



7TH ANNUAL

NZ COMPARE

AWARDS  
2023

# BOOK OF THE NIGHT

GOLD SPONSORS



**Movinghub**

On November 30th 2023, the New Zealand utility sectors once again gathered to celebrate the NZ Compare Awards for the 7th year.

The gala event took place at the Hunua Rooms in Auckland's Aotea Centre, where guests celebrated the best of the best in BROADBAND, POWER and MOBILE! As the boundaries between the utility industries sectors continue to blur and the market challenges increase, NZ Compare once again hosted an evening of acknowledgement and competition.

First held in 2017 with a humble 50 guests and growing each year, the event now sees 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.





Katie Brown

Founder & Director of Social  
Good



David Court

Founder of theBit.nz



Daimler Teves

Marketing Director at OPPO  
New Zealand



Nadia Tolich

Managing Director at Stuff  
Digital



Darren McLean

Head of Sales & Service at  
Chorus



Christine Rupp

Chair of Counties Energy Trust



Bronwyn Scott

General Manager of Digital  
Future Aotearoa



Vanessa Williams

GM of Marketing & Media at  
Realestate.co.nz



Avril Pereira

Group Manager  
Communications & Marketing  
Northpower



Jess Henderson

CEO of Movinghub NZ



Gavin Male

CEO at NZ Compare



Nicole Crump

Growth Specialist at Zib Digital



Karen Tobeck

Director at Monteck Carter



Bill Bennett

Freelance Journalist for the NZ  
Herald & NZ Business



Phil Campbell

Director at UBS



Sarah McHardy

GM Customer at Lodestone  
Energy



Matthew Jackson

Commercial Director of  
Alimentary Systems



Craig Young

CEO of TUANZ

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**It's time for your business to deliver the right conversations, at the right time.**

[ambit.ai](https://ambit.ai)



## GOLD SPONSOR

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.

**Moving home? Join the thousands of Kiwis' who have trusted Movinghub with their move.**

[movinghub.co.nz](https://movinghub.co.nz)

# Movinghub



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

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**NZ COMPARE**

MAKE A FULLY INFORMED CHOICE



7TH ANNUAL

NZ COMPARE

# AWARDS 2023

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the  
**interpreters**  
an insight agency



## JUDGES COMMENT

*"UBB's entry demonstrated an admirable approach to connecting the 'unconnectable' - Their work throughout the Canterbury region is impressive and their case by case approach has led to UBB truly delivering on their mantra to be 'the heart of connectivity'."*



## BEST RURAL SERVICE PROVIDER



7TH ANNUAL

NZ COMPARE

AWARDS  
2023

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JUDGES COMMENT

*"Electric Kiwi continue to challenge the norms across the industry, making change and adaption for the customer easy while focusing on the bigger NZ Inc issues as we move to meet decarbonization targets."*



BEST ENERGY INNOVATION



7TH ANNUAL

NZ COMPARE

# AWARDS 2023

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 **Tuatahi**  
First Fibre



## JUDGES COMMENT

*"Contact's broadband offerings showcase not just depth but a commitment to understanding the dynamic New Zealand market. Remarkably, nearly half of their customers choose the Broadband Bundle Plan, reflecting the strong value they offer."*



## BEST VALUE BROADBAND PROVIDER



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NZ COMPARE

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*megatel*

#### JUDGES COMMENT

*"This is precisely what this category is meant to highlight: a genuine, iterative innovation process. The entry provides compelling evidence of outstanding AI use, backed by data that underscores its real business value. Megatel's entry provides a clear explanation of the initiative process, highlighting early challenges and lessons learned... This entry is truly exemplary."*



BEST DIGITAL INNOVATION



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NZ COMPARE

AWARDS  
2023

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2

JUDGES COMMENT

*"Excellent testimonials from a range of different sized customers and some outstanding additional features available. A strong, tailored business offering. Well done."*



BEST NETWORK FOR BUSINESS



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NZ COMPARE

AWARDS  
2023

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**Movinghub**



JUDGES COMMENT

*"The Contact Bundled Plans stood out against the competition. By constantly reviewing their offerings with customers and seeking continuous feedback on their service, Contact delivers a best in class bundled offering. Good job."*



BEST BUNDLED PLAN



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NZ COMPARE

AWARDS  
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*megatel*

JUDGES COMMENT

*"Megatel have created a unique way to provide value to consumers through easy to manage bundling of services and transparency using technology. Judges were impressed with their products covering various areas of customer concerns."*



BEST VALUE ENERGY PROVIDER



7TH ANNUAL

NZ COMPARE

AWARDS  
2023

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#### JUDGES COMMENT

*"Primo Wireless is an outstanding business that is doing excellent, vital work in region left behind by some of the bigger players. An exceptional wireless service provider for New Zealand."*



BEST WIRELESS SERVICE PROVIDER



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NZ COMPARE

AWARDS  
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MOBILE  
COMPARE



MyRepublic™

#### JUDGES COMMENT

*"MyRepublic's focus on giving the customers what they crave - endless and affordable data — is evident in their plans, pricing and promotion. Very impressive customer feedback and judges liked how they focus on unprompted feedback using social media channels - which can be the wild west."*



BEST VALUE MOBILE PROVIDER



7TH ANNUAL

NZ COMPARE

# AWARDS 2023

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Northpower  
*FIBRE*

2

## JUDGES COMMENT

*"2degrees is really delivering on the potential of fibre broadband. Their Hyperfibre products deliver a best in class experience for the user with excellent hardware at a competitive price."*



BEST FIBRE BROADBAND PROVIDER



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NZ COMPARE

AWARDS  
2023

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BBR<sup>PR</sup>



#### JUDGES COMMENT

*"2degrees have gone the distance at training their staff to not only be knowledgeable, but also personable. Treating customers as people by listening and actively thinking of solutions is great. It sounds like they have a very robust process to empower their team. Well done."*



BEST CUSTOMER SUPPORT — MOBILE



7TH ANNUAL

NZ COMPARE

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PERKS

now

JUDGES COMMENT

*"Now enter every interaction with business customers aiming to build a trusted relationship. Their business NPS score of +60 speaks for itself and their actions to support business customers after cyclone Gabrielle was commendable and another example of going the extra mile."*



BEST BUSINESS BROADBAND PROVIDER



7TH ANNUAL

NZ COMPARE

AWARDS  
2023

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JUDGES COMMENT

*"Great to see ongoing focus on improving areas that impact the customer experience. Comprehensive training programme and a great focus on community initiatives that provides support where and when needed. Well done Contact."*



BEST CUSTOMER SUPPORT — POWER



7TH ANNUAL

NZ COMPARE

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## JUDGES COMMENT

*“Great to see a provider who understood identifying good customer service starts from recruitment and selecting candidates who promote customer centric values naturally. Great testimonials and stories of gratitude from businesses and consumers. Really feels like NOW is part of their community even as they expand they are keeping the local, family feel — commendable customer service stories and processes.”*



## BEST CUSTOMER SUPPORT — BROADBAND



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NZ COMPARE

AWARDS  
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Stuff

2

JUDGES' COMMENT

*"With hundreds more votes than their nearest rival, 2degrees customers are obviously happy to nail their colours to the mast and declare their loyalty for their provider."*



PEOPLE'S CHOICE AWARD — MOBILE



7TH ANNUAL

NZ COMPARE

AWARDS  
2023

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 realestate.co.nz

**FLICK**

JUDGES COMMENT

*"With no fixed term contracts or exit fees as well as a best plan promise, Flick's customers are obviously very happy with what Flick delivers. Congratulations Flick Electric."*



PEOPLE'S CHOICE AWARD — POWER



7TH ANNUAL

NZ COMPARE

AWARDS  
2023

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**tuanz**

TECH USERS ASSOCIATION

**voyager.**

JUDGES COMMENT

*“Winning the Broadband People’s Choice Award for the second year running, Voyager’s customers are obviously happy with the incumbent and have voted you in for a second term. Congratulations Voyager.”*



PEOPLE’S CHOICE AWARD — BROADBAND



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NZ COMPARE

AWARDS  
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DIGITAL  
FUTURE  
AOTEAROA

#### JUDGES COMMENT

*"Digital Future Aotearoa and their layers of organisation are attempting to address multiple issues and successfully doing so. With impressive stats that get better year on year. A strong entrant and deserving winner."*



MAKING A DIFFERENCE



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AWARDS  
2023

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**Kānuka**  
WELLBEING & LEADERSHIP

2

JUDGES COMMENT

*"Running away with wins in 3 out of 4 of the mobile categories, 2degrees was the standout Mobile provider for 2023."*



MOBILE NETWORK OF THE YEAR

BEST ENERGY INNOVATION



JUDGES COMMENT

*"The winning entrant in Best Customer Support — Power, Contact is the 2023 Power Provider of the Year, winning a tightly contested round by a nose thanks to strong performance in a number of other Power categories as well as taking the win for Best Bundled Plan."*



**POWER PROVIDER OF THE YEAR**



7TH ANNUAL

NZ COMPARE

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CHORUS

BEST DIGITAL INNOVATION

now

JUDGES COMMENT

*"With wins in two categories, covering both business and consumer, Now was widely praised amongst the judges. Their ongoing commitment to delivering the same high quality for their customers, even as they continue to scale is fantastic to see."*



BROADBAND PROVIDER OF THE YEAR



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AWARDS  
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#### JUDGES COMMENT

*"With wins in both the Broadband and Mobile categories 2degrees have had an impressive evening after an exciting and ambitious year in 2023. With 5 wins across the night, 2 degrees are deserving winners of Supreme Champion."*



SUPREME CHAMPION 2023