



TELECOMMUNICATIONS CARRIERS' FORUM

# **Customer Transfer Code**

CONSULTATION WORKSHOP  
25<sup>TH</sup> AUGUST 2009

# Welcome



- Introductions
- Working Party Members:

Chorus

Communitel

Digital Island

Orcon

Telecom Retail

Telecom Wholesale

TelstraClear

Vodafone

WorldxChange

- Jackie Clark – TCF Forum Administrator



# Agenda



- **1:00 pm** – Welcome
- **1:15 pm** – Background to Customer Transfer Code
- **1:30 pm** – Walkthrough of the Revised Code
- **2:30 pm** – Break
- **2:45 pm** – Questions, Comments & Discussion
- **3:30 pm** – Next Steps
- **3:45 pm** – Workshop Closes

# Code Purpose



Improve the experience of New Zealand Telecommunications  
End Customers and Service Providers by facilitating the  
Transfer of Telecommunications Services in New Zealand



*specifically*

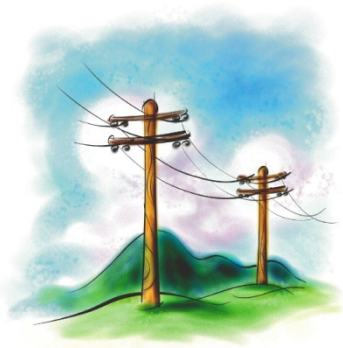
End to end Broadband Line

Voice Line

Data Line

Fixed Wireless Service

delivered to a customer premise





# A Brief History



- **October 06** – First version of Code approved by Commerce Commission
- **June 08** – TCF commences Code review process
- **July 08** – Feedback on first Code received via Consultation
- **Sept 08** – Working party first met
- **Sept 08 - Feb 09** – Work
- **Feb 09** – Update at Dialogue session 12 Feb
- **Feb 09 – Jul 09** – Lots more work
- **Aug 09** – Draft Code approved by TCF Board for public consultation
- **Today** – Consultation workshop



## Key Issues



- **Changing World** – more parties in the supply chain in today's UCLL environment
- **Dataset** - What does the Gaining Service Provider need to avoid breakages? How do we identify customers in a 'naked DSL world'?
- **Method of Information Exchange** – how and in what format?
- **Informed Customer**- How to ensure understanding of the informed consent process and the impact of transferring.
- **Compliance** - Service Provider Compliance.
- **Other** – clarify definitions, impact of Telecom Operational Separation etc.



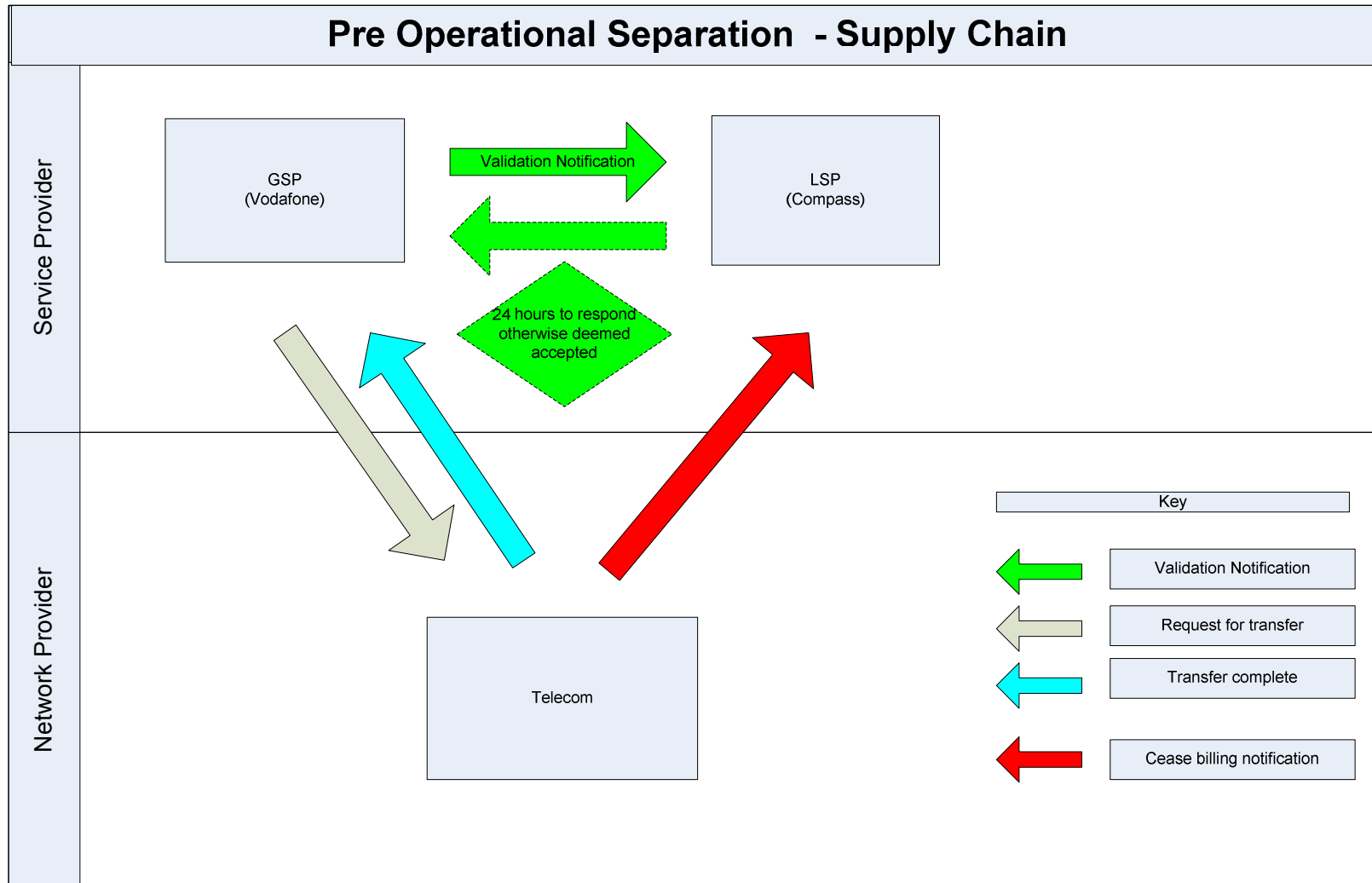
# Approach



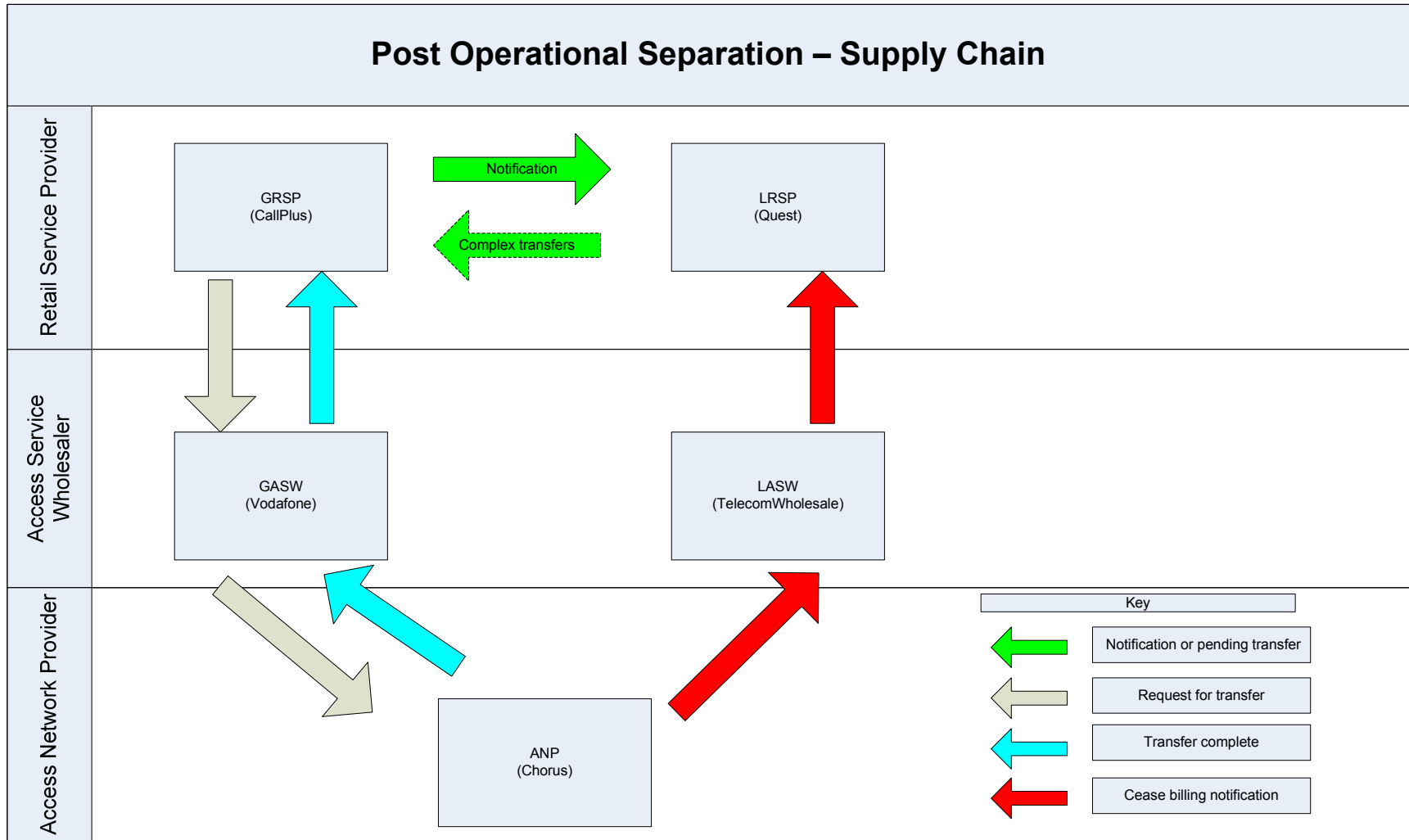
In identifying a solution, the Working Party considered each of the options against the following criteria:

- How well will it deal with the issues raised?
- How well will it work for the new industry commercial structure?
- How quickly and cost-effectively can it be deployed?
- How durable and long term is it?
- How flexible to cater to range of scenarios? Think up to 6 providers in end to end supply chain. Think pair-bonding. Think of a world with no telephone number to identify the customer.

# Current State



# Future State

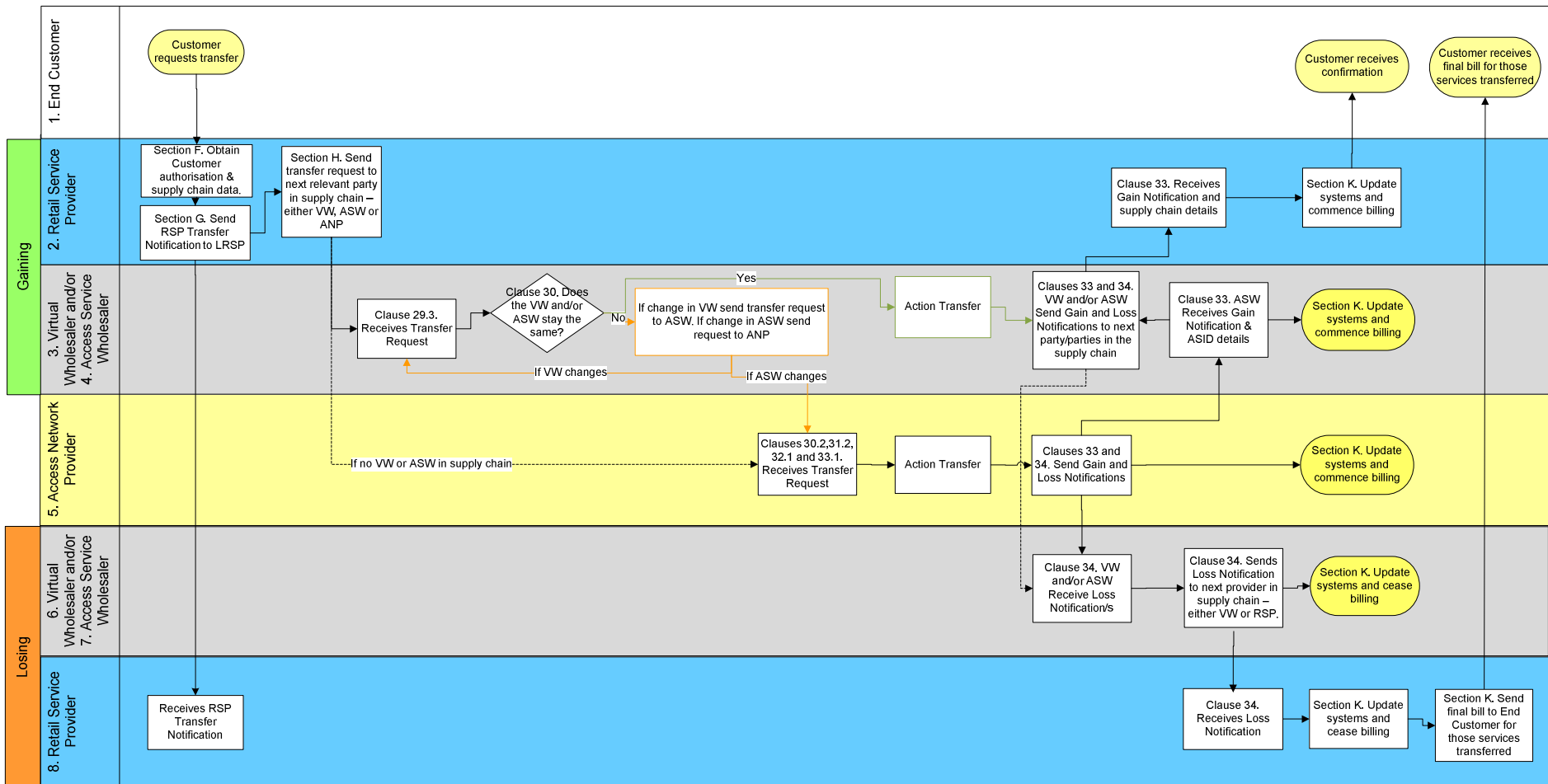


# Process Overview



TCF Draft Customer Transfer Process Overview Diagram

- Where the ANP stays the same.
- Dashed lines show optional steps.
- For simplicity, the accept/reject decision points have been excluded from this diagram.

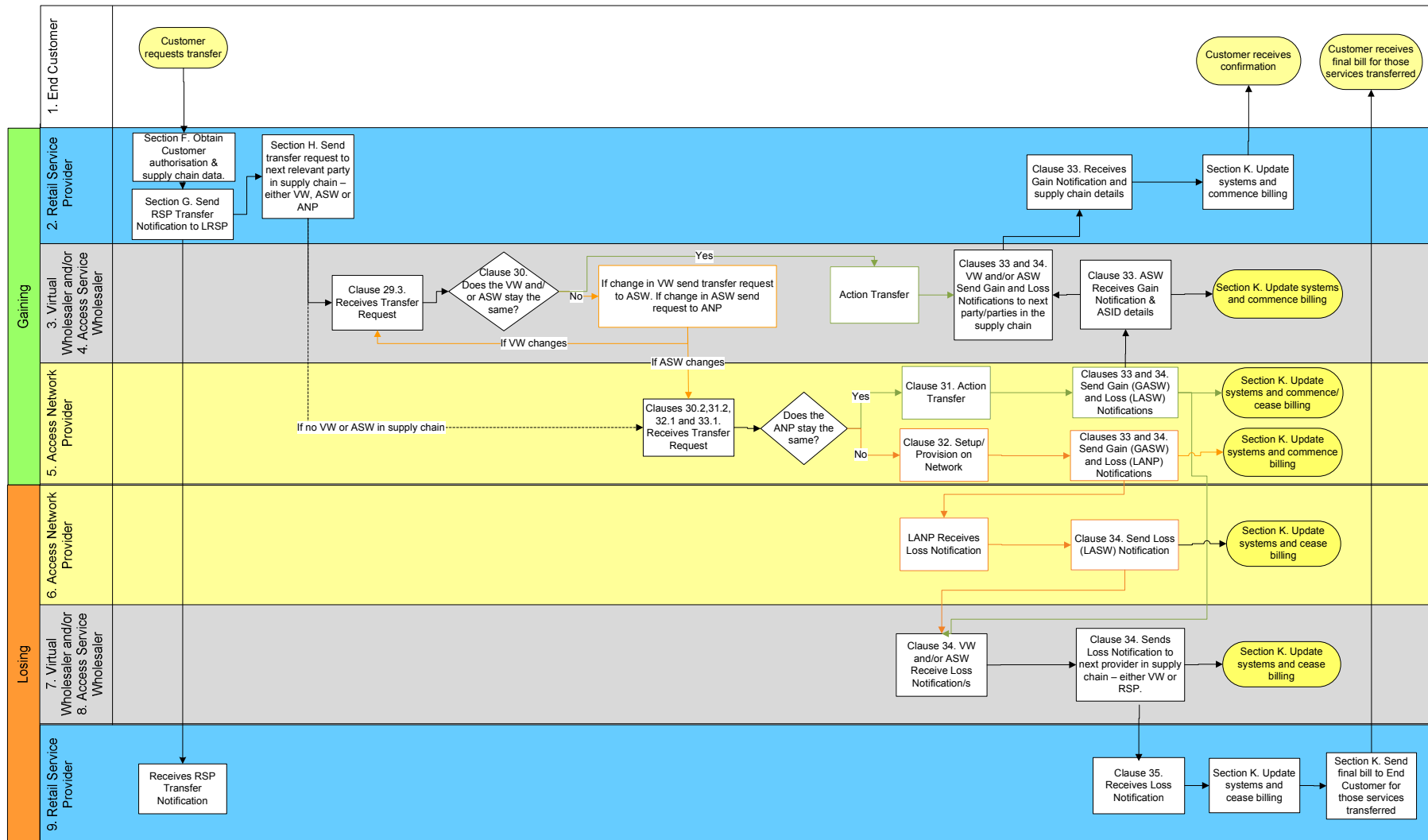


# Process Overview



TCF Draft Customer Transfer Process Overview Diagram

- Where there is a change in ANP.
- Dashed lines show optional steps.
- For simplicity, the accept/reject decision points have been excluded from this diagram.





# Process Demonstration



# Revised Code Walkthrough

FEEL FREE TO ASK QUESTIONS



# Key Questions



1. Should ANP-ANP transfers be included in scope of the Code?
2. Is the dispute resolution framework appropriate?
3. Should the Code mandate that supply chain information MUST be on simple customer's bills, or is a choice between on-bill information OR web-portal acceptable?
4. Are the restrictions on LSP contact necessary and appropriate?
5. What timeframe should be allowed for implementation, and what interim steps are possible?
6. Should the form and format of notifications be standardised – and if so, how?



## Next Steps



- **15<sup>th</sup> September** – Consultation Closes. Please send submissions to [jackie.clark@tcf.org.nz](mailto:jackie.clark@tcf.org.nz)
- **October-November** – Working Party completes evaluation of consultation, and releases a Final Draft Code.
- **October-November** – Regulated Code released for Referendum
- **November-December**– Results of Referendum received
- **November-December** – If Referendum successful, TCF submits Code to the Commerce Commission
- **Late 2009/Early 2010** – Regulated and non-regulated Codes approved.



Thank You