer value through regular market research. We measure our 'uncountable' values such as convenience, quality services etc by ongoing customer feedback, reviews, NPS scores, customer bundle rate and service tenure.

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2022

WINNER

*megatel*

### JUDGES COMMENT

“Megatel offer a great value product for their market niche. Great value delivered especially when bundling additional products and services. Tangible discounts and easy to understand offers.”

# BEST WIRELESS SERVICE PROVIDER



## UBB — ULTIMATE BROADBAND

Ultimate Broadband (UBB) is a broadband provider that specializes in providing solutions in rural Canterbury to customers who often miss out on decent broadband services. UBB operates its own wireless broadband network that is one of the largest networks by landmass in NZ, through a series of hilltop, mountain top repeater sites, and micro-sites in farming communities throughout the Canterbury region. We know a cookie cutter service doesn't always cut it and at UBB we enjoy a challenge in connecting the "unconnectable".



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### JUDGES COMMENT

"A rural business focussed on adding value to its community. Focus on IoT, great offers and getting farmers connected on the farm past the end of the broadband router. UBB show they are thinking about innovation from their customer's perspective."

# BEST VALUE MOBILE PROVIDER



## 2DEGREES

A full-service telco connecting good sorts all around New Zealand, 2degrees innovates at every turn. 2degrees delivers cheaper pricing, innovates where others wouldn't and champions all Kiwis in the fight for a fairer telco market. With the introduction of Data Clock, 2degrees has changed the way people pay for and use connectivity.



### JUDGES COMMENT

"2degrees is providing value to customers in a way that is meaningful to them. Data clock is an excellent example of how well this value is being received."

Northpower  
*FIBRE*

# BEST FIBRE BROADBAND PROVIDER

## ORCON

Orcon's Hyperfibre 8 is designed to be the fastest, most reliable and best-performing fibre broadband connection available to the retail market in New Zealand. Only Hyperfibre 8 achieves stunning throughput of approximately 7700 Mbps synchronously (meaning upload and download speeds are effectively the same). Orcon is the first choice for customers looking for the highest domestic internet speeds available in New Zealand, and Orcon Hyperfibre 8 is their product of choice.

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### JUDGES COMMENT

“Hyperfibre 8 is a best in class product highlighting and delivering on the potential that exists in the fibre network. A best in class provider delivering the highest possible speeds on fibre.”



## BEST CUSTOMER SUPPORT — POWER

# CONTACT ENERGY

For our people at the heart of customer service delivery, we have developed an 'Engage' framework to help our people to provide exceptional customer experiences. Customer service representatives (CSRs) learn the fundamentals of Engage during their induction and it is embedded and enhanced as they grow into their roles through to becoming Team Leaders and Managers. Improvements to our processes have enabled access to customers to better self-serve simple issues and have allowed our CSR team to focus on more value-add conversations with customers, resulting in a better customer experience overall.



### JUDGES COMMENT

“Great feedback from staff re management and from managers working with staff. Contact demonstrated strong customer relationship feedback and problem solving.”

# BEST BUSINESS BROADBAND PROVIDER



## VODAFONE

The rise of Cloud, new demands on flexible working and better leveraging 4G and 5G network assets has driven the largest shift in need for business broadband services since the arrival of Fibre allowed fast, almost real-time connectivity. This new Connectivity has been critical to enabling new ways of working and ensuring business continuity. It forced Vodafone to rethink how to modernise our line-up to ensure the right levels of performance, flexibility and efficiency for all.

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WINNER



### JUDGES COMMENT

“Vodafone addressed the criteria in an impactful, clear and concise manner. They conveyed a deep understanding of the category and product. A great submission with well thought out answers.”



# BEST CUSTOMER SUPPORT — BROADBAND

## NETWORK FOR LEARNING

N4L operates one of the largest broadband networks in the country, accounting for nearly 25% of the country's daytime internet traffic. We connect, protect and support schools and kura, providing a safer online learning environment which frees up time and resources for busy staff to focus on teaching. Our highly skilled, people-focused support teams make up around 30% of our workforce. This includes our Customer Support team, Network Management team, Service Delivery team and School Relationship Managers. In addition, our customers are supported by specialists in the Delivery Engineering Team and Security Operations Centre (SOC).



### JUDGES COMMENT

"N4L is showing what is possible with a focus on loving a customer base, and investing in ensuring the right outcomes. Impressed by the proactive, ongoing engagement to ensure customer feedback and satisfaction. Well done N4L."

# PEOPLE'S CHOICE AWARD — MOBILE

the  
interpreters  
an insight agency

## SKINNY MOBILE

*“Excellent pricing, packages with data and phone, great easy to use app, good customer service.”*

*“It's the cheapest plan I could find and customer service has always been great. Whenever I have had a glitch, they have been on the other end of the phone and helped fix it efficiently.”*



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### JUDGES COMMENT

“Skinny delivered an outstanding NPS result from our People’s Choice Survey. We were surprised to see a mobile provider score quite that high!”

# PEOPLE'S CHOICE AWARD — POWER



## ELECTRIC KIWI

*“Love the hour of power. Great app and always friendly service from their staff.”*

*“Really efficient, really effective financially and all information clearly displayed on the website.”*



### JUDGES COMMENT

“An incredibly loyal customer base full of advocates. Strong voting numbers and excellent results in the People’s Choice Survey. Well done Electric Kiwi.”

# PEOPLE'S CHOICE AWARD — BROADBAND

**tuanz**  
TECH USERS ASSOCIATION

## VOYAGER

*“Very helpful, quick response time, always someone to answer when you call the 0800 number.”*

*“I love that it is a NZ company that employs Kiwis. Their customer service is top notch too.”*



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**voyager.**

### JUDGES COMMENT

“Great to see such an impressive number of votes gathered from your customers as well as strong qualitative feedback and an impressive number of brand promoters in our People’s Choice survey.”

MAKING A DIFFERENCE

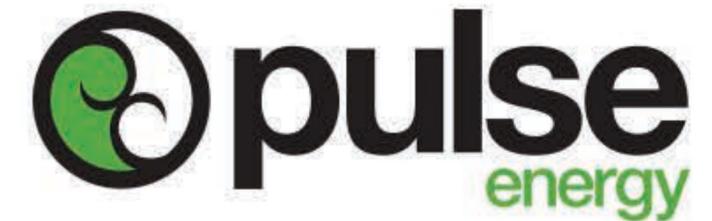


## PULSE ENERGY

The motivation for launching the Pay it Forward Programme was simple: we wanted to play a proactive role in combating energy hardship. We recognised the impact energy hardship had on families and wanted to use our resources, platform, and voice as a company to support vulnerable households across New Zealand. Under the Pay it Forward Programme, Pulse Energy customers can choose to add a small monthly contribution to their power bill to support families experiencing energy hardship, with contributions starting from just \$2 a month. To get the ball rolling, Pulse Energy committed to contributing \$150,000 in the first year of the Programme.

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2022

WINNER



### JUDGES COMMENT

“Wonderful to see an initiative that enables customers to support other customers. This is a really impactful initiative that truly helps those in need. Nice work.”

# MOBILE PROVIDER OF THE YEAR



## 2DEGREES

2degrees entered the New Zealand telecommunications market determined to give Kiwis a better choice of telco and a fairer deal. As a small and friendly nation, it's two degrees of closeness in New Zealand, not six degrees of separation. So, for us, 2degrees is more than just a name, it's what we'll always stand for – helping Kiwis stay connected both literally and figuratively.



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AWARDS  
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WINNER



### JUDGES COMMENT

“Some great initiatives in the mobile sector for both consumers and businesses showcase some real points of difference in the provision of their services. Good job.”

# POWER PROVIDER OF THE YEAR

## CONTACT ENERGY

Driven by the vision of a better New Zealand, Contact is on a customer-inspired journey to improve the quality of home life for all New Zealanders. As an established energy company, swimming in a highly competitive market and over-saturated 'sea of sameness', Contact seeks to set ourselves apart by providing innovative solutions that improve the home lives of our customers.



### JUDGES COMMENT

“With data backed examples of service improvements and growth there is no doubt that the service provided by Contact is excellent and is only going to get better – well done Contact.”

BROADBAND  
PROVIDER OF THE YEAR **CHORUS****NETWORK FOR LEARNING**

For ten years, Network for Learning (N4L) has provided safe and secure managed internet services, supporting more than 2,450 self-governing schools and kura across Aotearoa New Zealand. N4L is a Crown-owned technology company, delivering a range of managed broadband, Wi-Fi and cybersecurity products and services, on behalf of the Ministry of Education.

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**AWARDS**  
2022**WINNER****N4L**

## JUDGES COMMENT

“We have seen how important having good technology and connectivity in schools has been recently. With such high customer satisfaction ratings it is awesome to see N4L thriving in such a tricky time in the education sector.”

SUPREME CHAMPION

NZ COMPARE

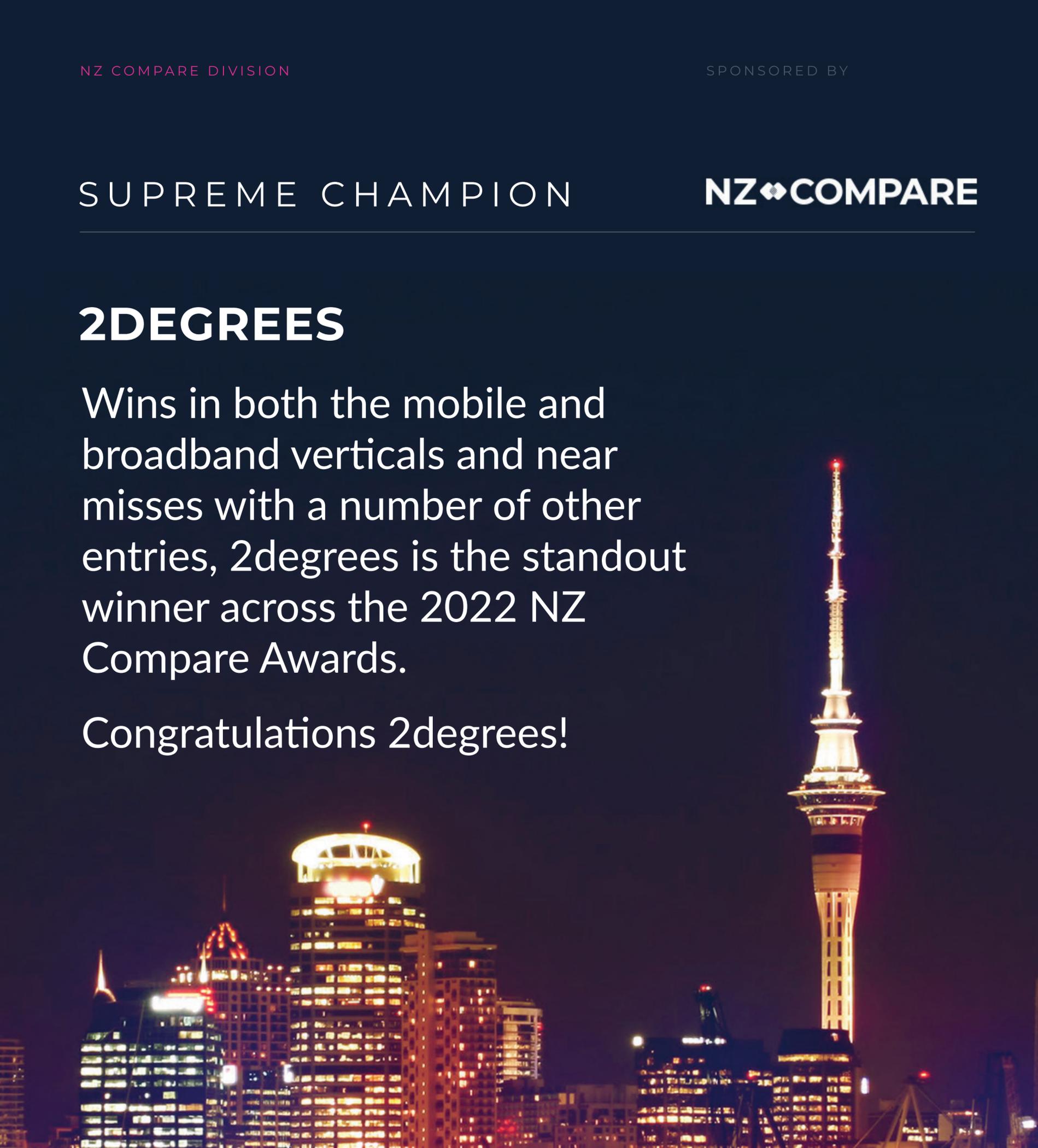
## 2DEGREES

Wins in both the mobile and broadband verticals and near misses with a number of other entries, 2degrees is the standout winner across the 2022 NZ Compare Awards.

Congratulations 2degrees!



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INTERESTED IN OUR 2023 AWARDS?

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Visit [awards.nzcompare.com](https://awards.nzcompare.com) for more details and to see highlights of last year's event.

Get in touch!

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