

Contact information for BSA callers

Our website has links to the main broadcasters' websites and contact details (see [Broadcaster Links](#)). Links to the broadcasters' [online complaints forms](#) appear under [Formal Complaint to the Broadcaster](#)/'If you are ready to make a complaint to the broadcaster now'.

Advertising Standards Authority (help line) deals with complaints about advertisements	0800 234 357 asa@asa.co.nz / www.asa.co.nz
APRA (The Australasian Performing Right Assn) issues licences for businesses to play recorded music in public	0800 692 772 www.apra.co.nz
Births, Deaths and Marriages copy of birth certificate required	0800 22 52 52
BSA freephone number	0800 366 996
Coalition for Better Broadcasting advocates for higher standards & better content	021 666297 www.betterbroadcasting.co.nz
Complaints agencies: for a list of all agencies dealing with complaints	Complaint Line www.complaintline.org.nz
Consumer Affairs deals with scams information on how to complain for consumers	04 474 2750 www.consumeraffairs.govt.nz/scams www.consumeraffairs.govt.nz/for-consumers/how-to-complain
Copyright: Copyright Council of New Zealand Ministry of Business, Innovation and Employment (MBIE)	www.copyright.org.nz www.med.govt.nz/business/intellectual-property/copyright
Department of Building and Housing PO Box 10729 Wellington 6143	0800 737 666
Freeview channels not working: Going Digital	0800 373 384 (Freeview 0800 number) www.goingdigital.co.nz
Fair Go Private Bag Auckland Mail Centre	NO phone calls fax: 09 916 7170 fairgo@tvnz.co.nz tvnz.co.nz/content/823787 (complaint form)
Film censor: Office of Film and Literature Classification (OFLC)	0508 236 767 www.classificationoffice.govt.nz

Frequencies: Radio Spectrum	0508 776 463 info@rsm.govt.nz
Freeview also see Broadcaster Links on our website	0800 373 384 www.freeviewnz.tv
Interference, on radio or TV: Radio Spectrum	0508 776 463 info@rsm.govt.nz
Kordia deals with TV signal problems	09 551 7000 www.kordia.co.nz
Licences to play recorded music in public: The Australasian Performing Right Assn (APRA) Phonographic Performances (PPNZ)	0800 887 769 0800 692 772
Māori Television PO Box 113017 Newmarket Auckland 1149	09 539 7000 info@maoritelevision.com www.maoritelevision.com
MediaWorks Radio Ltd Private Bag 92624 Auckland 1150 (= Radio Live, The Edge, More FM, The Breeze, Solid Gold, George FM, The Rock, Mai FM)	09 928 9000; NO 0800 number fax 09 366 5999 www.mediaworks.co.nz/contact.aspx
MediaWorks TV Ltd Private Bag 92624 Auckland 1150 (= TV3, FOUR, C4, The Edge TV)	09 928 9000; NO 0800 number fax 09 366 5999 www.mediaworks.co.nz/contact.aspx
Minister of Broadcasting – Craig Foss	04 817 6822
Ministry of Business, Innovation and Employment (MBIE) deals with copyright	04 472 0030 www.med.govt.nz/business/intellectual-property/copyright
Ministry of Culture and Heritage deals with advertising hours on public holidays	04 499 4229 www.mch.govt.nz
NetSafe PO Box 9386 Newmarket Auckland 1149 deals with cyber safety and gives security advice	0508 638 723 queries@netsafe.org.nz www.netsafe.org.nz
News TVNZ	0800 886 397; news@tvnz.co.nz
Newstalk ZB Newstalk ZB studio	09 373 0000 0800 801 080

New Zealand Press Council deals with complaints about print media	04 473 5220 info@presscouncil.org.nz
Online Media Standards Authority (OMSA) deals with complaints about news content on broadcasters' websites that has NOT also been broadcast on TV or radio	info@omsa.co.nz www.omsa.co.nz
Office of Film and Literature Classification (OFLC) censorship of films and other forms of publication	0508 236 767 www.classificationoffice.govt.nz
PPNZ (Phonographic Performances) issues licences for businesses to play recorded music in public	0800 887 769 www.ppnz.co.nz
Prime TV PO Box 9059 Newmarket Auckland 1149	09 579 9999 0800 759 759 (call centre) www.primetv.co.nz
Print media complaints: NZ Press Council	04 473 5220 info@presscouncil.org.nz
Radio licence applications (includes amateur ham radio); queries re frequencies: Radio Spectrum	0508 776 463 info@rsm.govt.nz www.rsm.govt.nz
Privacy Commissioner PO Box 10094 The Terrace Wellington 6143	0800 803 909 enquiries@privacy.org.nz www.privacy.org.nz
Radio New Zealand Concert PO Box 123 Wellington 6140	04 474 1999 fax: 04 474 1761 rnz@radionz.co.nz www.radionz.co.nz/concert
Radio New Zealand National PO Box 123 Wellington 6140	04 474 1999 fax: 04 474 1459 rnz@radionz.co.nz www.radionz.co.nz/national
Radio New Zealand radio reception problems (reception anywhere in New Zealand)	0800 435 772
Radio Spectrum TV & radio licence applications, frequencies	0508 776 463 info@rsm.govt.nz
Radio Sport (talkback line)	0800 82 55 77

Scams: Consumer Affairs	04 474 2750 www.consumeraffairs.govt.nz/scams
SKY Television PO Box 9059 Newmarket Auckland 1149	09 579 9999; 0800 759 759 (call centre) NO 0800 number for complaints fax: 09 579 8355 www.skytv.co.nz
Television New Zealand (= TV One, TV2) PO Box 3819 Auckland 1140	09 916 7000; 09 916 7787 (captions) NO 0800 number www.tvnz.co.nz tvnz.co.nz/content/823787 (complaint form)
The Radio Network (TRN) Private Bag 92198 Auckland 1142 (= Newstalk ZB, Radio Sport, ZM, Classic Hits etc)	09 373 0000 www.radionetwork.co.nz
TV licence applications, frequencies: Radio Spectrum	0508 776 463 info@rsm.govt.nz
TV signal problems: Kordia	09 551 7000 www.kordia.co.nz