

Telecommunications Carriers' Forum  
Amended Draft Code for the  
Transfer of Telecommunications Services  
("The Customer Transfer Code")

Summary of Code Changes

August 2010

Below is a brief summary of the key changes to the previous Codes<sup>1</sup>. We recommend that you read the draft Code in its entirety to note all amendments and proposed changes.

Code Reference	Detail
<b>B. DEFINED TERMS</b>	
<b>Access Network Provider</b>	New definition introduced to replace Access Service Deliverer (ASD).
<b>Access Service Wholesaler</b>	New definition introduced to recognise the increased number of parties that may be involved in the chain of supply of an End Customers telecommunications services.
<b>Bilateral Agreement</b>	Definition amended.
<b>Code</b>	Definition added.
<b>Complex Transfer</b>	Definition amended for clarification.
<b>Compliance Contact</b>	New definition introduced to support Clause 11 - Notification of Default in Compliance.
<b>Customer Account Number</b>	New definition introduced to provide clarity for the information required for Clause 26 Validation Request.
<b>End Customer</b>	New definition introduced to provide distinction between a Customer who is a Service Provider and has a billing relationship with another Service Provider (e.g. Retail Service Provider and Access Service Wholesaler relationship) and an End Customer who is a Person consuming Telecommunication Services from a Retail Service Provider.
<b>Gaining (and) Losing</b>	New terms introduced to identify the Service Providers in the Supply Chain who are either Gaining or Losing an End Customer.
<b>Service Provider</b>	Definition amended.
<b>Supply Chain</b>	New term introduced.

<sup>1</sup> Regulated Code for the Transfer of Telecommunications Services dated 12 October 2006 and the non-Regulated Code for the Transfer of Telecommunications Services dated 3 November 2006.

Code Reference	Detail
Telecommunications Service(s)	Definition amended.

Virtual Wholesaler	Definition introduced to reflect the concept of a second wholesaler in the Supply Chain.
--------------------	--

#### D. COMPLIANCE

Clause 9	New clause introduced.
----------	------------------------

Clause 11	New clause introduced to facilitate communication and resolution of Code non-compliance issues directly between Service Providers in the first instance.
-----------	--

Clause 12	Minor amendments to wording for clarification.
-----------	--

#### E. CUSTOMER AUTHORISATION

Clause 16	New clause addressing General Conduct introduced for RSP Representatives.
-----------	---

Clause 17.2	The specific Telecommunications Service(s) to be transferred (e.g. phone, broadband) must be obtained as part of the End Customer authorisation process. This is to help clarify whether the End Customer is moving all Telecommunications Services (and therefore intends to cancel their account with the Losing RSP) or is only moving some Telecommunications Services (and is keeping some Services with their existing RSP).
-------------	--

Clause 18.2	New clause introduced for clarity. It is the End Customer's responsibility, not the Gaining RSP's, to amend or cancel any account or billing relationship that an End Customer has with their existing or Losing RSP.
-------------	---

Clause 19.1	Amended to avoid a Gaining RSP from using a Customer Authorisation request to initiate multiple Transfer Requests within the sixty day period, resulting in an End Customer potentially being 'bounced' between Service Providers numerous times.
-------------	---

#### G. VALIDATION BETWEEN SERVICE PROVIDERS FOR SIMPLE TRANSFERS

Clause 26	Amendments to the information required in a Validation Request to help ensure the right End Customer and the correct (authorised) Telecommunications Service(s) are transferred
-----------	---

Clause 26.4	To ensure that Validation Requests are received by the correct Service Provider personnel, the format for a generic email address to send these requests to; has been mandated.
-------------	---

#### H. PROCESSING OF SIMPLE TRANSFER REQUESTS

Clauses 28-35	This section has been updated to reflect the additional Parties in the supply chain and to provide for a situation where there is a change in Access Network Provider.
---------------	--

#### I. COMPLEX TRANSFERS

Clauses 37-41	Minor amendments to provide for additional parties in the Supply Chain.
---------------	---

Code Reference	Detail
<b>J. APPROPRIATE END CUSTOMER CONTACT AND ACCESS TO AND USE OF INFORMATION</b>	
Clause 44	Sub clauses added to clarify situations where the Losing RSP can contact the End Customer.
<b>K. COMMUNICATION BETWEEN SERVICE PROVIDERS</b>	
Clauses 47-50	New section added to facilitate reasonable communication and cooperation between Retail Service Providers to help ensure a seamless Transfer for the End Customer.
<b>L. CUSTOMER BILLING</b>	
Clause 53	New clause to outline the process for billing where there is a change in Access Network Provider.
<b>M. FAULT REPORTING/RESOLUTION AT TIME OF TRANSER</b>	
Clause 55	Minor amendments to clarify responsibilities for fault resolution during the Transfer.
<b>N. ADDRESSING AND REVERSING INVALID TRANSFER</b>	
Clauses 60-61	Additions and amendments to clarify responsibilities and the process for addressing and reversing Invalid Transfers.
Clause 62	New clause introduced to address disputes regarding the allocation of costs due to an invalid transfer.
<b>P. DISPUTE RESOLUTION</b>	
	Minor amendments made to clarify Technical and Non-technical Disputes.
<b>Annex 1: VW, ASW and ANP Rejection Codes</b>	
	Updated to reflect the Reject Codes currently in use.
<b>Annex 2: Customer Transfer Process Overview</b>	
	Process overview diagram for Simple Category Transfers included for reference purposes.

### Related Information

A copy of the draft amended Customer Transfer Code and related information is available from: <http://www.tcf.org.nz/ct>