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Reporting faults on the mobile network

- Last Updated 23 Feb 2024

4G wireless broadband services, mobile voice, data and text services are provided by Spark, Vodafone and 2degrees, as well as wholesale partners of those companies.

If you experience faults with mobile services, please do the following:

- Check the providers website for any known outages and/or
- Report **all new faults** to your service provider.

It is very important to log faults through your provider so the appropriate fault tracing can be done, with the fault recorded correctly with all the required information. All providers have a fault process with internal checks on their core network completed first and then appropriate actions can be taken including working with the RCG

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on the physical Chatham Islands network. Your help in reporting faults will assist greatly in understanding faults and improving the service.

Spark

Check for outages here - [https://www.spark.co.nz/outages/\(external link\)](https://www.spark.co.nz/outages/(external link))

Report Spark faults here - dial [120](tel:120) or [0800 22 55 98](tel:0800 22 55 98) available 24 x 7

Report a fault online here - [https://www.spark.co.nz/help/contacts/support/feedback/\(external link\)](https://www.spark.co.nz/help/contacts/support/feedback/(external link))

Vodafone

Check for outages here - [https://www.vodafone.co.nz/help/network-status/\(external link\)](https://www.vodafone.co.nz/help/network-status/(external link))

Report Vodafone faults here - Mobile: [0800 800 021](tel:0800 800 021) or Broadband: [0800 438 448](tel:0800 438 448)

Report a fault online here - [https://www.vodafone.co.nz/contact/feedback/complaints/\(external link\)](https://www.vodafone.co.nz/contact/feedback/complaints/(external link))

2degrees

Check for outages here - [https://www.2degrees.nz/network-status/\(external link\)](https://www.2degrees.nz/network-status/(external link))

Report 2degrees faults here - Mobile [200](tel:200) or [0800 022 022](tel:0800 022 022)

Report a fault online here - [https://www.2degrees.nz/contact-us\(external link\)](https://www.2degrees.nz/contact-us(external link))

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