ANNUAL REPORT

20**11/12**

2011/12

NEW ZEALAND TELECOMMUNICATIONS FORUM

Annual Report

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Foreword from the Independent Chairperson

The more things change, the more they stay the same, and that has certainly been the case for the TCF – the New Zealand Telecommunications Forum – this past year.

The TCF has restructured its membership, changed its name, absorbed a related industry group (TIG), and still managed to carry on its day-to-day work.

While the operational focus has been on the changed constitution and restructured membership, the real hot topic for consumers, industry and the government has been UFB. We are now seeing real progress in the rollout, and it looks as if government will meet its goal – that, by 2020, 75 percent of New Zealanders will be able to be connected to ultra-fast broadband.

One of the advantages of being the Independent Chair is that I have the opportunity to work with a truly collaborative group and help everyone see the big picture. That picture is indeed sizeable, and grows every year with technology. My job will continue to be promoting that cohesion and collaboration as the TCF itself, and the industry as a whole, expands in the face of a global slowdown.

It has been another year of major achievements. I expect next year will be no exception to the rule that the TCF is proving: if you need something done, give it to a busy person. We are that busy person.

Richard Westlake
Independent Chairperson
New Zealand Telecommunications Forum

Chief Executive's Summary

One of the wonderful things about our industry is the pace and scope of change that we experience and the past year has been one of considerable change for the TCF. We even have a new Minister. The most significant changes for the TCF were the adoption of a new membership structure to reflect the changing shape of the industry and a revised set of constitutional documents to facilitate the changing scope of our activities.

Despite all this we continued to do the "day job" of the Forum. This work included:

- Going to market with a tender for the Scheme Agent under the Telecommunications Dispute Resolution Scheme

- Continuing our work throughout the year assisting the industry reach agreement on aspects of the UFB, as well as further developing the business interaction framework that will underpin the UFB's OSS/BSS processes

- Beginning work on a UFB specific Premises Wiring Code

- Completing the Code Compliance Framework to ensure that there is increased rigour around the way TCF members complied with the Codes to which they are signatories

- At last, completing the review of the Customer Transfer Code.

As we expand our role as the interface between industry and government on a variety of issues, our activities will continue to demonstrate our value to both members and the wider industry. This will be supported by our new membership structure.

The structural reforms we began last year are now largely complete. We are now positioned to better accommodate the industry's growing diversity, and to manage the self-regulatory approach that benefits all our members. It also makes interacting with the government a more simple and straightforward process.

I would like to thank all our members and the Board for their continuing hard work and support of our greater industry aims.

David Stone
Chief Executive Officer
New Zealand Telecommunications Forum

TCF Profile

An expanded role

In 2012, the Telecommunications Carriers' Forum became the New Zealand, Telecommunications Forum (the TCF). We changed our name to reflect our broader industry purpose, our incorporation of TIG in July 2011, and to recognise the expanded membership we now offer. We will continue to be known as the TCF.

The TCF continues to play a vital role in the New Zealand telecommunications industry, collaboratively developing key industry standards and codes of practice that underpin the country's digital economy.

The TCF

Established in 2002 as the Telecommunications Carriers' Forum, the New Zealand Telecommunications Forum is a registered incorporated society. We continue to serve as the industry representative to government.

We actively foster cooperation among the New Zealand telecommunications industry to efficiently resolve regulatory, technical, and policy issues. We provide an expert, informed, and commercially-focused forum that represents all major industry participants. We debate issues, and devise and implement practical, efficient, consensual solutions. The result is an industry where competition flourishes while enjoying the benefits of self-regulatory and co-regulatory solutions.

The TCF's governing Board is headed by an Independent Chair; our operations are led and supported by our Chief Executive and Forum Administrator respectively. Our membership is now comprised of four tiers for full members, plus a general associate level, and includes 19 members as at June 2012.

Unless agreed by our Board, the TCF does not take a representational role in any public or policy debate. However, we do facilitate dialogue on industry issues of common interest.

TCF Board

›› **Richard Westlake** *(Independent Chair)*

Richard is Director of Westlake Governance, a leading advisor on organisational governance, strategy, and structure. In recent years, he has completed significant consulting assignments in the ICT sector, both locally and internationally. Richard chairs software company Intergen Limited, and the Careerforce Industry Training Organisation. In October 2011, he stepped down after ten years as one of the founding directors of Kiwibank Limited, and among his other board roles has previously chaired the Standards Council of New Zealand and been establishment chair for two state-owned enterprises: MetService and Quotable Value.

›› **Mathew Bolland, 2degrees Mobile**
(Group Member Representative for Tier 2 Members)

Mathew joined 2degrees as Director of Corporate Affairs in June 2010 and is responsible for the company's government, industry and external relations. Mathew has extensive experience in network infrastructure businesses, managing public affairs, communications and marketing activity at TelstraClear, Mercury Energy, Vector and Watercare. He replaced Graham Walmsley of CallPlus as the Tier 2 Group Member Representative in October 2010.

›› **Victoria Crone, Chorus**

Victoria is General Manager – Marketing and Sales for Chorus. She is responsible for working with customers to ensure that Chorus develops and delivers the products that will meet the demands of end-users. She has 15 years of experience in the telco sector, across research, marketing, sales and strategy – on both B2B and B2C markets and covering traditional (voice, mobile, broadband) and emerging products (IPTV, SaaS). Based in Auckland, Victoria has held several senior business, sales and marketing roles throughout her career. This includes responsibility for the sales strategy and operations for Telecom's retail business, managing offerings for the business market, and developing Telecom's proposition for next generation products and services.

›› **Susie Stone, Kordia**
(Group Member Representative for Tier 2 Members)

Susie is Kordia Group's General Manager: Strategic Development, and is responsible for strategic business development, commercial affairs, government relations, and regulatory policy. She previously held the position of General Manager of Network Solutions, CLEAR Communications, with responsibility for local access, data, messaging, and call

centre solutions. Susie's background features entrepreneurial, business development, regulatory policy, and technology experience across a variety of sectors including government, IT, telecommunications, and broadcasting.

›› **John Wesley-Smith, Telecom**

John is Telecom's General Manager, Industry & Regulatory Affairs. He is responsible for managing the company's relationships with, and submissions to, the Commerce Commission, as well as Telecom's input into industry and government-led public policy processes. He has previously held a number of roles within Telecom's Government and Industry Relations team. Prior to joining the company in 2004, John was with law partnership Russell McVeagh for three years, during which he specialised in commercial and financial law.

›› **Liesbeth Koomen, TelstraClear**

Liesbeth has been Head of Government Affairs, Regulatory and Ultra-Fast Broadband at TelstraClear since August 2010. Her role includes devising strategies and negotiating agreements in relation to the Government's UFB initiative. She joined TelstraClear from the Commerce Commission where she was responsible for legal enforcement in the areas of competition, consumer

credit and fair trading since 2005. During the ten years prior to that, she gained extensive experience in telecommunications through private practice in Amsterdam and London and at British Telecommunications plc (BT), where she was Vice President, Regional Counsel. In that role, she led a cross-border team responsible for regulatory and legal actions to improve access conditions to incumbent networks in most EU countries.

›› Vodafone

Vodafone had three representatives on the TCF Board during 2011/2012:

Chris Abbott *(from October 2011)*

Chris is the General Manager of Public Policy at Vodafone New Zealand. Chris is an economist with significant experience in the telecommunications industry in both New Zealand and the UK. This has included regulatory and commercial roles at TelstraClear, and as chief advisor at the Commerce Commission. Chris has previously served on the TCF Board between 2006 and 2010 representing TelstraClear.

Tom Chignell *(May 2011 to October 2011)*

Tom is the executive responsible for Corporate Affairs at Vodafone New Zealand, including Public Policy, Government Relations, Industry Affairs, Media and Employee Communications. His previous roles have included commercial responsibility for strategic relationships and running the trans-Tasman 3G vendor selection process. Prior to Vodafone, Tom worked in

regulated industries including with BT, where his last role was in international M&A including assignments in the USA, Central America, Europe, the UK, Australia and New Zealand.

Hayden Glass *(to May 2011)*

Hayden was Vodafone's Head of Public Policy, having re-joined the team after two years as Head of Marketing Strategy. His recent years have been spent in telecommunications, and he was formerly devoted to issues in regulatory economics. Hayden has also held roles in government policy-making and law.

›› Paul Brislen, TUANZ
(non-voting representative)

Paul Brislen is the CEO of TUANZ, the Telecommunications Users Association. He spent seven years as an IT reporter covering the telecommunications sector for Computerworld, the NZ Herald, Unlimited magazine, Idealog, TVNZ, Radio New Zealand and many others. He was editor of Computerworld, New Zealand's leading IT weekly newspaper, before entering corporate life as Vodafone's communications manager; the position he held prior to his current role.

TCF Operations

›› **David Stone, Chief Executive Officer**

David became CEO of the TCF in 2009. His career has spanned both new-entrant/challenger and established businesses, giving him a uniquely balanced understanding of the New Zealand telecommunications industry. David began his working life as an exploration geologist, before practising law in New Zealand, England, and Australia. His most recent position was that of Vodafone New Zealand's Head of Industry Affairs, during which he represented the company on several industry bodies. His Vodafone achievements included development of the company's wholesale capability, and the sign-up and market-entry of its first wholesale mobile customers.

›› **ONZL Ltd** *(Forum Administrators)*

Since 2006 ONZL has provided secretariat, professional, and office administration services for the TCF. Susan Wells, Jonathan Hope, Jackie Clark, Clare Dobson, Jenna Woolley and Elna Meller are the Forum Administrators. ONZL provides professional and secretariat support to the TCF Board and working parties, programme management, and assistance with the drafting of codes and preparation of submissions.

TCF Members

The TCF introduced fundamental changes to its membership structure in late 2011 to reflect the realities of its expanded role and the incorporation of the TIG. There are now three categories of membership in the TCF: Full Members, Numbering Associates, and General Associate Members.

Full Members are classed into four membership tiers: Tier 1 members each hold a seat on the Board, with Tier 2 members jointly holding two Board seats and Tier 3 members jointly holding one seat. Tier 4 members have no Board-level representation.

Numbering Associates (persons who are not full members, but who require access to numbers under the proposed Numbering Code) and General Associate members are a single tier only.

General Associate membership is designed for entities that are not Eligible Persons but who have an interest in the TCF's activities. These members can participate in working parties, contribute to the development of codes of practice, and help shape the future of telecommunications in New Zealand.

With the new membership structure, we more fully represent the telecommunications industry as a whole. We continue to enjoy expansion of our interests and greater impact on industry issues. As long as communications technologies remain critical to New Zealand, we anticipate this trend will continue.

Tier 1 Members	Representative	
TelstraClear	Liesbeth Koomen	
Vodafone	Chris Abbott[1]	
Chorus[2]	Victoria Crone	
Telecom	John Wesley-Smith	

[1] Chris Abbott replaced Tom Chignell in October 2011.

[2] Chorus joined the Forum in December 2011, following their separation from Telecom.

Tier 2 Members	Representative
CallPlus	Graham Walmsley
Kordia	Susie Stone
2degrees Mobile	Mathew Bolland

Tier 3 Members	Representative
Compass Communications	Mark Frater
Enable Networks	Steve Fuller
Farmside (BayCity Communications)	Ron Goodfellow
FX Networks	Jamie Baddeley
Snap!	Mike Hrynkewycx
Vector Communications	Robert Allen
Woosh Wireless	Darin Hutcheson
Ultrafast Fibre [3]	Shane Hobson

[3] Ultrafast Fibre joined in May 2011.

Tier 4 Members	Representative
NOW[4]	Hamish White
Northpower Fibre	Darren Mason

[4] Formerly known as Airnet.

General Associate Members[5]	Representative
Alcatel-Lucent	Andrew Miller
Huawei	Mark Champion

[5] all joined in April 2012.

The TCF's Year at a Glance

Projects completed during 2011/12

- International Mobile Roaming Code
- Revised Premises Wiring Code of Practice
- Amended Customer Complaints Code and new funding model for the Telecommunications Dispute Resolution Scheme
- Payforit Trusted Mobile Payment Framework
- UFB Intra-LFC Area Access Backhaul Service Description
- UFB Intra-LFC Area Access Backhaul Operations Manual
- Code Compliance Framework for TCF codes
- TCF structural reform.

New projects commenced and continuing

Near completion
- Review of the Customer Transfer Codes.

In progress and ongoing
- Ongoing facilitation of industry consultation on the UFB commercial arrangements
- UFB BSS/OSS Business Interaction Framework across LFCs and RSPs
- TCF Mobile Phone Product Stewardship Scheme
- Development of technical standards for IP Interconnection for Voice
- Further work in response to the Copyright (Infringing File Sharing) Amendment Act 2011
- Emergency Services initiatives as directed by the Emergency Services Calling Advisory Board (ESCAB)
- Numbering governance and administration
- Number Portability
- Local Government
- In addition to the above, all existing Codes will be updated to align with the requirements of the Code Compliance Framework over the 2012-2013 period.

Industry-facing Achievements

Code work

We continue our core role in preparing codes. We engage with industry, the government, and other entities to establish cohesive, pragmatic, and future-focused codes of practice.

In consultation with our working parties, the TCF prepares telecommunications access codes for approval by the Commerce Commission, in accordance with the Telecommunications Act 2001. We also prepare other telecommunications codes, and facilitate dialogue on industry issues of common interest.

Codes of practice help both the telecommunications industry and users by standardising practices, particularly in the area of rights and responsibilities, and encouraging marketplace competition.

As at March 2012, ten codes are in effect. All existing codes are featured on our website, along with the signatories to each.

Codes in effect at the end of March 2012 include:

1. Co-siting Code
2. Customer Complaints Code
3. Customer Transfer Code (regulated and non-regulated versions)
4. Disconnection Code
5. Emergency Services Calling Code
6. International Mobile Roaming
7. Mobile Content Code
8. Mobile Messaging Services Code
9. Premises Wiring Code
10. Unauthorised Use of Cellphones in Prisons.

The TCF has also developed and endorsed the following Guidelines:

1. Community Engagement for New Wireless Facilities
2. Interception Capability
3. Principles for Telecommunications Infrastructure in New Subdivisions
4. PayforitNZ Trusted Mobile Payments
5. Internet Service Provider Anti-Spam.

Code Compliance Framework

A significant piece of work was completed in March 2012 when the Code Compliance Framework (CCF) was endorsed by the Board. The CCF is designed to enhance the ability of the telecommunications industry to self-regulate and to increase consumer confidence in the provision of telecommunications services. The CCF provides an extra layer of assurance to government, telecommunications users, and other industry participants that TCF members are serious about complying with their obligations under CCF codes.

The CCF has two main aspects. The first is annual monitoring. Each code signatory will need to self-certify that they currently meet the requirements of each of the codes they are a signatory to, measured by a set of key metrics which will be selected for each code through the implementation process. The second is compliance management. This allows for a complaint and investigation procedure when one code signatory (and selected other entities) suspects a breach of a code by another. If a breach is found, a hierarchy of sanctions is implemented until the breach is rectified. This work is overseen by a Compliance Officer employed by the TCF.
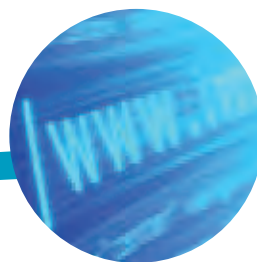
Implementing the CCF requires TCF codes to be reviewed and amended to allow for the CCF's new processes and procedures. Progressively more codes will be amended to use the CCF. The first codes selected for implementation are the Emergency Services Calling Code and Customer Complaints Code.

The TCF anticipates that all relevant codes will be reviewed and, where possible, amended to make use of the CCF, by the end of the next financial year.

Fraud and Revenue Assurance

The Telecommunications Industry Group (TIG) Revenue Assurance working group was formed in August 2009 by the TIG and consisted of representatives from the credit control and revenue assurance departments of TIG members. When the TIG merged with the TCF, the TCF continued the fraud-related work started by the TIG, including the creation of the Fraud and Revenue Assurance (FRA) Working Party.

The purpose of the FRA Working Party is to work collaboratively to reduce the significant losses experienced in the telecommunications industry due to fraud and bad debt. In addition, the FRA working party runs the quarterly seminars previously started by the TIG, holding one in November 2011 and one in March 2012. The FRA Working Party expects to continue to run quarterly seminars throughout 2012, as well as turn its attention to implementing a stolen handset blacklisting database.

IP interconnection

As operators deploy IP networks, they need to interconnect them to enable services to be carried end-to-end across multiple operator networks. Interconnection is a reciprocal relationship and in most cases both parties to an interconnection need it to enable them to offer complete services to their end users.

The IP Interconnection Working Party was tasked with developing a self-regulated code for IP interconnection for voice over internet protocol (VoIP).

This Working Party completed the draft Technical Standards in advance of public consultation in July 2012. The purpose of these standards is to provide a baseline Network-to-Network Interconnection (NNI) standard that enables New Zealand network operators to interconnect IP networks, primarily for the carriage of VoIP calls. Although interconnecting carriers are free to build additional requirements above the standard, the standard should permit any carrier conforming to the base standard to be confident in their ability to interconnect with other conforming carriers, without any need for customisation.

The IP Interconnection Technical Trial has commenced between Compass Communications and Telecom, Vodafone is in the process of joining. The Trial is expected to be completed by the end of July 2012.

Mobile Phone Product Stewardship

The Product Stewardship Working Party was established in February 2012. Its core objective is to obtain accreditation from the Ministry for the Environment for the TCF to operate a mobile phone recycling scheme under the Waste Minimisation Act 2008. The goal of that Act is to divert as many used mobile phones from landfill as possible.

The Working Party is currently looking to formalise and expand on the existing model of the Starship Mobile Phone Appeal, and will continue to work with the existing recycling agent throughout the application process. A proportion of proceeds from the accredited scheme will continue to be given to a charity, which is currently the Starship Foundation.

Gaining accreditation for the scheme would be a first for the telecommunications industry in New Zealand, and enhance the TCF's leadership position and the industry's social responsibility. Once accreditation is gained for mobile phone recycling, the Working Party plans to work towards gaining accreditation for fixed line customer premises equipment within the following 12 months.

Numbering governance and administration

The Number Administration Deed (NAD) is an industry-based mechanism which was established in December 1998 to provide centralised and independent administration of New Zealand's telecommunication numbering resources.

Number portability was originally a key function of the NAD; however, the TCF and NAD agreed in 2003 that this function should be transferred to the TCF, leaving the NAD with the core number administration tasks.

In 2008, the TCF instigated a project to form a joint working party with the NAD, to review who should be responsible for managing the numbering plan, and how it should be managed.

Current Status

Since consulting on a draft Numbering Code in 2010, the TCF NAD Working Party went into abeyance as the TCF undertook its own governance reviews and the NAD completed a general update of its own Rules and Deed in order to better reflect international best practice in relation to Numbering Administration. This process was completed in August 2011 with the publication of the updated NAD Deed and Rules. The TCF reforms were ultimately completed in December 2011.

The TCF NAD Working Party reconvened in November to discuss the next steps for this Working Party. The TCF has since completed its work on numbering management. At this stage the NAD have advised they intend to remain as an independent numbering body separate from the TCF.

Number portability milestones

Just before its fifth birthday on 1 April 2012, the Industry Portability Management System (IPMS) approached its half-million mobile port mark. IPMS is the central system that acts as the

clearing house for local and mobile number portability (LMNP). There have been an additional 300,000 local numbers ported, increasing the total to more than 800,000 ported numbers.
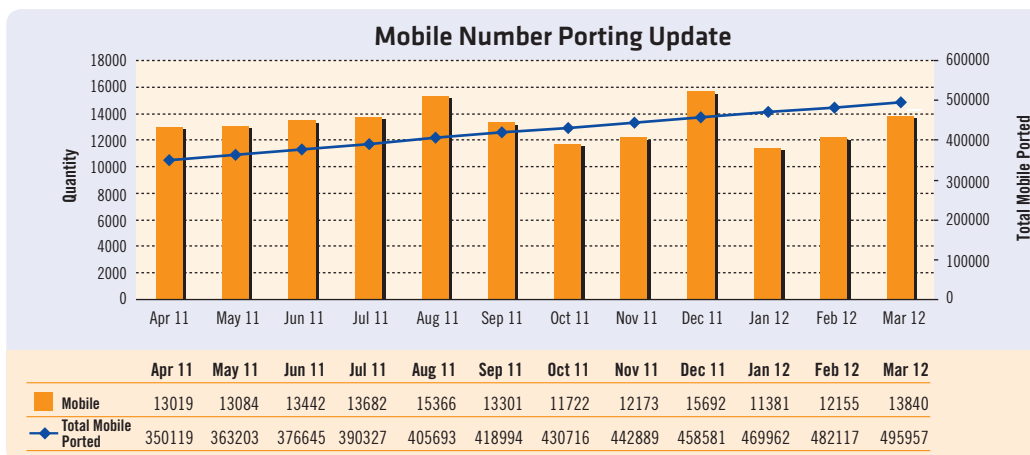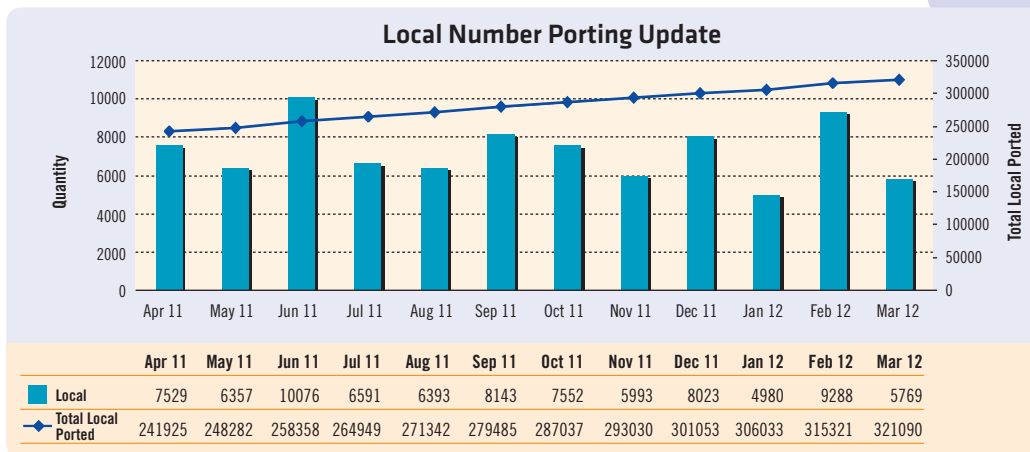
When number portability went live in 2007, there were 8 participants using IPMS. Now there are 24 service providers listed in the system, reflective of the growth in competition in the market that has been facilitated by number portability over this period. With that growth, the rate at which people are porting their numbers has increased too. Almost 13,000 mobile numbers are now being ported every month, compared with just 3,000 a month during the first year the scheme operated. About 150,000 mobile numbers have been ported over the last year alone.

IPMS processes more than 500,000 transaction requests a day, and ensures that the 24 providers and numerous third parties have up-to-date routing information for all ported numbers.

The majority of ported numbers were local until December 2009, when ported mobile numbers overtook local numbers. Mobile numbers have continued to make up the majority of ported numbers since then.

In a press release that accompanied the announcement of the IPMS's fifth birthday on 1 April 2012, and the 500,000th mobile port, David Stone said "the fact that porting your number is relatively seamless, in the face of the technical complexity behind it, is due in no small part to the efforts of dozens of staff across the telecommunications companies and the TCF that work to make this a reality... We have our eyes set on the one million mark."

Porting activity as at March 2012

Local Number Porting Update

	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12
Local	7529	6357	10076	6591	6393	8143	7552	5993	8023	4980	9288	5769
Total Local Ported	241925	248282	258358	264949	271342	279485	287037	293030	301053	306033	315321	321090

Mobile Number Porting Update

	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12
Mobile	13019	13084	13442	13682	15366	13301	11722	12173	15692	11381	12155	13840
Total Mobile Ported	350119	363203	376645	390327	405693	418994	430716	442889	458581	469962	482117	495957

Telecom de-merger and Standard Terms Determination Review

In 2011, the Commerce Commission commenced a review of the six Standard Term Determinations (STDs) as required by the recent amendments to the Telecommunications Act, ahead of the structural separation of Telecom into Chorus and Telecom Retail, which was completed on 30 November 2011.

The TCF assisted the Commerce Commission's process by coordinating the industry review with Telecom. There were a number of substantive amendments made to the six STDs covering UCLL, Sub-Loop and UBA services which the TCF, on behalf of its Members, submitted on to the Commerce Commission.

The TCF also coordinated an industry review on the new service, the Unbundled Copper Low Frequency Voice Service (UCLFS), created by the Amendment Act and which was to be available from separation day. The UCLFS enables telecommunications companies to provide a voice service to their customers using the low frequency band in Telecom's copper local loop network without having to replicate the local loop.

Ultra-Fast Broadband (UFB) arriving

In 2011, the TCF completed a set of standards which support the Government's UFB objective to increase New Zealand's global competitiveness by accelerating the roll out of UFB to 75% of New Zealanders by 2020. The Standards were intended to form the foundation documents for The Local Fibre Companies (LFCs) commercial agreements.

The TCF has been facilitating industry consultation between RSPs and LFCs on the UFB Commercial Agreements, OSS/BSS requirements, Product Forum, change management process and other UFB concerns and issues throughout 2011. This is set to continue throughout 2012.

Government-facing Achievements

Copyright and Infringing Files

The Copyright (Infringing File Sharing) Act was passed by Parliament in April 2011. It repealed Section 92A of the Copyright Act, and replaced it with a new three-notice regime designed to deal with online copyright infringements and deter illegal file sharing. It also extends the jurisdiction of the Copyright Tribunal to hear illegal file-sharing claims.

The new Act came into effect 1 September 2011 but will not apply to cellular mobile networks until October 2013. The revised Act requires Internet Protocol Address Providers (IPAPs) to pass on copyright infringement detection notices from rights owners to account holders.

Rights holders did not make use of the regime until December 2011, and even then there was only one rights holder organisation that regularly issued notices under this Act. As at 31 March 2012 the regime had only been running for four months and had yet to see an allegation of infringement proceed completely through the regime to the Copyright Tribunal.

In March 2012, the Ministry of Economic Development (MED) initiated a review of the fee regulations that accompanied the Act, under which IPAPs can charge rights holders $25 per notice received and administered. Submissions on this review closed 30 April 2012.

The Copyright Policy Working Party will continue to engage with the MED regarding these fees and any other aspect relevant to IPAPs under this Act.

Emergency Services Calling Code

The Emergency Services Working Party has continued to act as a forum for Emergency Services related issues. This work is assisted by the Emergency Services Calling Advisory Board (ESCAB) consisting of representatives from the Department of Internal Affairs, the MED, the New Zealand Police, the Fire Service, TCF Board Members and our CEO. The ESCAB provides a direct line to Emergency Services Providers and Government for addressing any issues those bodies may have.

The Working Party drafted a submission in response to the MED's 111 Review. The purpose of this review is to investigate where long term improvements could be made for 111 emergency calling services. The MED is currently reviewing submissions and will be providing Government with their recommendations later in the year.

Interception Guidelines

The Interception Working Party was revived in February 2011 after the creation of additional government guidelines for carrying out interception work and a review by the MED on the future of interception in a UFB world.

The Working Party held a workshop with government officials in March and May 2011 to discuss the future of interception. As at 31 March 2012, the expected MED report on the future of interception has not been made publicly available; however TCF members continue to be invited to discuss interception individually with MED.

The Working Party expects to be active in 2012 once this report and the future of interception is clarified. We anticipate we

will continue to be invited to work on new guidelines, and provide other assistance, on this important topic.

Local Government

The Local Government Working Party provides a forum for TCF Members and Local Government to discuss local government issues and coordinate activities of common interest. The Local Government Working Party reconvened in early 2012 to review the draft plans being released by local government bodies across the country.

In particular, a submission was made on the Christchurch City Council Plan Change 63 which proposed changes to the reticulation of essential services and utilities, including telecommunications. The focus of the submission was on minimising the environmental and aesthetic impacts of core telecommunications infrastructure.

Other engagements with local government included:

- Stronger Christchurch Infrastructure Rebuild Team (SCIRT) Operating Principles and Cost Sharing Agreement
- Porirua District Council Proposed Plan Change
- Auckland Unitary Plan
- Wellington City Council Plan.

Consumer-facing Achievements

Customer Complaints Code and Dispute Resolution

In early 2011, the Customer Complaints Code Working Party worked to implement the changes made to the Scheme that were initiated in 2010. The changes resulted in significant amendments to the processes used to identify and resolve complaints. The amended Code is considerably more streamlined and flexible than the original Code. The changes allowed for significantly more discretion being granted to the Telecommunications Dispute Resolution (TDR) Scheme Agent to determine how best to approach each dispute, as well as Position Statements useful for ensuring common issues are treated similarly, and changes to the funding models.

Membership of the TDR Scheme increased significantly through 2011 following these changes. As at June 2012, all TCF members that provide retail services are members of the TDR.

In March 2012, with the expiry of the agreement with the current TDR Scheme Agent (Dispute Resolution Services Limited) due at the end of the year, the TCF sought expressions of interest from parties interested in providing Scheme Agent services, with the appointment of the new Scheme Agent intended to be confirmed mid- to late-2012.

In the course of receiving and reviewing responses in this process, the MED issued a proposed Code for Access to Multi Unit Complexes (MUCs Code) which proposes to utilise the TDR Scheme for its dispute resolution mechanisms. Some further issues with the potential to impact the TDR Scheme had also arisen and so the TCF decided in June 2012 to terminate the current RFP process and work on resolving these new issues before starting afresh in 2013. Accordingly, it remains business as usual for the TDR Scheme and the current Scheme Agent while work continues on these issues.

The TDR is governed by the TDR Council. The Council members as at March 2012 are:

• David Russell, Consumer Representative (Chairperson)

• Bill Bevan, Consumer Representative

• Paul Brislen, Consumer Representative

• Shelley Dew-Hopkins, Consumer Representative

• Susie Stone, Kordia (and Scheme Member representative)

• Tania Shackleton, Telecom Retail

• Sarah Howells, 2degrees (and Scheme Member representative)

• Celine Gilbert, Vodafone

• Jonathan Hope, Forum Administrator.

Customer Transfer Code Review

In November 2011, the TCF submitted the regulated Customer Transfer Code to the Commerce Commission for approval.

The Commerce Commission is currently completing their review of the Code for its general compliance with the legal requirements in Schedule 2 of the Telecommunications Act. It is expected that the Commerce Commission will complete this by August 2012.

PayforitNZ – trusted mobile payments framework completed

At the end of 2011 the TCF completed the Trusted Mobile Payments Framework project. The objective of this initiative was to create a safe and trustworthy environment for mobile customers purchasing content and services through direct billing.

With support from the UK Payforit Management Group, the TCF adapted the UK Payforit trademark and the UK scheme rules to a New Zealand environment. The PayforitNZ scheme is now being implemented by New Zealand mobile operators.

By proactively adopting the Payforit scheme, New Zealand's mobile operators will continue to ensure a consistent, transparent, and user-friendly experience for customers making purchases by mobile phone.

Providers who want to participate in the New Zealand scheme must adhere to the standards and guidelines laid out in the framework. One of their key responsibilities will be presenting on-screen payment pages, which includes the PayforitNZ logo, to end-users. The content on these pages clearly details particular information which must be the same across all providers and participating mobile networks.

Premises Wiring Code

The Premises Wiring Working Party successfully completed the Revised Premises Wiring Code of Practice which was endorsed by the Board in June 2011.

The revised Code included further recommendations for fibre optic cable access and installation to new residential, SOHO, and multi-dwelling unit premises. In May 2012 the TCF received a letter from the Minister of Telecommunications and Information Technology, the Honourable Amy Adams, requesting the industry to consider cost-effective options for the uptake of UFB for existing residential premises telecommunications wiring. The Working Party has commenced this work.

Operational Achievements

Strategic changes

When the Telecommunications Carriers' Forum was formed in 2002, the telecommunications industry was a far different place than it is now. There were only a few main participants, mobile phones had only just got cameras, government was led by Labour, and the ability to purchase and manage the spectrum the industry depends on was a protracted, manual process.

In 2010 we revised our constitution to meet our current and future obligations and to better serve our members. In 2012 we revised our membership structure to enable us to become a more comprehensive organisation that truly represented the whole industry.

The merger of the TIG into the TCF provides a single focal point for the industry as well as for government to connect.

Taken together, these changes better reflect the diversity of the telecommunications industry. The organisational improvements will better align industry participants to help move us forward, increase our credibility, improve our effectiveness, and reduce our costs.

Submissions

One of the TCF's core roles is to represent the telecommunications industry as a whole. As part of this representational role, we make submissions to the government on behalf of the industry.

The TCF made submissions in 2011/12 on the following pieces of legislation and other issues:

- An industry sub-group of the Emergency Services Working Party prepared a joint submission on the MED's 111 Emergency Calling Services Discussion Document (March 2012)

- Industry submission to the Commerce Commission regarding the proposed amendments to the UCLL, Sub-loop, UBA, Backhaul and Co-location Standard Terms Determinations (STD) documents (August 2011)

- Industry submission to the Commerce Commission regarding the new Unbundled Copper Low Frequency Service (UCLF) STP (July 2011)

- Response to Consultation on Copyright (Infringing File Sharing) Regulations 2011 (May 2011).

2011/12 Financial Summary

NEW ZEALAND TELECOMMUNICATIONS FORUM (TCF) INCORPORATED

Statement of Financial Performance
For the Period Ended 31 March 2012

	March 2012 $	March 2011 $
Operating Revenue		
Tier 1 member fees	718,863	751,283
Group member fees	120,707	65,000
TDR funding	81,804	0
NAD review funding	5,631	39,560
Other income	34,051	105,888
Number portability operating funding	318,813	407,951
Interest	17,536	18,405
Total operating revenue	**1,297,405**	**1,388,087**
Workstream expenditure		
TDR service	152,207	68,755
UFB	43,064	114,870
Emergency services	9,588	17,733
Fraud and revenue assurance	8,241	0
Code compliance	31,046	16,417
IP interconnection	13,790	59,170
NAD project	5,631	5,056
Existing code reviews	10,778	37,697
Constitutional review	30,531	17,281
Copyright	24,309	19,631
Other working parties	28,129	46,462
Number portability	316,213	399,364
	673,527	**802,436**
Operating expenditure		
Forum chair	47,594	56,381
Forum management	258,768	226,069
Forum administrator	113,255	109,458
Communications	22,940	32,334
Website	24,710	17,796
Audit fees	3,760	3,116
Travel	70,671	73,044
Miscellaneous	61,079	56,399
	602,777	**574,597**
Total expenditure	**1,276,304**	**1,377,033**
Net surplus from operations	**21,101**	**11,054**
Less depreciation		
Depreciation	38,166	34,484
Net surplus/(deficit) before tax	**(17,065)**	**(23,430)**
Tax expense	11,391	8,406
Net surplus/(deficit) after tax	**(28,456)**	**(31,836)**

NEW ZEALAND TELECOMMUNICATIONS FORUM (TCF) INCORPORATED

Statement of Financial Position

As at 31 March 2012

	March 2012 $	March 2011 $
ASSETS		
Current assets		
Bank balances	560,664	259,149
Term deposits	0	300,000
GST, WHT paid and provisional tax	399	37,282
Trade debtors	128,792	2,444
	689,855	**598,875**
Non-current assets		
Computer equipment	19,537	27,747
	19,537	**27,747**
TOTAL ASSETS	**709,392**	**626,622**
Liabilities		
Current Liabilities		
Trade creditors	79,901	115,323
Payables accruals	22,303	3,000
GST and PAYE	14,988	4,470
Income in advance	532,797	418,300
Mastercard	6,329	3,999
	656,318	**545,092**
Equity		
Number portability funding	1,341,710	1,341,710
Retained earnings	(1,288,636)	(1,260,180)
	53,074	**81,530**
Total equity and liabilities	**709,392**	**626,622**

Working Party Members

Members (Active)	Company	Name of Group
Aaron Olphert	Kordia	Local Government
Abbie Reynolds	Vodafone	Product Stewardship
Adair Muncaster	Orcon	Fraud and Revenue Assurance
Adrian Ashdown	TelstraClear	Product Stewardship
Adrian Reyes	2degrees Mobile	Number Portability
Alan Hamilton	Commerce Commission	Premises Wiring
Alan Jamieson	Chair, Government Emergency Services Working Party	Emergency Services
Alan Mitford-Taylor	Chorus	IP Interconnection, Premises Wiring, UFB
Alby Rean	Commerce Commission	Code Enforcement Framework, Customer Transfer, UFB
Alex Pasley	Telecom	Trusted Mobile Payments Framework
Alexander Mociar	Voxbone	Number Portability
Allan Levet	Vodafone	Copyright, Interception
Allan Mordecai	Kordia	Local Government (Project Leader)
Amanda Strong	Enable Networks	UFB
Andrew Cushen	TelstraClear	Copyright, Emergency Services, Local Government
Andrew Dunlop	Vector Communications	UFB
Andrew Milner-White	Telecom	IP Interconnection, TCF NAD
Andy Ladd	TUANZ	Trusted Mobile Payments Framework
Anthea Herron	Orcon	Copyright, Interception, UFB
Anthony Miles	Northpower Fibre	UFB
Ashlee McCormick	Telecom	Product Stewardship
Beth Brewer	Orcon	UFB
Bianca Miller	Telecom	Copyright, Customer Transfer
Bill Deverall	Crown Fibre Holdings	Premises Wiring, UFB
Blair Galpin	Telecom	UFB
Brett Thomson	WorldxChange	Number Portability, TCF NAD
Brian Johns	MED	IP Interconnection
Carl Allwood	Telecom	UFB
Celine Gilbert	Vodafone	Code Enforcement Framework, Customer Complaints, TCF NAD
Chris Abbott	Vodafone	Customer Transfer
Chris Malcolm	2degrees Mobile	Trusted Mobile Payments Framework
Chris Steptoe	Vodafone	UFB
Clare Dobson	Forum Administrator	Customer Transfer, Emergency Services, IP Interconnection, Premises Wiring, Trusted Mobile Payments Framework, UFB
Clarissa Perry	TelstraClear	Number Portability
Clive Reynolds	Kordia	UFB
Colin Stone	2degrees Mobile	IP Interconnection
Craig Grey	Vodafone	IP Interconnection
Craig Young	Chorus	UFB
Dan Harris	Enable Networks	Premises Wiring
Danie Botha	Vector Communications	UFB
Daniel Hopkirk	Airnet	Number Portability, TCF NAD
Danielle Reinecke	2degrees Mobile	Fraud and Revenue Assurance, Interception
Darin Hutcheson	Woosh	Local Government
Darren Jamieson	Telecom	Product Stewardship
Darren Mason	Northpower Fibre	UFB

Members (Active)	Company	Name of Group
Darren Stott	Vector Communications	Local Government
Daryl May	Chorus	Local Government
Dave Boivin	Enable Networks	Local Government
Dave Simpson	Telecom	Code Enforcement Framework (Project Leader), UFB
David Chapman-Smith	Vodafone	UFB
David Diprose	Vodafone	UFB
David Horan	Enable Networks	Local Government
David Quaid	Enable Networks	UFB
David Russell	TDR Council Chair	Customer Complaints
David Awatere	Crown Fibre Holdings	UFB
Derek Cope	Vector Communications	UFB
Derek Pullen	Dispute Resolution Services Limited	Customer Complaints Code
Destiny Lynch	TelstraClear	Number Portability
Diane Green	Vector Communications	UFB
Dorothy Craib	Telecom	Number Portability
Doug Van Boheemen	Telecom	Number Portability
Ellen Reimann-Filby	TelstraClear	Fraud and Revenue Assurance
Emma Blackmore	Telecom	Local Government
Esther Wan	Vodafone	Fraud and Revenue Assurance
Ewan Cowie	TelstraClear	Copyright
Filipp Prager	Enable Networks	Premises Wiring
Gareth Banks	TrustPower	Customer Transfer
Gary Jamieson	Chorus	UFB
Geoff Swainson	Local Government	Local Government
Glen Syman	Telecom	UFB
Graham Mitchell	Crown Fibre Holdings	UFB
Graham Walmsley	CallPlus	Copyright
Greg Tucker	Northpower Fibre	UFB
Hannah Peoples	2degrees Mobile	Code Enforcement Framework
Helen Sprenger – Locatelli	Vodafone	Trusted Mobile Payments Framework
Hugh Morrison	Telecom Wholesale	Customer Transfer
Ian McCulloch	Chorus	Premises Wiring
Jackie Clark	Forum Administrator	Code Enforcement Framework, Copyright, Customer Transfer, IP Interconnection, Local Government
James Bishop	Crown Fibre Holdings	UFB
James Bower	Vodafone	UFB
Janet Salt	Telecom	UFB
Jason Britten	2degrees Mobile	Local Government
Jenna Woolley	Forum Administrator	Local Government, UFB, Product Stewardship
Jeremy Cain	Telecom	Code Enforcement Framework
John Emanuel	MED	IP Interconnection, Premises Wiring
John Gandy	Commerce Commission	IP Interconnection, TCF NAD, UFB
John Newman	Orcon	UFB
John Wesley-Smith	Telecom	UFB
John Wilson	TelstraClear	Copyright, Emergency Services, Interception, Number Portability
Jonathan Hope	Forum Administrator	Code Enforcement Framework, Copyright, Customer Complaints, Fraud and Revenue Assurance, Interception, Number Portability, TCF NAD
Joseph Rochford	Telecom	Copyright
Josie Boyd	Northpower Fibre	UFB
Juanita O'Brien	BayCity	Fraud and Revenue Assurance
Jude Flood	2Talk	Number Portability
Julie Erakovic	2degrees Mobile	Emergency Services

Members (Active)	Company	Name of Group
Julie Hoffmeister	TelstraClear	Copyright
Juliet Jones	Vodafone	UFB
Justin McLennan	Vodafone	Number Portability
Justin Rae	Vodafone	Local Government
Justin Tighe-Umbers	Chorus	Customer Transfer
Karl Vincent	Crown Fibre Holdings	UFB
Kate Saunders	TelstraClear	Code Enforcement Framework, Customer Transfer
Kathy Wiltshire	Chorus	Local Government
Kelvin Binning	Vodafone	Code Enforcement Framework, Copyright
Kester Gordon	MED	Code Enforcement Framework Emergency Services, TCF NAD
Kevin Chapman	TelstraClear	IP Interconnection
Kevin Mason	Telecom	IP Interconnection
Kurt Rodgers	Crown Fibre Holdings	IP Interconnection
Lance Davies	New Zealand Police	Emergency Services
Laura Maguire	Orcon	Fraud and Revenue Assurance
Leahna Tatasciore	CallPlus	Customer Complaints
Leon Mead	Vodafone	Premises Wiring, UFB
Liesbeth Koomen	TelstraClear	UFB
Liz Balme	Telecom	UFB
Lucy Riddiford	Chorus	UFB
Malcolm Campbell	Enable Networks	UFB
Maria Noon	TelstraClear	UFB
Mark Churches	Telecom	Fraud and Revenue Assurance (Project Leader)
Mark Corrigan	Vodafone	Fraud and Revenue Assurance
Mark Fisher	TelstraClear	UFB
Mark Frater	Compass Communications	UFB
Mark White-Robinson	TelstraClear	Copyright
Martin Begley	TelstraClear	Fraud and Revenue Assurance
Martin Loire	2degrees Mobile	Trust Mobile Payments Framework
Mathew Bolland	2degrees Mobile	Code Enforcement Framework, Local Government, Product Stewardship
Mathew Commins	Telecom	Number Portability
Matt Law	Woosh	Copyright
Maxine Elliott	Ultrafast Fibre	UFB
Megan Millward	Telecom l	Customer Transfer, UFB
Merissa Shahrulzaman	TelstraClear	Number Portability
Michael Bouliane	2degrees Mobile	Product Stewardship
Michael Goldfinch	Telecom	IP Interconnection
Michael Newbery	TelstraClear	IP Interconnection
Mike Burns	TelstraClear	Interception
Mita Shetty	2degrees Mobile	Number Portability
Murphy Su'a	Vodafone	Product Stewardship
Murray McLean	Telecom	Premises Wiring, UFB
Nick Haywood	Telecom	Emergency Services (Project Leader)
Nick Robertshawe	Vodafone	Trusted Mobile Payments Framework
Nicole Johnston	TelstraClear	Number Portability
Olga Reutskiy	Telecom	IP Interconnection, Number Portability
Olivier Carlier	Orcon	UFB
Paul Brislen	TUANZ	UFB
Paul Clarkin	WorldxChange	TCF NAD
Paul Leslie	Telecom	Local Government
Paul Milmine	Vector Communications	UFB
Paul Partridge	Vodafone	IP Interconnection
Peter Ensor	Ultrafast Fibre	Premises Wiring
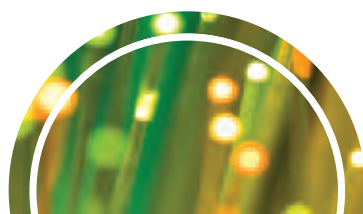
Members (Active)	Company	Name of Group
Peter Gregory	Trustpower	UFB
Peter Harris	Independent Chair	IP Interconnection (Chair)
Rachael Leach	Telecom	Number Portability
Rachel MacFarlane	TelstraClear	Customer Transfer
Ray Norton	Telecom	Interception
Rebekah McCabe	TelstraClear	Fraud and Revenue Assurance
Richard Horrell	TelstraClear	Code Enforcement Framework, Customer Transfer, IP Interconnection, Premises Wiring, TCF NAD, UFB
Richard Rowley	Rowley & Associates (Consultant)	TCF NAD (Project Leader)
Rick Shera	Lowndes Jordan (Consultant)	Copyright
Rob Clarke	NP Coordinator	Number Portability
Robert Allan	Vector Communications	UFB
Robin Meaclem	Chorus	Premises Wiring
Rohan MacMahon	Crown Fibre Holdings	UFB
Rohun Vohra	Telecom	Premises Wiring
Roxanne Salton	Telecom	Trusted Mobile Payments Framework
Russell Locke	Telecom	UFB
Sam Price	TelstraClear	UFB
Sarah Howells	2degrees Mobile	Customer Complaints
Sasha Daniels	Telecom	UFB
Saten Sharma	Vodafone	Customer Transfer
Sathy Arasaratnam	Vodafone	Emergency Services, TCF NAD
Saul Parkinson	2degrees Mobile	IP Interconnection
Scott la Franchie	Orcon	UFB
Sham Panchacharan	Commerce Commission	Code Enforcement Framework
Shane Hobson	Ultrafast Fibre	UFB
Shane Kinley	Commerce Commission	UFB
Simon Adams	Telecom	Number Portability
Simon MacDonald	Telecom	Customer Transfer
Stephen Franklin	Telecom	Interception (Project Leader)
Steve Bruniges	TelstraClear	UFB
Steve Fuller	Enable Networks	UFB
Steve McCarthy	Compass	IP Interconnection
Steve Norman	CallPlus	IP Interconnection
Stuart Goodin	Telecom	TCF NAD
Susie Stone	Kordia	Customer Complaints (Project Leader), UFB
Tania Shackleton	Telecom	Customer Complaints Code
Teresa Muollo	Vodafone	Interception
Tim Jones	TrustPower	Customer Transfer
Toni Rasmussen	TelstraClear	Customer Complaints
Traci Hunter	2degrees Mobile	Fraud and Revenue Assurance
Vijyant Suri	Vodafone	IP Interconnection
Wayne Carpentier	Orcon	IP Interconnection
Zol Lim	2degrees Mobile	Number Portability

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