



TCF Code Compliance Framework

Half Year Report

June 2021

CCF Report

This report contains information on the operation of the TCF Code Compliance Framework (CCF) for the period from December 2020 – June 2021.

The information in this report has been compiled by the TCF Compliance Officer for the TCF Board.

Recommendations

It is recommended that the Board:

- **Note** this report.

Overview

- The end of the Compliance Year is 31 March. The certification process was initiated early May this year due to staff handover. Most companies were successful in meeting the deadline for responses.
- The following companies are in breach of compliance due to unreturned annual certification forms for the year ended 31/03/2021. We have confirmed that we will reporting them as non-compliant to the TCF Board and await the return of their completed certification.
 - Symbio – Broadband Product Disclosure, Customer Complaints, Emergency Services, Scam Calling.
 - Mobile Messaging Code – Bulletin, Connexus, Lateral Corporation and Modica are all non-compliant.

Items to note

In the course of reviewing compliance for the year the Compliance Officer notes the following member companies which are not currently signatories to Codes.

We would expect that these companies should be working towards becoming signatories in this coming compliance cycle.

- Disconnection Code – 2degrees
 - A review of the Disconnection Code is scheduled to commence in August.
- Mobile Messaging Code – Spark
 - This Code is currently under review. The review will deliver reasonable changes to the obligations for signatories to the Code, therefore the focus will be on achieving compliance with the companies noted above and Spark once the review process is completed.
- Customer Transfer Fibre Code (non-regulated) – Chorus, Trustpower, Vocus
 - These companies have indicated that they will become signatories to the next version of the Code which is currently under review.

Three companies have noted that they are partially compliant with a code on their annual self certification forms that they have filed. These are:

- NOW New Zealand Ltd – Disconnection Code and Scam Calling Prevention Code
- Spark – Broadband Product Disclosure Code

- Unison Fibre – Fibre Installation Code

NOW New Zealand Ltd and Spark have stated that they are working towards full compliance, and aim to have this completed by the end of July. Unison Fibre noted that they are non-compliant with the need to provide full metric reports, but should be able to provide these moving forward.

Code Reviews

Code reviews completed

There have been no Code Reviews completed since the last report.

Existing Codes under review

The following Codes currently under review by Working Parties.

- Broadband Product Disclosure Code
- Co-Siting Code
- Customer Complaints Code – review on hold pending Commerce Commission review to be completed November 2021
- Customer Transfer Code – Non-regulated (Fibre)
- Disconnection Code
- Emergency Services Calling Code
- IMEI Blacklisting Code
- Mobile Messaging Code
- Unauthorised Use of Mobile Phones in Prisons Code – on hold

Codes due for review

In accordance with the TCF's two year Code review policy, the following Codes are due for review. The TCF will prioritise the Code reviews in the coming year. Some Codes will not require any amendment and therefore will rollover to the following two year cycle, subject to TCF member approval.

- Code Compliance Framework
- Product Stewardship Re:Mobile Scheme
- Scam Calling Prevention Code

Code Summary

A summary of the TCF Codes and signatories is set out in the Appendix to this Report.

Appendix – TCF Code Summary Report

Code Name:	Broadband Product Disclosure Code
Report Year:	2021

Code Type:	Mandatory	Date Effective:	1/03/2014
Subject to CCF:	Yes	Date Endorsed:	21/10/2013
Code Status:	Active	Next Review Date:	1/09/2018
Number of Signatories:	14	Review Notes:	

Organisation	City	Member	Signatory Status
2Degrees	Auckland	Yes	Current
AWACS Communications (NZ) Limited	Wellington	Yes	Current
Chorus	Auckland	Yes	Current
Enable Networks	Christchurch	Yes	Current
Kordia Limited	Auckland	Yes	Current
Northpower Fibre	Whangarei	Yes	Current
NOW New Zealand Limited	Hawkes Bay	Yes	Current
Spark	Wellington	Yes	Current
Trustpower	Tauranga	Yes	Current
Ultrafast Fibre	Hamilton	Yes	Current
Unison Fibre	Hastings	Yes	Current
Vector Communications	Auckland	Yes	Current
Vocus Communications	Auckland	Yes	Current
Vodafone NZ	Auckland	Yes	Current

Code Name:	Co-Siting Code
Report Year:	2021

Code Type:	Voluntary	Date Effective:	1/12/2007
Subject to CCF:	No	Date Endorsed:	1/12/2007
Code Status:	Active	Next Review Date:	1/12/2021
Number of Signatories:	2	Review Notes:	Review underway

Organisation	City	Member	Signatory Status
Kordia Limited	Auckland	Yes	Current
Vodafone NZ	Auckland	Yes	Current

Code Name: Customer Complaints Code (TDRS)

Report Year: 2021

Code Type: Mandatory Date Effective: 1/03/2016
 Subject to CCF: Yes Date Endorsed: 1/03/2016
 Code Status: Active Next Review Date: 31/03/2021
 Number of Signatories: 16 Review Notes:

Organisation	City	Member	Signatory Status
2Degrees	Auckland	Yes	Current
AWACS Communications (NZ) Limited	Wellington	Yes	Current
Chorus	Auckland	Yes	Current
Enable Networks	Christchurch	Yes	Current
Kordia Limited	Auckland	Yes	Current
Northpower Fibre	Whangarei	Yes	Current
NOW New Zealand Limited	Hawkes Bay	Yes	Current
Primo Wireless	Inglewood	No	Current
Spark	Wellington	Yes	Current
Symbio Networks		Yes	Awaiting Response
Trustpower	Tauranga	Yes	Current
Ultrafast Fibre	Hamilton	Yes	Current
Unison Fibre	Hastings	Yes	Current
Vector Communications	Auckland	Yes	Current
Vocus Communications	Auckland	Yes	Current
Vodafone NZ			Current

Code Name: Customer Transfer Code - non-regulated (Fibre)

Report Year: 2021

Code Type: Voluntary Date Effective: 31/03/2017
 Subject to CCF: Yes Date Endorsed: 31/03/2016
 Code Status: Active Next Review Date: 31/03/2021
 Number of Signatories: 6 Review Notes:

Organisation	City	Member	Signatory Status
2Degrees	Auckland	Yes	Current
Enable Networks	Christchurch	Yes	Current
Northpower Fibre	Whangarei	Yes	Current
Spark	Wellington	Yes	Current
Ultrafast Fibre	Hamilton	Yes	Current
Vodafone NZ	Auckland	Yes	Current

Code Name: Disconnection Code
Report Year: 2021

Code Type: Voluntary Date Effective: 21/10/2016
 Subject to CCF: Yes Date Endorsed: 21/10/2016
 Code Status: Active Next Review Date: 21/10/2018
 Number of Signatories: 4 Review Notes:

Organisation	City	Member	Signatory Status
NOW New Zealand Limited	Hawkes Bay	Yes	Current
Spark	Wellington	Yes	Current
Vocus Communications	Auckland	Yes	Current
Vodafone NZ	Auckland	Yes	Current

Code Name: Emergency Services Calling Code
Report Year: 2021

Code Type: Mandatory Date Effective: 7/05/2015
 Subject to CCF: Yes Date Endorsed: 7/05/2015
 Code Status: Active Next Review Date: 7/05/2018
 Number of Signatories: 15 Review Notes:

Organisation	City	Member	Signatory Status
2Degrees	Auckland	Yes	Current
AWACS Communications (NZ) Limited	Wellington	Yes	Current
Chorus	Auckland	Yes	Current
Enable Networks	Christchurch	Yes	Current
Kordia Limited	Auckland	Yes	Current
Northpower Fibre	Whangarei	Yes	Current
NOW New Zealand Limited	Hawkes Bay	Yes	Current
Spark	Wellington	Yes	Current
Symbio Networks		Yes	Awaiting Response
Trustpower	Tauranga	Yes	Current
Ultrafast Fibre	Hamilton	Yes	Current
Unison Fibre	Hastings	Yes	Current
Vector Communications	Auckland	Yes	Current
Vocus Communications	Auckland	Yes	Current
Vodafone NZ	Auckland	Yes	Current

Code Name: Fibre Installation Code
Report Year: 2021

Code Type: Voluntary Date Effective: 2/04/2020
Subject to CCF: Yes Date Endorsed: 2/04/2020
Code Status: Active Next Review Date: 2/04/2022
Number of Signatories: 8 Review Notes:

Organisation	City	Member	Signatory Status
Chorus	Auckland	Yes	Current
Enable Networks	Christchurch	Yes	Current
Spark	Wellington	Yes	Current
Trustpower	Tauranga	Yes	Current
Ultrafast Fibre	Hamilton	Yes	Current
Unison Fibre	Hastings	Yes	Current
Vocus Communications	Auckland	Yes	Current
Vodafone NZ	Auckland	Yes	Current

Code Name: IMEI Blacklisting Code
Report Year: 2021

Code Type: Voluntary Date Effective: 28/07/2016
Subject to CCF: Yes Date Endorsed: 28/07/2016
Code Status: Active Next Review Date: 10/09/2022
Number of Signatories: 3 Review Notes:

Organisation	City	Member	Signatory Status
2Degrees	Auckland	Yes	Current
Spark	Wellington	Yes	Current
Vodafone NZ	Auckland	Yes	Current

Code Name: International Mobile Roaming Code
Report Year: 2021

Code Type: Voluntary Date Effective: 14/06/2018
 Subject to CCF: Yes Date Endorsed: 14/06/2018
 Code Status: Active Next Review Date: 14/06/2020
 Number of Signatories: 3 Review Notes:

Organisation	City	Member	Signatory Status
2Degrees	Auckland	Yes	Current
Spark	Wellington	Yes	Current
Vodafone NZ	Auckland	Yes	Current

Code Name: Mobile Messaging Services Code
Report Year: 2021

Code Type: Voluntary Date Effective: 11/09/2014
 Subject to CCF: Yes Date Endorsed: 11/09/2014
 Code Status: Active Next Review Date: 11/09/2021
 Number of Signatories: 8 Review Notes: Review underway

Organisation	City	Member	Signatory Status
2Degrees	Auckland	Yes	Current
Bulletin.Net	Auckland	No	Awaiting Response
Connexus Interactive		No	Awaiting Response
Sinch		No	Current
Lateral Corporation	Auckland	No	Awaiting Response
Modica Group		No	Awaiting Response
Qrious		No	Current
Vodafone NZ	Auckland	Yes	Current

Code Name: Product Stewardship Scheme
Report Year: 2021

Code Type: Voluntary Date Effective: 8/07/2016
Subject to CCF: Yes Date Endorsed: 8/07/2016
Code Status: Active Next Review Date: 8/07/2021
Number of Signatories: 3 Review Notes:

Organisation	City	Member	Signatory Status
2Degrees	Auckland	Yes	Current
Spark	Wellington	Yes	Current
Vodafone NZ	Auckland	Yes	Current

Code Name: Scam Calling Prevention Code
Report Year: 2021

Code Type: Voluntary Date Effective:
Subject to CCF: Yes Date Endorsed: 1/10/2018
Code Status: Active Next Review Date: 1/10/2021
Number of Signatories: 7 Review Notes:

Organisation	City	Member	Signatory Status
2Degrees	Auckland	Yes	Current
NOW New Zealand Limited	Hawkes Bay	Yes	Current
Spark	Wellington	Yes	Current
Symbio Networks		Yes	Awaiting Response
TNZI		No	Current
Vocus Communications	Auckland	Yes	Current
Vodafone NZ	Auckland	Yes	Current

Code Name: Unauthorised Use of Mobile Phones in Prisons Code
Report Year: 2021

Code Type: Voluntary Date Effective: 7/11/2008
 Subject to CCF: No - implementa Date Endorsed: 7/11/2008
 Code Status: Active Next Review Date: 30/06/2021
 Number of Signatories: 4 Review Notes: Review underway

Organisation	City	Member	Signatory Status
2Degrees	Auckland	Yes	Current
Kordia Limited	Auckland	Yes	Current
Spark	Wellington	Yes	Current
Vodafone NZ	Auckland	Yes	Current