



# **TCF Code Compliance Framework**

**Half Year Report**

**November 2021**

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# CCF Report

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

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

## Recommendations

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It is recommended that the Board:

- **Note** this report.

## Overview

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- The end of the Compliance Year is 31 March.
- The following companies are in breach of compliance due to unreturned annual certification forms for the year ended 31/03/2021.
  - Mobile Messaging Code – Bulletin, Connexus, Lateral Corporation and Modica.

## Items to note

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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 was scheduled to commence in August but this not been progressed due to prioritisation of other Code reviews.
- Mobile Messaging Code – Spark
  - This Code has been reviewed and is being presented to the Board for Approval in November. Once the Code has been endorsed, we will work on achieving compliance with Spark the other companies noted above.
- 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.

## Code Reviews

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### Code reviews completed

Since the last Compliance Report, the Mobile Messaging Services Code Review has been completed. The reviewed Code is being presented to the Board for endorsement at the November meeting.

## Existing Codes under review

The following Codes currently under review by Working Parties.

- Broadband Product Disclosure Code
- Co-Siting Code
- Customer Complaints Code
- Customer Transfer Code – Non-regulated (Fibre)
- Emergency Services Calling Code
- 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
- Unauthorised Use of Mobile Phones in Prisons Code
- IMEI Blacklisting 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	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			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	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

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**Code Name:** Fibre Installation Code  
**Report Year:** 2021

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
Ultrafast Fibre	Hamilton	Yes	Current
Unison Fibre	Hastings	Yes	Current
Vocus Communications	Auckland	Yes	Current
Vodafone NZ	Auckland	Yes	Current

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**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

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**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

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**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



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**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

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**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	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:** 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