



TCF Code Compliance Framework

Half Year Report

May 2022

CCF Report

This report contains information on the operation of the TCF Code Compliance Framework (CCF) for the period from November 2021 – April 2022.

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. All companies have now returned their annual self certification forms the current compliance year.

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 due.
- 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.

Four companies have noted issues with their compliance over the past year on their annual self certification forms that they have filed. These are:

- 2degrees – International Mobile Roaming Code. 2degrees noted that there was a short period during the previous year when a small number of customers may or may not have received the SMS message required by clause 9.1 of the Code, but that the issue was rectified when identified.
- Chorus – Fibre Installation Code. Chorus noted that some of the network operator targets were not met due to impacts from Covid 19 and field services transition.
- Enable – Fibre Installation Code. Enable noted that some of the network operator targets were not met due to impacts from Covid 19.
- Trustpower – Fibre Installation Code. Trustpower noted they were 2% below meeting one of their RSP targets, due to scenarios which impact their ability to submit orders to the Network Providers, which add manual steps to the otherwise automated process. Trustpower stated that they will continue to work collaboratively with industry and improve internal processes to deliver the best customer experiences, and that they have shown improvement since the previous compliance year.

Code Reviews

New Codes

There have been two new industry Codes published since the last Compliance Report, which have been developed out of the Commerce Commission's Guidelines that were issued to the telecommunications industry on marketing alternative telecommunications services during the transition away from copper-based services (the [Guidelines](#)).

The Copper and PSTN Transition Code sets out requirements that RSPs must meet when their customers are transitioning away from copper-based services due to copper withdrawal, PSTN switch off or a commercial decision means copper services will no longer be available in that area. This Code was published on 7 April 2022 and came into effect on 7 May 2022. The following six organisations, including one who is not a TCF member, have opted to become signatories to this Code so far:

- 2degrees
- Mercury
- Prodigy Technology Services Limited
- Spark
- Vocus
- Vodafone.

The Broadband Marketing Code requires providers who market broadband services to ensure that the information about the technical and performance characteristics of the broadband service is presented in a clear, accurate and up-to-date way. This Code was endorsed on 30 April 2022, and the signatory process is currently underway.

Code reviews completed

There have been two Code reviews completed since the last Compliance Report.

The Broadband Product Disclosure Code review has been completed. The updated Code has been published and the Code signatory process is underway, with signatory forms due back by 13 May. This is a mandatory Code so all TCF members are obliged to become signatories. Currently there are two TCF Members who have not yet returned signatory forms:

- NOW
- Symbio

These organisations have both been in contact with the Compliance Officer, and we anticipate the return of their signatory forms shortly.

The Customer Complaints Code has had interim amendments made as part of the TDRS review. The amended Code has been published and the signatory process completed. This is also a mandatory Code, and all TCF members have signed up and completed self certification forms for the amended Code.

Existing Codes under review

The following Codes currently under review by Working Parties.

- Co-Siting Code.
- Customer Complaints Code – interim amendments to the Code were made in December 2021 as part of the Commerce Commission review, however the full Code review will be undertaken this year.

- Customer Transfer Code Non-regulated (Fibre) – the review of this Code has been completed and the Working Party has approved it to be submitted to the TCF Board for endorsement.
- Emergency Services Calling Code – the reviewed Code has been out for public consultation and the Working Party are making final amendments to the Code following consideration of the submissions received.
- Scam Calling Prevention Code.

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
- Disconnection Code
- IMEI Blacklisting Code
- Unauthorised Use of Mobile Phones in Prisons 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:	2022

Code Type:	Mandatory	Date Effective:	7/07/2022
Subject to CCF:	Yes	Date Endorsed:	7/04/2022
Code Status:	Active	Next Review Date:	7/07/2023
Number of Signatories:	16	Review Notes:	To be reviewed 12 months after coming into effect, alongside the Broadband Marketing Code.

Organisation	City	Member	Signatory Status
2Degrees	Auckland	Yes	Awaiting Response
AWACS Communications (NZ) Limited	Wellington	Yes	Current
Chorus	Auckland	Yes	Current
Enable Networks	Christchurch	Yes	Awaiting Response
Kordia Limited	Auckland	Yes	Current
Mercury NZ Limited	Auckland	Yes	Awaiting Response
Northpower Fibre	Whangarei	Yes	Current
Spark	Wellington	Yes	Awaiting Response
Trustpower	Tauranga	Yes	Current
Tuatahi First Fibre	Hamilton	Yes	Current
Unison Fibre	Hastings	Yes	Awaiting Response
Vector Communications	Auckland	Yes	Current
Vocus Communications	Auckland	Yes	Awaiting Response
Vodafone NZ	Auckland	Yes	Awaiting Response

*Note that due to the timing of the signatory process for the updated Broadband Product Disclosure Code, the initial self certification forms for this Code are not yet due.

Code Name:	Co-Siting Code
Report Year:	2022

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:	Copper and PTSN Transition Code
Report Year:	2022

Code Type:	Voluntary	Date Effective:	6/05/2022
Subject to CCF:	Yes	Date Endorsed:	7/04/2022
Code Status:	Active	Next Review Date:	7/05/2023
Number of Signatories:	6	Review Notes:	To be reviewed 12 months after coming into effect.

Organisation	City	Member	Signatory Status
Vocus Communications	Auckland	Yes	Current
Prodi Technology Services Limited		No	Current
2Degrees	Auckland	Yes	Current
Spark	Wellington	Yes	Current
Mercury NZ Limited	Auckland	Yes	Current
Vodafone NZ	Auckland	Yes	Current

Code Name:	Customer Complaints Code (TDRS)
Report Year:	2022

Code Type:	Mandatory	Date Effective:	31/01/2022
Subject to CCF:	Yes	Date Endorsed:	10/12/2021
Code Status:	Active	Next Review Date:	31/01/2024
Number of Signatories:	17	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
Mercury NZ 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	Current
Trustpower	Tauranga	Yes	Current
Tuatahi First 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:	Customer Transfer Code - non-regulated (Fibre)
Report Year:	2022

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:	7	Review Notes:	

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

Code Name:	Disconnection Code		
Report Year:	2022		

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:	2022		

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:	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
Mercury NZ Limited	Auckland	Yes	Current
Northpower Fibre	Whangarei	Yes	Current
NOW New Zealand Limited	Hawkes Bay	Yes	Current
Spark	Wellington	Yes	Current
Symbio Networks		Yes	Current
Trustpower	Tauranga	Yes	Current
Tuatahi First 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:	2022		

Code Type:	Voluntary	Date Effective:	
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
Tuatahi First 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:	2022		

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:	2022		

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: 2022

Code Type: Voluntary Date Effective: 18/11/2021
 Subject to CCF: Yes Date Endorsed: 18/11/2021
 Code Status: Active Next Review Date: 18/11/2023
 Number of Signatories: 8 Review Notes:

Organisation	City	Member	Signatory Status
2Degrees	Auckland	Yes	Current
Bulletin.Net	Auckland	No	Current
Connexus Interactive		No	Current
Sinch		No	Current
Modica Group		No	Awaiting Response
Vodafone NZ	Auckland	Yes	Current
Spark	Wellington	Yes	Current
Soprano Design		No	Current

*Note that Modica Group signed up to the Mobile Messaging Service Code late, and as such their initial self certification form is not yet due.

Code Name: Product Stewardship Scheme
Report Year: 2022

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: 2022

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	Current
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: 2022

Code Type: Voluntary Date Effective: 7/11/2008
 Subject to CCF: No - implementation in progress 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