TCF

NZ TELECOMMUNICATIONS FORUM INC

ANNUAL REPORT

2012/13

CONTENTS

Foreword from the Independent Chairperson 02
Chief Executive's Summary 03
About the NZ Telecommunications Forum Inc 04
Key Players in the TCF 05
TCF Membership 07
Celebrating 10 Years of the TCF 08
The TCF year 2012/13 at a glance 09
Developing industry best practice 10
- Code Compliance Framework 11
- Ultra-Fast Broadband 11
- Internet Protocol (IP) Interconnection for Voice 12
- Mobile Product Stewardship 12
- Number Portability Milestones 12
- Fraud and Revenue Assurance 13

Our work with Government 14
- Emergency Calling Code 15
- Unauthorised Use of Mobile Phones in Prisons 16
- Copyright and Infringing Files 16
- Local Government 17

Supporting consumers 18
- Broadband Product Disclosure 19
- Customer Complaints Code and the Telecommunications Dispute Resolution Scheme 19
- The Customer Transfer Code Review (Non-Regulated and Regulated) 20
- Disconnection Code 20
- Mobile Messaging Services 21
- Premises Wiring Code 21
- Mobile Handset Blacklisting 21

2012/13 Financial Summary 22
Working Party Members 24

FOREWORD FROM THE INDEPENDENT CHAIRPERSON

It has been another busy year at the TCF. In fact, the pace of change across our industry has never been faster. Technological innovation brings with it tremendous excitement. It presents us with new ways of doing business and new ways of living.

But with all this excitement come very real challenges. How can our telecommunications infrastructure keep pace with change? This challenge sits at the heart of the TCF. Everything we work on, whether it is a Code of Practice, a Guideline or a submission, is geared towards supporting innovation. Our work allows competition to flourish and NZ Inc to grow.

As I step down from my position of Independent Chairperson, I look back on the last four years with a great deal of respect for the work of the TCF. During that time, we have restructured the Forum and pushed harder than ever to achieve the right balance between regulation and self-regulation. I believe we've done extremely well – the TCF now holds an enviable reputation as one of New Zealand's most influential and collaborative industry bodies – and increasingly as the first port of call for comment about our industry.

We have worked through many changes, from the arrival of Ultra-Fast Broadband to the completion of the Chorus-Telecom demerger. Our industry has welcomed new players and said goodbye to many others. The one constant we have though is change and it is now time for a new Independent Chair to take the reins.

It is with pride that I step away from the TCF. The members, our stakeholders and the administrative team have worked hard to help telecommunications grow and develop in New Zealand. Our industry sits right at the heart of the country's infrastructure. What we do has never been so important to the way New Zealanders live and work.

Guiding the TCF has been a privilege. I'd like to thank the colleagues I've worked with during my time, and I am sure the great work will continue.

Richard Westlake
Independent Chairperson
New Zealand Telecommunications Forum Incorporated

CHIEF EXECUTIVE'S SUMMARY

Looking back over the 2012/13 year, the TCF has worked on a vast range of issues. The expertise and adaptability of this industry body, together with its willingness to work collectively never ceases to amaze me.

This year we formalised our commitment to industry social responsibility with the completion of the Product Stewardship Scheme. The Scheme is designed to reduce e-waste and provide more help to charity, namely the Starship Foundation. As I write this, we await accreditation of the scheme from the Ministry for the Environment under the Waste Minimisation Act. It is an exciting time.

We've also tackled technical challenges. Technical standards for the interconnection of Voice over Internet Protocol (VoIP) services are now complete. The standards will give confidence in the ability of carriers to interconnect with other carriers without the need for customisation. It was an excellent example of the TCF members developing consensus.

We continue our work to support consumers when they transfer telecommunications services between providers. This year saw the Commerce Commission approve our update to the Regulated Customer Transfer Code. We also kicked off our work on the Non-Regulated Transfer Code which is being designed to support customers transferring between providers on the new Ultra-Fast Broadband network.

The TCF is successful because of our ability to debate and reach consensus. Working together is critical and often we need others to support our work, so in 2012/13 we have created even stronger links with many of our stakeholders. We've worked particularly closely with those involved in emergency services, prisons and fraud during the year.

Although it is often difficult to quantify the success of our efforts, we have taken great pride in reaching an important milestone on number portability. Over a million numbers have now been transferred. The figures prove that consumers now have far greater choice, and that the industry is working more collaboratively than ever.

People say that variety is the spice of life and this year has certainly been varied. As you'll see from this report, we've covered a lot of ground in a lot of areas.

Thanks to the professionalism and tenacity of TCF members, we've notched up another year of hard work and solid achievements.

David Stone
Chief Executive Officer
New Zealand Telecommunications Forum Incorporated

ABOUT THE NZ TELECOMMUNICATIONS FORUM INC

The telecommunications industry is vital to the success of New Zealand. The economy and our social and political connections to the rest of the world rely on it.

Our Remit

Here at the NZ Telecommunications Forum Inc (TCF), we bring together all of the key players in New Zealand's telecommunications industry to resolve regulatory, technical and policy issues. The TCF is governed by a Board, which is headed by an Independent Chair, and operated by the CEO and Forum Administrator.

The TCF provides a valuable forum where members can discuss the most important issues facing the telecommunications industry. It is a place for our members to engage, debate and develop consensus. In doing so, it allows the TCF to act as the unified voice of New Zealand's telecommunication industry.

Established in 2002 as the Telecommunications Carriers' Forum, the TCF is a registered incorporated society. The society changed its name to the New Zealand Telecommunications Forum in December 2011, but is still referred to as the TCF.

Developing Codes and Guidelines

At the TCF, we operate through a series of Working Parties where representatives from our members use their expertise to devise and implement practical and commercially focused responses to the challenges faced by our industry. These challenges might be regulatory, technical or policy in nature.

We spend much of our time developing Codes and Guidelines. The Codes have signatories, and therefore have a compliance element. Guidelines demonstrate best practice within the telecommunications industry and are followed voluntarily by TCF members and other relevant parties.

Through the work of the TCF and our members, we have created an effective balance between regulation and self-regulation for the telecommunications industry. Our Codes of Practice and Guidelines have standardised the way that the industry operates, particularly in the areas of rights and responsibilities.

There were 13 Codes and six Guidelines in effect at the end of March 2013. Some of these have the approval of the Commerce Commission, and have been developed in accordance with the Telecommunications Act 2001. Other Codes have been prepared in response to issues and opportunities identified by members of our industry and other industry stakeholders.

The Codes in operation at the end of March 2013 are:

1. Code Compliance Framework
2. Co-siting Code
3. Customer Complaints Code
4. Customer Transfer Code – Regulated
5. Customer Transfer Code – Non-regulated version
6. Disconnection Code
7. Emergency Calling Code
8. International Mobile Roaming Code
9. Mobile Content Code
10. Mobile Messaging Services Code
11. Premises Wiring Code
12. Product Stewardship Scheme
13. Unauthorised Use of Mobile Phones in Prisons

The TCF Code Compliance Framework (CCF) is currently being integrated with all of these Codes. The CCF has been designed to strengthen the structure of our Codes by establishing a common framework for monitoring, reporting and enforcing them. You can read about the CCF later in this report.

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
6. Interconnection Technical Standards for Voice over Internet Protocol (VoIP)

You can more read about:

The individual Codes and Guidelines on the TCF website – www.tcf.org.nz

KEY PLAYERS IN THE TCF

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.

Mat Bolland

2degrees Mobile

Group Member Representative for Tier 2 Members

Mat has been with 2degrees since 2010. As Director of Corporate Affairs and Wholesale he is responsible for the company's visitor roaming, interconnect and wholesale activities. He also manages the company's government, industry and external relations. Mat has more than 15 years' experience in network infrastructure businesses, managing public affairs, communications and marketing activity at TelstraClear, Mercury Energy, Vector and Watercare.

Mat shares the position of Tier 2 Board Representative with Graham Walmsley and Susie Stone on a rotating six month basis.

Graham Walmsley

CallPlus

Group Member representative for Tier 2 Members

Graham is the General Manager of Wholesale and Regulatory at CallPlus. He has many years of experience in the Telecommunications industry, having held the positions of Head of Business Marketing for Telecom and Chief Information Officer for Clear Communications. His other roles include Marketing Manager for Countrywide Bank and CEO for Diners Club International.

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's Chief Product Officer, Kordia New Zealand , 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

(to December 2012)

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.

TelstraClear in accordance with the rules of the TCF, resigned from the TCF in late 2012 following its acquisition by Vodafone.

Rob Allen

Vector

Rob Allen joined Vector in May 2011 as a Senior Regulatory Advisor. Rob is an economist with nearly 20 years of experience in regulatory and public affairs, particularly in relation to energy and telecommunications. This has included Regulatory Advisor and Management roles at Mighty River Power, TelstraClear, PricewaterhouseCoopers, the Ministry of Commerce and time spent as an independent consultant.

Chris Abbott

Vodafone

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.

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.

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. Prior to his current role, David was Vodafone New Zealand's Head of Industry Affairs, during which he represented the company on several industry bodies.

ONZL Ltd

Forum Administrators

Since 2006, ONZL has provided secretariat and office administration services for the TCF. Clare Dobson, Elna Meller, Jackie Clark, Jonathan Hope, Liz Bell and Susan Wells are the Forum Administrators. ONZL provides professional secretariat support to the TCF Board and Working Parties, including project management and assistance with the drafting of Codes and preparation of submissions.

TCF MEMBERSHIP

TIER 1	
Organisation	Representative
Chorus	Victoria Crone
telecom	John-Wesley Smith
vodafone	Chris Abbott

TIER 2	
Organisation	Representative
2degrees	Mathew Bolland
CallPlus	Graham Walmsley
kordia people & technology as one	Susie Stone

TIER 3	
Organisation	Representative
compass communications	Mark Frater
enable NETWORKS	Steve Fuller
farmside connecting rural nz	Ron Goodfellow[1]
FXnetworks	Mike Plant[2]
snap!	Sam Brock-Smith[3]
ultrafast FIBRE	Hiramai Rogers[4]
Vector communications	Rob Allen
Woosh	Darin Hutcheson

TIER 4	
Organisation	Representative
AWACS	Michael Sutton[5]
Northpower FIBRE	Darren Mason
NOW broadband | calling | mobile	Hamish White

GENERAL ASSOCIATE	
Organisation	Representative
Alcatel·Lucent	Andrew Miller
HUAWEI	Andrew Bowater[6]

[1] BayCity Communications resigned from the TCF in January 2013
[2] Replaced Jamie Baddeley in November 2012
[3] Replaced Mike Hrynkewycz in September 2012
[4] Replaced Shane Hobson in November 2012
[5] Joined the TCF in November 2012
[6] Replaced Mark Champion in April 2013

CELEBRATING 10 YEARS OF THE TCF

In 2012, we celebrated our 10th anniversary. It represents a major milestone, not just for the TCF, but also for the industry.

The anniversary gave us an opportunity to reflect on the enormous changes that we have seen in New Zealand's telecommunications market over the decade.

Undoubtedly the biggest transformation relates to the way our industry now behaves. Back in 2002, relationships were often tense across the sector. There was little collaboration and much duplication of effort.

Over the last 10 years, thousands of experts have come together to volunteer their time to the work of the TCF. Each year, almost 200 people from member organisations and other stakeholder groups are involved in TCF Working Parties, some of which meet as often as weekly. Their commitment to the development of Codes of Practice, Guidelines and submissions has transformed New Zealand's telecommunications industry.

This consistently high level of activity would not have been possible without the TCF Administrators. They have organised not just Working Party meetings, but also events, workshops and presentations. They've also provided valuable secretariat support to the TCF Board and CEO. Most importantly though, they have facilitated tremendous teamwork between the thousands of volunteers involved in the TCF. Information has flowed freely and momentum has been maintained.

The TCF has been instrumental in achieving positive change across a range of issues. It hasn't just been a place to talk. Our Working Parties have created effective Codes to self-regulate our evolving industry. We now have a stronger, more dynamic telecommunications sector with increasingly satisfied end users.

Highlights over the last decade include:

Operating standards
37 codes, guidelines and standards, together with regular submissions on key issues.

Collaboration
TCF membership has grown from 6 to 19, with representation from all major players in the industry.

Consumer Choice
Our work on number portability has now supported the movement of over 1,000,000 mobile and local numbers.

Increased Competition
We've facilitated the unbundling of the local loop.

Future-proofing
Standards have been developed for the introduction of Ultra-Fast Broadband.

Problems solved
An independent Telecommunications Dispute Resolution Scheme has now been in place for the last five years.

Many of these highlights have greatly improved customer choice and the service end users receive from our industry. The TCF has become a trusted partner to government, offering expert advice and delivering against the Telecommunications Act 2001 and other important political priorities.

We accept that there will always be challenges when bringing together an industry. However, the TCF is now very experienced in navigating the sector through change.

Over the past decade, we have worked hard to make sure the industry remains in tune with the needs of customers. We've done this largely through self-regulation, which is a testament to the strength and effectiveness of the TCF.

The next decade looks set for even greater changes with new technologies and industry players sure to emerge, and different business, economic and social practices to support. Here at the TCF, we're looking forward to the journey, and developing new ways to support New Zealand's digital economy.

THE TCF YEAR 2012/13
AT A GLANCE

At the TCF, we undertake activity across three main areas:

//01 Improving the standards and practices in the telecommunications industry

//02 Working with government to advise and support regulatory developments

//03 Offering support to consumers.

Over the year 2012/13, the TCF has been busy across all of these areas. We are particularly pleased to report the completion of three important projects:

- Technical standards for the interconnection of Voice over Internet Protocol (VoIP) services
- The Product Stewardship Scheme for recycling mobile phones
- The Regulated Customer Transfer Code.

Below is an overview of TCF activity for 2012/13. You can read more details in the relevant sections of this report.

Developing industry best practice
Pages 10-13

Our Working Parties have been busy in a number of areas, particularly:

- Implementing the Code Compliance Framework, or CCF
- Business Support Systems and Operational Support Systems (BSS/OSS) standards for Ultra-Fast Broadband (UFB)
- Technical standards for Voice over Internet Protocol (VoIP) services
- The Product Stewardship Scheme for recycling mobile phones
- Working collaboratively to reduce fraud and bad debt.

Our work with government
Pages 14-17

We've been responding to, and supporting, work across many government departments including the Department of Corrections and the Ministry of Business, Innovation and Employment. We engaged on the following subjects:

- The governance of the 111 emergency calling service
- The control of unauthorised use of mobile phones in prisons.

On behalf of the telecommunications industry, the TCF made a number of formal submissions during 2012/13 related to the following:

- Fee regulations accompanying the Copyright (Infringing File Sharing) Act 2011
- Christchurch City Plan – proposed plan change to plan 63 – utilities
- Auckland Unitary Plan – provisions.

Supporting consumers
Pages 18-21

We've been developing new ways to improve how our industry serves end users or consumers. These include:

- Developing a draft Broadband Product Disclosure Code aimed at delivering transparency and consistency of broadband plan information
- Reviewing the Telecommunications Dispute Resolution (TDR) Scheme
- Completing the Regulated Customer Transfer Code, and achieving endorsement of the Code by the Commerce Commission
- Updating the terms of the Non-Regulated Customer Transfer Code
- Updating the Disconnection Code of Practice
- Reviewing and simplifying the Mobile Messaging Services Code
- Developing advice on the options available to end users wanting to wire their existing homes
- Coordinating an industry-wide response to sharing details of blacklisted handsets.

DEVELOPING
INDUSTRY BEST PRACTICE

Our Working Parties have been busy reviewing Codes and Guidelines in a number of areas. We also developed a new scheme to keep mobile phones and accessories out of landfill.

//01

Code Compliance Framework

The TCF Board endorsed the Code Compliance Framework, or CCF, in March 2012. The CCF is central to ensuring the protection of consumers, and to maintaining the validity of self-regulation by the telecommunications industry.

Background

Although the TCF had developed Codes of Practice (Codes), there were a number of processes that needed strengthening. In particular, we wanted to set new standards and structures to ensure signatories were fully committed to self-regulated Codes. This included:

- Looking at how we might introduce mandatory reporting on Code compliance by signatories
- Removing the ability for signatories to effectively resign from Codes if they failed to comply
- Reducing the need for third party involvement in disputes between signatories, giving the TCF a stronger role in dealing with compliance issues.

Activity

The Code Compliance Framework was adopted by the TCF Board in March 2012. Since then all relevant TCF Working Parties have been reviewing their Codes to bring them into line with the CCF and include provision for self-reporting.

In April 2013, the Emergency Services Code will be the first to invoke the self-certification requirements of the Code Compliance Framework. All signatories will be reporting on their compliance with the Code in accordance with the annual reporting mechanisms under the CCF.

We expect that all TCF Codes will be updated with the processes outlined in the Code Compliance Framework by the end of the 2013/14 TCF year.

//02

Ultra-Fast Broadband

Ultra-Fast Broadband (UFB) continues to be a major focus for the industry and the TCF. Over the 2012/13 year, we've continued to facilitate industry discussions between the Retail Service Providers and the four Local Fibre Companies.

Background

We established the TCF Ultra-Fast Broadband Working Party in January 2010 to support the Government's UFB initiative. Since then we've introduced a number of Working Party sub-groups to support developments on product, technical, and operational matters.

Much of the industry's focus has now moved away from contractual discussions and the fibre network build is well underway. The industry is now gearing up to provide fibre products and services across the country.

Activity

The TCF's UFB Business Support Systems and Operational Support Systems (BSS/OSS) Working Party is focussed on delivering the Business Interaction Framework to the industry in the 2013/14 TCF year. A New Zealand UFB BSS/OSS standard will deliver a common framework of processes, business rules, data schema and message structures. It will enable the ordering of fibre products and services across the four Local Fibre Companies (LFCs).

We are also facilitating the industry's multiparty UFB Product Forum. This Forum aims to facilitate industry-wide discussion between LFCs and Retail Service Providers on technical and operational matters relating to current UFB wholesale services, UFB wholesale ancillary services and the development of new UFB wholesale services.

//03

Internet Protocol (IP) Interconnection for Voice

In September 2012, the IP Interconnection Working Party completed its development of technical standards for Voice over Internet Protocol (VoIP). These standards are currently being assessed through a series of industry trials.

Background

With multiple operators involved in deploying services across IP networks, it is essential that they are able to interconnect. Failure to do so directly affects end users.

The TCF's IP Interconnection Working Party has been developing a baseline Network-to-Network Interconnection (NNI) standard that enables New Zealand network operators to interconnect IP networks effectively, primarily for the carriage of VoIP calls.

As a minimum, the technical 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.

Activity

During the TCF year 2012/13, the technical standards were completed by the IP Interconnection Working Party. An industry IP Interconnection technical trial between Compass Communications and Telecom was also undertaken.

A technical trial between Vodafone and Telecom is in progress and set for completion in the early part of the 2013/14 year.

//04

Mobile Product Stewardship

In March 2013, the TCF Board approved the Product Stewardship Scheme. This scheme is now with the Ministry for the Environment for accreditation. If successful, the TCF will be able to operate a nationwide mobile phone recycling scheme, keeping more electronic waste away from landfill.

RE:mobile
make your next call - recycle

Background

The TCF established a Working Party in March 2012. Its core objective was to obtain accreditation from the Ministry for the Environment for the TCF to operate a mobile phone recycling scheme as part of the Waste Minimisation Act 2008.

In order to manage the flow of e-waste to landfill, we wanted to provide an avenue for anyone in New Zealand to donate unwanted mobile phones and accessories for re-use or recycling. At that time, a few TCF members had individual contracts with the recycling agent but it made sense to develop one single scheme for all TCF members.

The TCF Product Stewardship Scheme replaces the existing mobile phone recycling scheme run by the Starship Foundation Charity. However, we believed that retaining a charity to receive any proceeds from the scheme was essential. The Starship Foundation will continue as the beneficiary to the scheme.

Activity

Over the TCF year 2012/13, the Working Party developed the details of the Product Stewardship Scheme, including processes; continued contributions to charity; and, a contract between the TCF and a recycling agent.

The scheme was then submitted to the Ministry for the Environment for accreditation under the Waste Minimisation Act 2008. Accreditation will be an important step forward in our development of a clear strategy for social responsibility on the part of the industry.

//05

Number Portability Milestones

Over 2012/13, we have seen significant growth in the number of customers transferring mobile and local numbers between telecommunications service providers. By December 2012, an impressive 1,000,000 numbers had been transferred. Over 600,000 of these were for mobile phones and the remainder for local numbers.

Background

Number portability, the scheme that allows telecommunications customers to take (or "port") their existing mobile or local number when changing service providers, was first introduced by the TCF in April 2007. At that time, just eight members of the industry used the TCF-managed Industry Portability Management System (IPMS).

With easier number portability, competition has grown within the telecommunications market. There are now 24 service providers with access to the IPMS.

Activity

By March 2013, over 422,000 local numbers had been ported since the scheme started in April 2007. The rate of growth is accelerating with over 95,000 of these added between April 2012 and March 2013.

For mobile numbers, figures reached 500,000 in April 2012. They then leapt more than 25% to over 630,000 in March 2013.

Going forward, there is a definite trend towards numbers being ported for the second time or even more. It is also anticipated that the prospect of new service offerings and opportunities for customers as part of Ultra-Fast Broadband will place even greater importance on number portability. Many customers will want to keep their telephone number whilst obtaining the broadband service they want. It is a key piece in the development of New Zealand's telecommunications infrastructure and the development of competition within the industry.

//06

Fraud and Revenue Assurance

Representatives from the Police, Privacy Commissioner and insurance sectors have been liaising with the telecommunications industry through regular events arranged by the TCF's Fraud and Revenue Assurance Working Party.

Background

The Telecommunications Industry Group (TIG) Revenue Assurance working group was formed in August 2009 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 TCF FRA Working Party is to enable members to work collaboratively to reduce the significant losses experienced in the telecommunications industry due to fraud and bad debt.

Activity

Quarterly seminars run by the Fraud and Revenue Assurance Working Party have been very successful this year. We've brought together those working in the fraud and revenue assurance areas of member telecommunications companies, giving them opportunities to meet and discuss common issues, problems and solutions. Topics to date have included:

- How the insurance industry shares information and how the telecommunications industry could do the same
- The growth of machine-to-machine communications and what that means for data usage and the potential for fraud
- Credit card fraud
- Changes to the Credit Reporting Privacy Code
- How telecommunications companies and the New Zealand Police can help each other to combat fraud in the industry.

We expect that these seminars will continue throughout the TCF year 2013/14.

OUR WORK WITH GOVERNMENT

From draft plans to 111 emergency services, our Working Parties have been advising and supporting government at every level.

//01

Code for Emergency Voice Calling Services

During the 2012/13 TCF year, the Emergency Services Working Party completed a review of the Code for Emergency Voice Calling Services (Emergency Calling Code) to incorporate the TCF Code Compliance Framework. As part of this activity, the Working Party started work on an Emergency Services Operations Manual. This will hold supporting documentation to the Emergency Calling Code and outline additional operational processes.

In addition, the Working Party contributed to the technical review of the 111 emergency calling service undertaken by Government. Cabinet has endorsed a new governance structure as a result of this process.

Background

The TCF's Emergency Services Working Party acts as a forum for emergency services related issues. We work closely with the Emergency Services Calling Advisory Board (ESCAB) which includes TCF CEO and TCF Board Members, as well as representatives from the Department of Internal Affairs, the Ministry of Business, Innovation and Employment (MBIE), the New Zealand Police and the Fire Service. The ESCAB provides a direct line to emergency services providers and Government for addressing any issues those bodies may have.

On the 15 February 2013, the Communications and Information Technology Minister Amy Adams announced the completion and findings of their review of the 111 emergency calling service. The review was to ensure that the current 111 calling service was effective and able to adapt to changes in technology, industry structures and the expectations of end users.

Activity

The Minister's findings clarified the relationship between the three key groups involved in emergency services telecommunications, namely the TCF Emergency Services Working Party, ESCAB and the Emergency Telecommunications Services Steering Group (ETSSG).

The TCF Emergency Services Working Party will now take a lead role with MBIE to establish the terms of reference for a new governance structure. ESCAB will be responsible for information sharing and act as an advisory body, setting the key objectives and work plan for the Emergency Services Working Party.

//02

Unauthorised Use of Mobile Phones in Prisons

The TCF began reviewing and updating the existing Code for the Control of Unauthorised Use of Mobile Phones in Prisons this year.

Background

The original Code had been developed in 2008 to help tackle unauthorised phone use and the commissioning of crimes from within prisons. Our review in 2012/13 was triggered by the need to bring the Code in line with the TCF Code Compliance Framework and by the desire to increase the effectiveness of the Code. We also wanted to have the Department of Corrections (DoC) as a signatory. This would ensure that the Code became the single most important resource to the DoC for dealing with the licensing of spectrum for the purposes of jamming in prisons.

To achieve this, the review has been substantial. The revised Code needed to complement existing legislation outlined in the Corrections Act 2004, the Corrections Amendment Act 2009 and the Radiocommunications Act 1989. It had to balance the rights and interests of the DoC, mobile phone users, mobile phone service providers and those parties holding spectrum management rights.

Activity

The Department of Corrections has been fully engaged with the review. The draft Code will be reviewed by the Working Party in the first quarter of the 2013/14 TCF year. To deal with any issues arising from this Code, we intend to keep the Working Party operating on an on-going basis.

//03

Copyright and Infringing Files

During 2012/13, the TCF Copyright Policy Working Party engaged with the Ministry of Economic Development, now the Ministry of Business, Innovation and Employment, over the Copyright (Infringing File Sharing) Act 2011.

Background

The 2011 Act introduced a three-notice regime designed to deal with online copyright infringements and deter illegal file sharing. It requires Internet Protocol Address Providers (IPAPs) to pass on copyright infringement detection notices from rights owners to account holders. The Act will not apply to cellular mobile networks until October 2013.

Activity

During the 2012/13 TCF year, the Ministry reviewed the fee regulations that accompany the Act. The TCF Working Party wished to see an increase in the $25 per notice charge. Rights holders wanted to see the fee decrease. Ultimately the Ministry decided that existing fees and conditions should remain.

The current regime has settled into a regular monthly exchange of notices, though it is still only used by a very limited pool of copyright holders. Our Copyright Policy Working Party will continue to engage with the Ministry regarding these issues and any other aspect relevant to IPAPs under this Act. In particular, the Working Party is monitoring developments under the Trans-Pacific Partnership Agreement negotiations.

//04

Local Government

Over the past year, we have been busy responding to, and working with, local government in relation to draft plans.

Background

Throughout 2012, a number of local government bodies released draft development plans. We reconvened the TCF Local Government Working Party to review the plans and provide a forum at which to discuss local government issues and coordinate activities of common interest.

Activity

In late 2012, the Working Party reviewed the Proposed Auckland Unitary Plan, developing a submission to Auckland Council on behalf of the full TCF membership. Our submission outlined areas where TCF members saw room for clarification, improvement or change. TCF members subsequently participated in Auckland Council workshops on the Unitary Plan and provided the Council with further information to use in their scheme.

The Working Party also met several times to discuss Christchurch City Council's Proposed Plan Change 63. After providing initial feedback, the Working Party took Christchurch City Council up on its offer of a workshop to discuss the proposed changes. The Working Party also met with Canterbury Earthquake Recovery Authority (CERA) and Stronger Christchurch Infrastructure Rebuild Team (SCIRT) to gain a broader understanding of the context of change proposed for the Christchurch City Plan. These meetings and workshops informed the TCF submission to Christchurch City Council which was issued in May 2012.

SUPPORTING CONSUMERS

Our Working Parties have been finding new ways to support end users at every stage, right through from wiring homes to disconnection policies.

//01

Broadband Product Disclosure

In response to a request from the Minister for Communications and Information Technology, the Honourable Amy Adams, the TCF's Broadband Product Disclosure Working Party has been developing a Code of Practice to set standards for how Retail Service Providers (RSPs) will communicate the capabilities and configuration of their broadband plans to consumers. The Broadband Product Code is being designed to improve the visibility and consistency of broadband internet access plan information, making it easier for consumers to compare different residential broadband offers.

Background

The rollout of Ultra-Fast Broadband in New Zealand is expected to lead to increased competition in the mass broadband services market. This will bring benefits to consumers who will be able to choose from a number of different broadband plans offered over a range of access technologies. But there is a risk that increased choice could lead to confusion on the part of consumers.

In June 2012, the Ministry of Business, Innovation and Employment (MBIE) on behalf of the Minister for Communications and Information Technology, the Honourable Amy Adams, asked us to review the transparency and consistency of broadband plan information made available to consumers. Developing a Code regarding broadband product disclosure will help in a number of different areas:

- The chance of consumer confusion when comparing plans is minimised.
- Telecommunications Retail Service Providers (RSPs) will have standardised terminology when describing broadband plans.
- It minimises the exposure of the industry to claims from consumers that they have been misled in the descriptions of plans, thus reducing risks from the Fair Trading Act and other relevant legislation.
- It also provides the consumer with great clarity on issues outside the influence of the RSPs that might affect broadband performance, including the limitations of internal home wiring, the nature of the internet and the devices that customers use.
- The Code will also provide processes for independently measuring and reporting on broadband performance.

Activity

The TCF Working Party expects to commence public consultation on the draft Code in May 2013. At present, the draft Code is limited to fixed broadband. Wireless and mobile broadband will be added at a later date.

//02

Customer Complaints Code and the Telecommunications Dispute Resolution Scheme

Over the course of the 2012/13 TCF year, the number of complaints to the independent Telecommunications Dispute Resolution (TDR) Scheme remained small. We believe this reflects the fact that TCF members have been working hard to resolve customer service problems by operating under the guidance set out in the Customer Complaints Code.

TELECOMMUNICATIONS DISPUTE RESOLUTION

Background

In December 2007, the TCF established a self-regulatory regime for managing customer complaints and dispute resolution. So that the TCF does not get involved in complaints or dispute resolution between customers and their telecommunications service providers, the Telecommunication Dispute Resolution (TDR) service is run by an independent third party provider, Dispute Resolution Services Ltd.

As at March 2013, all TCF members that provide retail services are members of the TDR.

Activity

In late 2012/early 2013, TelstraClear and BayCity Communications left both the TCF and the TDR Scheme due to separate acquisitions and mergers with other entities. The TCF has started a review of the TDR fee structure to account for the reduced membership and revenue.

This fee review is expected to be completed during mid 2013. Once complete, we will begin our review of the current TDR agent agreement which expires in December 2013.

The TDR is governed by the TDR Council. The Council members as at March 2013 are:

- David Russell, Consumer Representative (Chairperson)
- Bill Bevan, Consumer Representative
- Paul Brislen, Consumer Representative
- Shelley Dew-Hopkins, Consumer Representative
- Anna Muir, Kordia/Orcon (and Scheme Member representative)
- Tania Shackleton, Telecom Retail
- Sam Edwards, 2degrees (and Scheme Member representative)
- Jo Mataira, Vodafone
- Liz Bell, Forum Administrator

//03

The Customer Transfer Code Review (Non-Regulated and Regulated)

The TCF Working Party has been reviewing the terms of the Non-Regulated Customer Transfer Code during the 2012/13 TCF year. We were also pleased to see that the Commerce Commission approved the updated version of the Regulated Customer Transfer Code in February 2013 following a review by the TCF Working Party between 2008 and 2011.

Background

The Customer Transfer Codes for regulated and non-regulated telecommunication services govern the transfer of a customer's telecommunications services between service providers. The Codes help to ensure a high quality, uninterrupted service during transition.

Activity

With the Regulated Customer Transfer Code now approved by the Commerce Commission, we have turned our attention to the Non-Regulated Customer Transfer Code. Whilst the Regulated Code maintains a focus on copper-based technology, the Non-Regulated Code will have a new focus on fibre-based services and is being designed to provide a process for the transfer of customers using the new Ultra-Fast Broadband network.

Work on the Non-Regulated Customer Transfer Code review began in August 2012 and continues into the 2013/14 TCF year.

//04

Disconnection Code

We have undertaken a review of the existing Disconnection Code during the TCF year 2012/13. This was instigated to bring the Code in line with the Code Compliance Framework and to align it with the TCF Emergency Calling Code.

Background

The Disconnection Code exists to provide a balance between the needs of the industry and end users. It outlines principles for telecommunications providers to adhere to when operating and applying disconnection policies for residential customers.

The Code also makes sure that end users are made aware of payment options, disconnection policies and other services on offer from telecommunications providers.

Activity

The Working Party made excellent progress in developing the revised Code with the public consultation period closing on 15 March 2013. A finalised Code is expected by May 2013.

//05

Mobile Messaging Services

The existing Code relating to mobile messaging services is currently under review. The review has been influenced by several factors:

- The need to bring it in line with the TCF Code Compliance Framework
- A desire to refresh the Code in light of changes to the way mobile messaging services are used in the local market
- To incorporate information contained within the TCF's Mobile Content Code.

Background

The Mobile Messaging Services Code was endorsed by the TCF in 2010. The Code sets out the rights and obligations of content providers, aggregators and telecommunications service providers for the advertising, promotion and operation of all chargeable and non-chargeable mobile messaging services in New Zealand.

Activity

The existing Code was structured around chargeable, non-chargeable and standard charge messaging services. These terms have now been replaced across the industry by premium (i.e. chargeable) and non-premium (i.e. non-chargeable and standard charge) messaging services. The Working Party has been re-writing sections of the Code to make these distinctions clear.

To make sure the Code is comprehensive, we have reviewed Codes of Practice from relevant overseas jurisdictions. The Working Party has also incorporated the TCF Mobile Content Code into the Mobile Messaging Services Code to provide a single point of reference for both the industry and consumers.

The Working Party expects to release a draft of the Code for public consultation in the third quarter of 2013/14.

//06

Premises Wiring Code

In 2012, the TCF Premises Wiring Working Party presented a paper to the Communications and Information Technology Minister Amy Adams. The paper set out guidance on the options available to end users wanting to wire their existing homes to make use of the many telecommunication services now available in the market place, including fibre.

Background

The Premises Wiring Working Party was established in March 2009 to prepare a self-regulated Code of Practice for Residential and Small Office Premises Wiring. The Code set out principles and practices for planning, installing and maintaining a premises' wiring system so as to provide an open, flexible platform for telecommunications service. The Code applied to new buildings and was approved in 2011.

In 2012, the Communications and Information Technology Minister Amy Adams requested that the TCF investigate a range of cost-effective options for wiring existing residential premises.

Activity

The TCF Working Party provided the Minister with a report in late 2012, and intends to publish this report in a more consumer focused format. We will also be developing a simplified version of the Code specifically for homeowners to help them consider their telecommunications needs in the home.

//07

Mobile Handset Blacklisting

We formed a new Working Party during the TCF year 2012/13 to look at ways to share data about blacklisted or blocked handsets. Telecom, Vodafone and 2degrees were already working in this area and we felt it was important to coordinate an industry-wide response to the issue.

Background

Mobile handset theft has long been a problem and is likely to remain one in future. The scale of the problem cannot be reduced solely by users protecting their own devices. The telecommunications industry also has a role to play.

Each of the three NZ mobile network operators has the ability to block stolen and fraudulently obtained handsets based on the handset's unique equipment identifier called the International Mobile Equipment Identity (IMEI). At present, technical issues prevent mobile network operators sharing their lists of blocked devices, so handsets blocked on one network may still operate on other networks.

Activity

The new TCF Working Party convened in March 2013 and is currently reviewing how the industry might work together to share data on lost or stolen handsets, to reduce fraud and the demand for stolen devices.

FINANCIAL SUMMARY

New Zealand Telecommunications Forum Incorporated
Statement of financial performance

for the period ended 31 March 2013

	MARCH 2013 ($)	MARCH 2012 ($)
Operating revenue		
Member fees	869,220	839,570
TDR funding	0	81,804
NAD review funding	28,872	5,631
Other income	856	34,051
Number portability operating funding	420,113	318,813
Interest	15,365	17,536
Total operating revenue	**1,334,426**	**1,297,405**
Workstream expenditure		
Broadband disclosure	18,415	0
Code compliance	16,170	31,046
Constitutional review	0	30,531
Copyright	15,669	24,309
Emergency services	8,355	9,588
Existing code reviews	43,967	10,778
Fraud and revenue assurance	5,347	8,241
IP interconnection	3,545	13,790
NAD project	11,017	5,631
Product stewardship	47,697	0
TDR service	27,724	152,207
UFB	61,219	43,064
Other working parties	20,643	28,129
Number portability	416,530	316,213
	696,298	**673,527**
Operating expenditure		
Forum chair	42,031	47,594
Forum management	248,434	258,768
Forum administrator	157,835	113,255
Communications	20,056	22,940
Website	16,081	24,710
Audit fees	4,170	3,760
Travel	53,645	70,671
Miscellaneous	76,404	61,079
	618,656	**602,777**
Total expenditure	**1,314,954**	**1,276,304**
Net surplus from operations	**19,472**	**21,101**
Less depreciation		
Depreciation	29,015	38,166
Net surplus/(deficit) before tax	**(9,543)**	**(17,065)**
Tax expense	7,271	11,391
Net surplus/(deficit) after tax	**(16,814)**	**(28,456)**

New Zealand Telecommunications Forum Incorporated
Statement of financial position
As at 31st March 2013

	MARCH 2013 ($)	MARCH 2012 ($)
ASSETS		
Current Assets		
Bank balances	389,854	560,664
Prepayments	190,966	0
GST, WHT paid and provisional tax	0	399
Trade debtors	464,083	128,792
	1,044,903	**689,855**
Non-current Assets		
Computer equipment	42,295	19,537
	42,295	**19,537**
Total assets	**1,087,198**	**709,392**
LIABILITIES		
Current Liabilities		
Trade creditors	94,810	79,901
Payables accruals	30,818	22,303
GST and PAYE	50,189	14,988
Income in advance	837,426	532,797
Mastercard	4,817	6,329
	1,018,060	**656,318**
Equity		
Number portability funding	1,374,588	1,341,710
Retained earnings	(1,305,450)	(1,288,636)
	69,138	**53,074**
Total equity and liabilities	**1,087,198**	**709,392**

WORKING PARTY MEMBERS

MEMBERS	COMPANY	NAME OF GROUP
Aarad Russell	Chorus	UFB
Aaron Olphert	Kordia	Local Government
Abbie Reynolds	Vodafone	Product Stewardship
Adair Muncaster	Orcon	Fraud and Revenue Assurance
Adrian Reyes	2degrees Mobile	Number Portability
Aimee Scofield	Telecom	Broadband Product Disclosure, Customer Transfer, Product Stewardship
Alan Hamilton	MBIE	Premises Wiring, VoIP Interoperability
Alan Jamieson	Chair of the ETSSG	Emergency Services
Alan Mitford-Taylor	Chorus	IP Interconnection, Premises Wiring, UFB
Alby Rean	Commerce Commission	Code Enforcement Framework, Customer Transfer, UFB
Alexey Zhavoronkov	Vodafone	UFB
Allan Mordecai	Kordia	Local Government (Project Leader)
Amanda Strong	Enable Networks	UFB
Andrew Cushen	TelstraClear	Broadband Product Disclosure, Copyright, Customer Transfer, Disconnection Code, Emergency Services, Local Government, Premises Wiring, UFB
Andrew Dunlop	Vector Communications	UFB
Andrew Milner-White	Telecom	IP Interconnection, Number Portability, TCF NAD
Anna Muir	Kordia	Customer Complaints
Anthea Herron	Orcon	Broadband Product Disclosure, Copyright, Customer Transfer, UFB
Anthony Miles	Northpower Fibre	UFB
Ashlee McCormick	Telecom	Product Stewardship
Barry Murphy	Vibe Communications	Number Portability
Belinda Helmsridge	Telecom	Number Portability
Ben Blakemore	2degrees Mobile	Local Government
Bernard O'Leary	CallPlus	Number Portability
Beth Brewer	Orcon	UFB
Bianca Miller	Telecom Retail	Copyright
Bill Deverall	Crown Fibre Holdings	Customer Transfer, Premises Wiring, UFB
Brett Thomson	WorldxChange	Number Portability, TCF NAD
Brian Johns	MBIE	IP Interconnection
Bruno Espezzano	2degrees Mobile	Mobile Messaging Services Code
Carl Eastwood	2degrees Mobile	Fraud and Revenue Assurance
Cheryl Tansy	RuntheRed	Mobile Messaging Services Code
Chris Van Poppel	CallPlus	Number Portability
Clare Dobson	Forum Administrator	Customer Transfer, Emergency Services, IP Interconnection, Premises Wiring, UFB, VoIP Interoperability
Clive Reynolds	Kordia	UFB

MEMBERS	COMPANY	NAME OF GROUP
Colin Lawrence	St John Emergency Service	Emergency Services
Colin Stone	2degrees Mobile	IP Interconnection
Craig Grey	Vodafone	IP Interconnection
Craig Young	Chorus	Customer Transfer, UFB, VoIP Interoperability
Danie Botha	Vector Communications	Broadband Product Disclosure, Local Government, UFB
Daniel Grobler	Modica	Mobile Messaging Services Code
Daniel Hopkirk	Airnet/Now	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
Darren Stott	Vector Communications	Local Government
Dave Boivin	Enable Networks	Local Government
Dave Simpson	Telecom	Broadband Product Disclosure (Project Leader), Cellphones in Prison Code, Code Enforcement Framework (Project Leader), Customer Transfer, UFB, VoIP Interoperability
Davey Goode	Vibe Communications	Number Portability
David Awatere	Crown Fibre Holdings	UFB
David Chapman-Smith	Vodafone	UFB
David Diprose	Vodafone	UFB, VoIP Interoperability
David Horan	Enable Networks	Local Government
David Quaid	Enable Networks	Customer Transfer, UFB
David Russell	TDR Council Chair	Customer Complaints
Derek Cope	Vector Communications	UFB
Des Sokolich	Chorus	VoIP Interoperability
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
Eric Liu	Vodafone	Cellphones in Prisons Code
Ernie Newman	MBIE	Broadband Product Disclosure
Esther Wan	Vodafone	Fraud and Revenue Assurance
Ewan Cowie	TelstraClear	Copyright
Ewan Powell	Chorus	UFB
Gary Jamieson	Chorus	Customer Transfer, UFB
George Kaithayil	Enable Networks	UFB
Glen Syman	Telecom	UFB
Graeme McCarrison	Chorus	Local Government
Graeme Shellerd	Fronde	Mobile Messaging Services Code
Graham Walmsley	CallPlus	Copyright
Greg Tucker	Northpower Fibre	Customer Transfer, UFB

MEMBERS	COMPANY	NAME OF GROUP
Hannah Peoples	2degrees Mobile	Code Enforcement Framework
Homai Mistry	Vodafone	Mobile Messaging Services Code
Ian Goodwin	Kordia	Cellphones in Prisons Code
Ian McCulloch	Chorus	Premises Wiring
Ian Ruddell	CallPlus	VoIP Interoperability
Ian Scott	NZ Fire Service	Emergency Services
Jackie Clark	Forum Administrator	Broadband Product Disclosure, Product Stewardship
Jason Britten	2degrees Mobile	Local Government
Jeff Loan	MBIE	Broadband Product Disclosure
Jeremy Cain	Telecom	Code Enforcement Framework
Jo Mataira	TelstraClear	Customer Complaints
John Duffield	Orcon	VoIP Interoperability
John Emanuel	MBIE	IP Interconnection, Premises Wiring, VoIP Interoperability
John Gandy	Commerce Commission	Broadband Product Disclosure, IP Interconnection, TCF NAD, UFB
John Kliffin	Telecom	Cellphones in Prisons Code
John Newman	Orcon	UFB
John Tristam	Enable Networks	Broadband Product Disclosure, Premises Wiring, VoIP Interoperability
John Wilson	TelstraClear	Copyright, Emergency Services, Number Portability
Jon Verhoek	Chorus	UFB
Jonathan Hope	Forum Administrator	Code Enforcement Framework, Copyright, Customer Complaints, Customer Transfer, Fraud and Revenue Assurance, Number Portability, TCF NAD
John MacFarlane	Telecom	Number Portability
Joseph Rochford	Telecom Retail	Copyright
Juanita O'Brien	BayCity	Fraud and Revenue Assurance
Julie Erakovic	2degrees Mobile	Emergency Services
Julian Rivers Smith	2Talk	Number Portability
Juliet Jones	Vodafone	UFB
Justin Rae	Vodafone	Local Government
Karen Roncon	TelstraClear	Product Stewardship
Karl Hutton	2degrees Mobile	Cellphones in Prisons Code
Karl Vincent	Crown Fibre Holdings	UFB
Katherine Rodriguez	Telecom	Mobile Messaging Services Code
Kathy Wiltshire	Chorus	Local Government
Kaye Harding	Northpower Fibre	UFB
Kelvin Binning	Vodafone	Broadband Product Disclosure, Cellphones in Prison Code, Customer Transfer, Disconnection Code
Kester Gordon	MBIE	Code Enforcement Framework, Emergency Services, TCF NAD
Kevin Chapman	TelstraClear	IP Interconnection
Kevin Mason	Telecom	IP Interconnection, VoIP Interoperability
Kurt Rodgers	Chorus	IP Interconnection, VoIP Interoperability
Lance Davies	NZ Police	Emergency Services
Laura Maguire	Orcon	Fraud and Revenue Assurance
Leon Mead	Vodafone	Premises Wiring, UFB

MEMBERS	COMPANY	NAME OF GROUP
Liesbeth Koomen	TelstraClear	UFB
Lisa Barton	Telecom	Local Government
Liz Balme	Telecom	UFB
Liz Bell	Forum Administrator	Cellphones in Prisons Code, Disconnection Code, Local Government, Mobile Messaging Services Code
Lorelena Viki	RuntheRed	Mobile Messaging Services Code
Lucy Reed	2degrees Mobile	Product Stewardship
Lucy Riddiford	Chorus	UFB
Luis Marques	Dialogue Communications	Mobile Messaging Services Code
Malcolm Campbell	Enable Networks	Broadband Product Disclosure, 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	VoIP Interoperability
Mark White-Robinson	TelstraClear	Copyright
Martin Begley	TelstraClear	Fraud and Revenue Assurance
Mathew Bolland	2degrees Mobile	Code Enforcement Framework
Matt Harris	Telecom	Broadband Product Disclosure
Matt Kennedy	Ultrafast Fibre	UFB
Maxine Elliott	Ultrafast Fibre	UFB
Megan Millward	Telecom Retail	Customer Transfer, UFB
Melvin Chong	Vector Communications	Premises Wiring
Merissa Shahrulzaman	TelstraClear	Number Portability
Michael Goldfinch	Telecom Wholesale	IP Interconnection
Michael Newbery	TelstraClear	IP Interconnection
Michael Sutton	AWACS	VoIP Interoperability
Michelle Clements	Snap	Number Portability
Mike Deady	Vodafone	Product Stewardship
Mike Hrynkewycz	Snap	VoIP Interoperability
Monika Ciolek	MBIE	Emergency Services
Murray McLean	Telecom Retail	Customer Transfer, Premises Wiring, UFB, VoIP Interoperability
Nick Haywood	Telecom	Emergency Services (Project Leader)
Nicole Johnston	TelstraCLear	Customer Transfer, Number Portability
Olga Reutskiy	Telecom Wholesale	IP Interconnection
Paul Brislen	TUANZ	Broadband Product Disclosure, UFB
Paul Clarkin	WorldxChange	TCF NAD
Paul Hitchcock	2degrees Mobile	Product Stewardship
Paul Jermy	NZ Police	Emergency Services
Paul Partridge	Vodafone	IP Interconnection
Paul Webb	Woosh	VoIP Interoperability
Peter Ensor	Ultrafast Fibre	Broadband Product Disclosure, Premises Wiring, VoIP Interoperability

MEMBERS	COMPANY	NAME OF GROUP
Philip Linder	Bulletin	Mobile Messaging Services Code
Rachel MacFarlane	TelstraClear	Customer Transfer
Ria Na	Megatel	Number Portability
Richard Baalham	CallPlus	VoIP Interoperability
Richard Horrell	TelstraClear	Code Enforcement Framework, Customer Transfer, IP Interconnection, 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 Allen	Vector Communications	UFB
Rocky Ralifo	Vodafone	Number Portability
Roger Grice	Lateral Profiles NZ	Mobile Messaging Services Code
Rohan MacMahon	Crown Fibre Holdings	UFB, VoIP Interoperability
Rory Freeborn	Digital Communications	Mobile Messaging Services Code
Sam Brock-Smith	Snap	UFB, VoIP Interoperability
Sam Price	TelstraClear	Customer Transfer, UFB
Sara Lipanovic	2degrees Mobile	Broadband Product Disclosure
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
Shane Hobson	FXNetwork	UFB
Silvian Serbanescu Oasa	Fronde	Mobile Messaging Services Code
Simon Adams	Telecom	Number Portability
Simon MacDonald	Telecom Wholesale	Customer Transfer
Steve Bruniges	Vodafone	VoIP Interoperability
Steve Fuller	Enable Networks	UFB
Steve McCarthy	Compass	IP Interconnection, VoIP Interoperability
Steve Norman	CallPlus	IP Interconnection
Susan Wells	Forum Administrator	TCF NAD
Susie Stone	Kordia	Customer Complaints (Project Leader), UFB
Tania Shackleton	Telecom Retail	Customer Complaints
Teuila Gaina	Chorus	Customer Transfer
Tim Palmer	2degrees Mobile	Customer Complaints
Traci Hunter	2degrees Mobile	Fraud and Revenue Assurance
Vijyant Suri	Vodafone	IP Interconnection
Wayne Carpentier	Orcon	IP Interconnection
Wayne Stechman	Telecom	Disconnection Code
William Brydon	MBIE	Emergency Services
William Maxwell-Steele	Voyager Internet	Number Portability

e info@tcf.org.nz
t +64 9 475 0203
f +64 9 479 4530
w www.tcf.org.nz

Postal Address
PO Box 302469, North Harbour, Auckland 0751

Physical Address
Building C, Level 1, 14-22 Triton Drive, Albany, Auckland

NZ Telecommunications Forum Incorporated