



TCF Annual Report 2021

Telecommunications
Enabling New Zealand's future





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A message from our CEO

If there is one silver lining to take from the year we've had, it's that New Zealand's ability to work remotely is second to none, thanks in no small part to the telecommunications networks and services we have on offer.

The COVID-19 pandemic forced massive changes in the way we all learn, earn and live and as a result, broadband and mobile usage surged to new heights.

Could you imagine coping with lockdown without broadband? Between the Zoom calls and Teams meetings for work, online classrooms and the all-important binge watching of television, movies and videos, many Kiwis came to rely heavily on their telco services - and the industry stepped up to deliver. For the first time, New Zealand got a taste of the digital future that allows us to lock down the country, yet keep the economy going at the same time.

Now we've established that the New Zealand economy can rely on its digital infrastructure, it's time to hit the accelerator and see just what the digital industry can bring to the country.

The "professional scientific and technical services" category is the largest sector of the New Zealand economy weighing in at \$24.4 billion a year and that's before you add in all the sectors that our digital platform enables: finance, retail, education and training and so on. New Zealand has taken to the digital age with gusto.

As you would expect, the telecommunications sector has invested heavily in this essential infrastructure. New Zealand boasts the fourth highest level of investment in telecommunications in the OECD (as a

percentage of GDP) and consumers benefit from a wide range of competitive offerings. Compare this with the telco world of 2001 when the TCF was first introduced and the difference is breath-taking.

New Zealand has the highest fibre uptake rate in the developed world and between the government-subsidised Ultra-Fast Broadband (UFB) roll-out, Rural Broadband Initiative (RBI) and Mobile Black Spot Fund (MBSF) initiatives the country is on target to deliver much better broadband and mobile coverage to 99.8% of New Zealanders by 2023.


Yet there's still more we can all do.

It is critical that all New Zealanders have the opportunity to participate in a digital society, yet some members of our communities are still not able to access digital services online.

Online banking, booking doctors' appointments, doing homework, finding a plumber or even looking for work or working from home - all these things we do online and often without thinking twice about them, yet for many New Zealanders this still seems science fiction.

TCF members have a number of programmes in place to help and support everyone in the community and to provide access to the world through these networks. It's important we take everyone on this digital journey with us because it's only by working together that we as a nation, as a community, can flourish.

That's one of the key tenets of the forum itself - collaboration. By working together, the industry can deliver better services to more customers in more places around the country.



The TCF plays an important role in engaging with government officials and regulators, educating the public, and safeguarding consumers' interests through codes and procedures on industry-wide issues such as customer switching, blocking scam callers and providing customer dispute resolution services.

During the year the TCF has grown. We welcomed WISPA-NZ, which represents 28 Wireless Internet Service Providers, as an Associate Member and look forward to working with this new and exciting part of the industry in a collaborative way.

The year ahead will no doubt hold many challenges both for the sector and for the world at large. The good news is that the telco sector as a whole is in great shape and that's in large part down to the excellent work of my predecessor, Geoff Thorn. Geoff led the TCF for seven years, through the bulk of the UFB and RBI deployments and a period of significant regulatory change. I'd like to personally thank Geoff for all his work in this regard – it's no mean feat to sit around the table and bring together as diverse a range of companies and organisations as we have in the telco sector, let alone produce a working solution at the end of it all. My hat is off to you.

Twenty years ago, I attended the Knowledge Wave conference and felt the excitement in the air at the thought of a New Zealand digital economy. The idea that we could build products and services in New Zealand and sell them around the world, that we could scale up and compete on a level playing

field with the US, with Europe, with Russia, with China seemed a pipe dream and an aspiration we could only admire from afar.

Today we are a long way down that path. We have a vibrant tech sector, we produce companies that have changed the way we work and play, we have created billion-dollar businesses from the bach. COVID has shown us that Kiwis can flourish under the harshest of conditions, and not just in the main centres. Innovation and growth take place just as readily in the regions as they do in the big cities and we are starting to wake up to the possibilities.

It's an exciting prospect, and an exciting time to be getting back into the sector. I for one can't wait.



Paul Brislen, CEO

New Zealand Telecommunications
Forum (TCF)

Snapshot: New Zealand's telecommunications industry

In 2020:



155,000 more homes and businesses

are able to connect to UFB fibre – up 9%.

84% of New Zealanders can now access UFB, with 63%¹ connected.



137 new rural mobile cell towers

went live, bringing faster wireless broadband to 17,000 more rural homes and businesses, as well as new mobile coverage to 25 tourist hotspots and a further 429km of state highways.



Fixed broadband data average monthly usage grew 37%

while the number of connections rose by 4%.



Mobile data average monthly usage grew 22%

while mobile calling grew 4% but texting was down 12%.

Mobile connections rose by 3% to 6.2m.



Homes with a landline phone fell a further 12%

Over half of NZ homes no longer have a landline and of those that still do, only a third have a traditional copper line connection (the rest are connected via their broadband connection).



New Zealand ranked 3rd in the world

in the Mobile Connectivity Index, retaining a top 3 ranking for sixth year in a row.



New Zealand ranked 12th in the world

for overall digital connectivity in the Global Connectivity Index 2020², up from 13th a year earlier and 14th in 2017.



Prices for the most popular consumer broadband and mobile plans remain close to or below OECD averages.

Sources: Commerce Commission, Crown Infrastructure Partners, industry data.

1. Crown Infrastructure Partners Quarterly Broadband updates <https://www.crowninfrastructure.govt.nz/about/publications/>

2. <https://www.huawei.com/minisite/gci/en/index.html>

Telecommunications: Enabling New Zealand's Future

COVERAGE AND CONNECTIVITY

Telecommunications makes a significant contribution to people's wellbeing and the economy. It is a key enabler for digitisation and a platform to be used by other infrastructure and services. Every year telecommunications providers invest approximately \$1.6 billion³ in new infrastructure and services, and Statistics NZ estimates the telecommunications and information media services sector contributes approximately \$7 billion annually⁴ to the New Zealand economy.

In recent years New Zealand has had the highest fibre uptake rate in the developed world.

The Government-subsidised Ultra-Fast Broadband (UFB) roll-out, Rural Broadband Initiative (RBI) and Mobile Black Spot Fund (MBSF) initiatives are all effective partnerships between the telecommunications industry and the Government.

Fixed-Line Services

The Ultra-Fast Broadband (UFB) programme is one of the largest and most ambitious infrastructure projects ever undertaken in New Zealand. With the first phase of the UFB now complete (UFB1), UFB2 is underway and will see around 87% of New Zealanders, in over 412 towns and cities, able to access fibre by the end of 2022⁵.

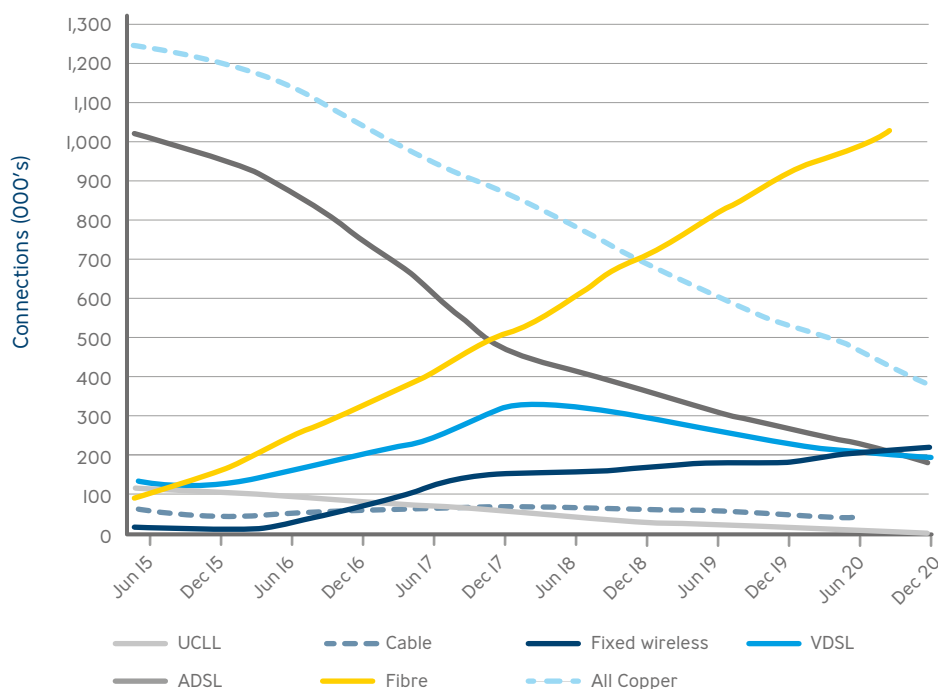
Fixed-line technology continues its upward trend with increasing fibre and fixed wireless connections across the country, whilst the total copper broadband connections dropping by 24%.

Mobile Services

Strong competition across industry has led to mobile coverage being delivered to 98.5% of where people live and work, soon to grow to 99.8%. Mobile infrastructure and capability are becoming increasingly relied on to enable innovation across the business, health and education sectors.

5G technology being rolled out by the three mobile network operators will established a strong foundation

Figure 1: Fixed-line broadband connections by technology



Source: Chorus, CIP, annual telecommunications questionnaire

3. https://comcom.govt.nz/_data/assets/pdf_file/0030/247377/2020-Annual-Telecommunications-Monitoring-Report-Revised-version-16-March-2021.pdf

4. <https://www.stats.govt.nz/tools/which-industries-contributed-to-new-zealands-gdp-2019> data

5. Crown Connectivity Update - QUARTERLY CONNECTIVITY UPDATE Q2: to 30 JUNE 2021

for the ever-increasing expansion of the Internet of Things (IoT) to deliver economic, educational and social benefits for New Zealanders.

In the latest Mobile Connectivity Index published September 2020⁶, the Global Mobile Industry Association (GSMA) ranked New Zealand third (behind Australia and Singapore) out of 170 countries. The GSMA index is based on four key enablers: infrastructure, affordability, consumer readiness, and content and services.

New Zealand was also ranked third last year and has retained a top 3 ranking in the index for each of the past six years.

Mobile services continues to expand across the country providing rural coverage, both through the fibre rollout

“Industry has invested \$15.7 billion over the past decade”

and joint investment in new mobile sites through the Rural Connectivity Group (RCG). The RCG has connected more than 250 sites in the last three years across New Zealand.

BROADBAND SPEEDS AND DATA USAGE

New Zealand telecommunication providers continue to deliver fast and reliable broadband services, exceeding OECD averages with New Zealanders having an immense appetite for data and continuing to enjoy high-speed broadband plans. New Zealanders are now consuming

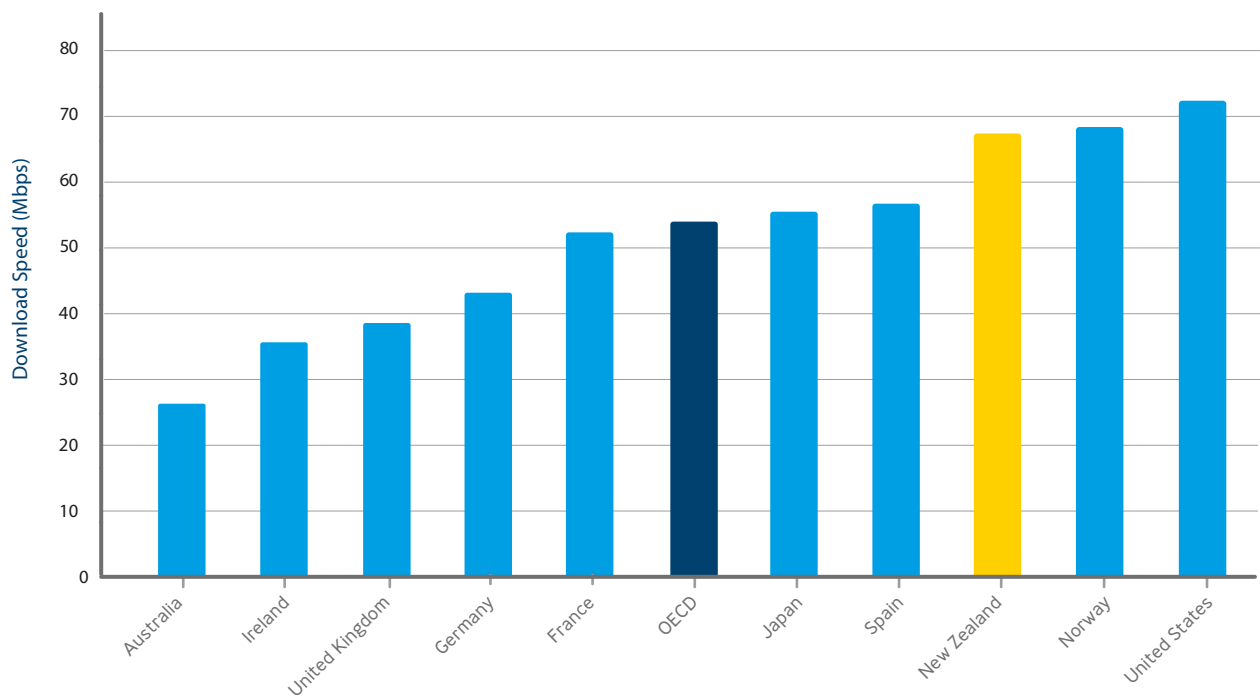
an average of 3.29GB of mobile data per connection per month up 22% from the previous year⁷.

Chorus reported at the end of June the average connection speed on their network was 202Mbps, up from 10Mbps in 2011 and 100 Mbps in 2019. The average monthly data used by fibre customers across the Chorus network reached 500GB or half a terabyte⁸.

In 2020, New Zealand ranked 12th in the OECD with respect to broadband download speeds. Figure 2 depicts average download speeds of a selection of countries reported by the OECD.

Figure 3 represents speeds measured across broadband plans through the Measuring Broadband New Zealand programme (March 2021)⁹.

Figure 2: Average broadband download speed



Source: 2020 Annual Telecommunications Monitoring Report

6. <https://www.mobileconnectivityindex.com/>

7. https://comcom.govt.nz/_data/assets/pdf_file/0030/247377/2020-Annual-Telecommunications-Monitoring-Report-Revised-version-16-March-2021.pdf

8. Chorus media release 12 July 2021: <https://company.chorus.co.nz/fibre-customers-exceed-half-terabyte-data>

9. https://comcom.govt.nz/_data/assets/pdf_file/0030/257952/MBNZ-Autumn-Report-2021-24-June-2021.pdf

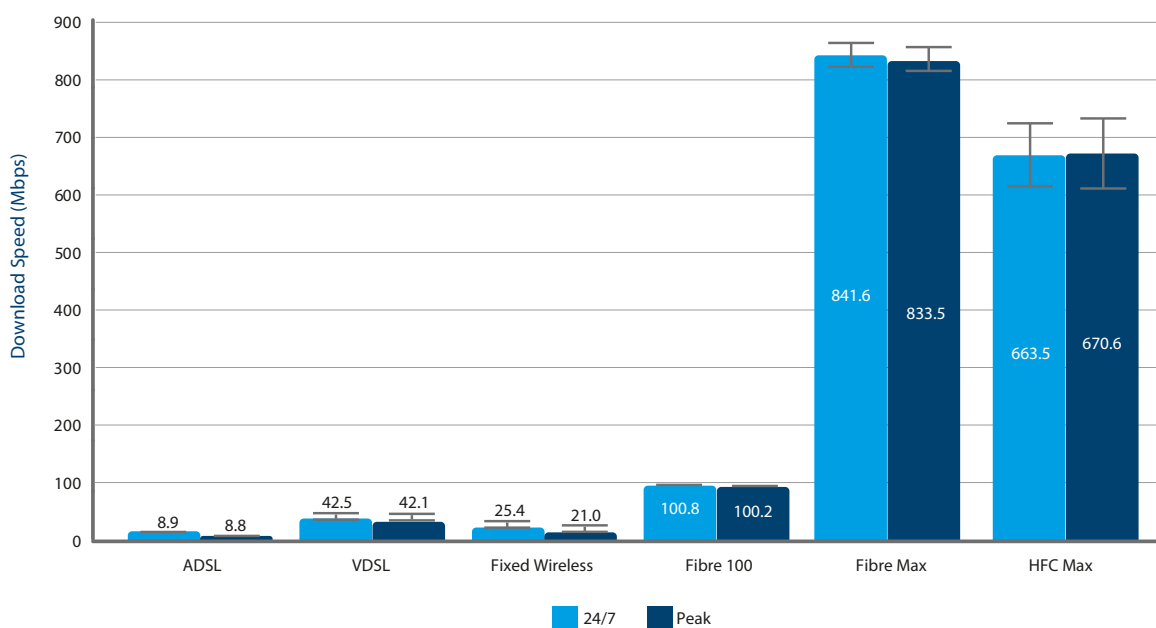
REGULATORY LANDSCAPE

Against this positive background, it is essential the industry remains sustainable. The latest Commerce Commission industry monitoring report¹⁰ shows the industry has invested \$15.7 billion over the past decade, yet in that same period industry revenue has remained essentially flat (at around \$5 billion per year). Our members face ongoing challenges to achieve the necessary financial returns to invest in even better networks and services for the future, as their customers and indeed all New Zealanders rightfully expect.

The year ahead will see a number of regulatory challenges for the telecommunications sector with the Resource Management Act reform heralding changes across local and central government to achieve new environmental and social objectives. The TCF will be monitoring the progress of this work to support consistent national standards for planning and resource consents to positively enable the continued build and upgrade of telecommunications network infrastructure and continue to bring significant social and economic benefits to New Zealanders.



Figure 3: Average download speed by plan



Source: Measuring Broadband New Zealand Autumn Report, June 2021

10. https://comcom.govt.nz/_data/assets/pdf_file/0030/257952/MBNZ-Autumn-Report-2021-24-June-2021.pdf



PRICE OF TELECOMMUNICATIONS SERVICES

Telecommunication consumers continue to benefit from a competitive telecommunications environment by having a wide range of plan options available across the different telecommunication technologies.

The latest Statistics New Zealand Consumer Price Index¹¹ shows that while there has been an overall increase of 1.5 percent for the year of Q12020 to Q12021, the price of telecommunications services

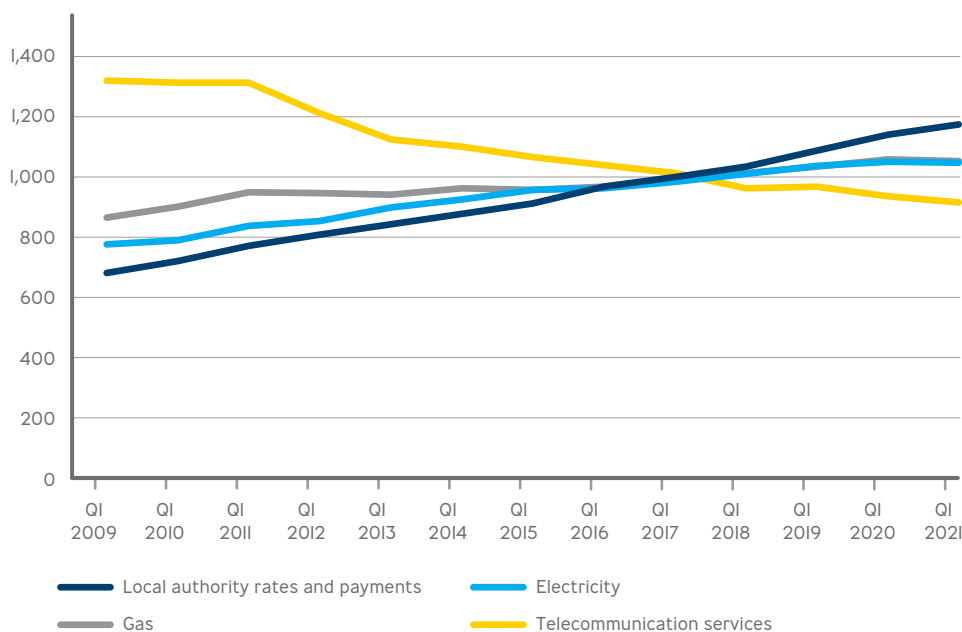
decreased (by 2.2 percent). In comparison local authority rates and payments continue to rise year on year, while electricity and gas have dropped slightly this year.

New Zealand is ranking well against other OECD country for the prices of a number of services. Prices on the cheapest high user and ultra-high user broadband only plans, and the broadband and voice bundles, have decreased against OECD benchmarking prices according to the Commerce Commission’s Annual Telecommunications Monitoring Report 2020¹².

For what is considered an entry level or medium level mobile plan, New Zealand is cheaper than other countries, by between 25 and 12 percent lower than the OECD average, however for higher level plans, New Zealand ranks around 11 percent higher than the OECD average.

For an ultra-high speed broadband connection, New Zealand offers very good value for consumers – around 34 percent below the OECD average.

Figure 4: Consumer Price Index: Telecommunications vs. Utilities



Source: Statistics New Zealand Consumer Price Index

11. <https://www.stats.govt.nz/indicators/consumers-price-index-cpi>

12. https://comcom.govt.nz/_data/assets/pdf_file/0030/247377/2020-Annual-Telecommunications-Monitoring-Report-Revised-version-16-March-2021.pdf

CONSUMER FOCUS

An important area of the TCF's work is to improve consumer outcomes and to provide support and education to enable consumers to get the best out of their telecommunication services:

- Education about the telecommunications industry through the TCF website and Let's Talk Telco Facebook page (recent projects include consumer communications around changing technologies relating to the 111 Contact Code and Copper Withdrawal Code)
- IMEI look up service on the TCF website to check if a mobile handset has been blacklisted
- Requiring all of its members to join the free and independent Telecommunications Dispute Resolution Scheme (TDR)
- RE:MOBILE mobile phone recycling scheme
- Facilitating number porting to allow consumers to change service providers while still keeping the same phone number
- Facilitate cross industry initiatives to combat scams and fraudulent activity.
- TCF Scam Calling Code establishes operational processes to monitor and respond to scam calling blocking numbers to limit possible harm to consumers.
- To reduce complexity for consumers when choosing a broadband plan, the TCF Broadband Product Disclosure Code ensures those providers of broadband services standardise the way their plans are presented to consumers.



ENABLING CHOICE

Ensuring that consumers have a choice of telecommunications service providers, is imperative to a competitive industry.

The TCF facilitates Local and Mobile Number Portability (LMNP) which gives New Zealand consumers and businesses the ability to easily switch service providers and keep their existing local or mobile phone number. Since the inception of LMNP in 2007, over 5.8 million fixed and mobile numbers have been ported, with 462,625 ports occurring in 2020.

SCAM AND FRAUD PREVENTION

Fraud and Scam prevention is a key area of focus for the TCF, and the industry actively works to reduce the harm to consumers. Members of the TCF work collaboratively with the New Zealand Police, Netsafe, CERT NZ and other industry sectors, like banking, to increase consumer awareness of this type of crime and how consumers can report it.

The industry's blacklisting service prevents criminals profiting from

phone theft. Devices that have been lost, stolen or obtained through fraud are blacklisted and will no longer work on any New Zealand mobile network. The TCF runs a free look-up service via its website, so consumers can check the IMEI number of a handset to see whether it has been blacklisted, before purchasing it.

“Since 2007, over 5.8 million fixed and mobile numbers have been ported.”

The TCF has formalised a range of processes already in place for the industry to deal with instances of scam callers, in the form of a Scam Calling Prevention Code. The Code creates a consistent approach to identifying, verifying and blocking scam calls, and is aimed at reducing the number of instances of scam calls received by consumers, while minimising the impact of traffic monitoring on legitimate calls.

To help streamline notification processes about scam calls which enable telecommunications service providers to block scam call numbers, the Code allows relevant third-parties to contribute to the scam blocking process by providing information directly to the industry about known telephone numbers being used for scam purposes. The TCF has signed memorandum of understandings with a number of New Zealand banks, CERT NZ, Netsafe and IRD to enable them to provide scam call notifications to telecommunications service providers so those numbers can be blocked.

In addition to this, the TCF is part of the Government's Interagency Fraud Group (IFG) working on initiatives that can help educate and protect consumers from internet and phone fraud.

Finally, the TCF is also working with the banking sector on a new process to prevent Number Portability Scams, a relatively new (and uncommon) type of scam that has arisen in New Zealand.





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ENVIRONMENTAL RESPONSIBILITY

Sustainability and product stewardship are key areas of focus for the telecommunications industry and the TCF will be working in partnership with the Ministry for the Environment to implement changes required under the amended Waste Minimisation Act 2020.

The TCF's product stewardship, includes its RE:MOBILE scheme which collects and recycles unwanted mobile phones in partnership with the mobile network operators 2degrees, Spark and Vodafone. Proceeds are donated to the New Zealand charity Sustainable Coastlines.

In the 2021 financial year, RE:MOBILE collected 66,867 mobile devices; saving approximately 12 tonnes of hazardous waste, including lithium ion batteries, from going to landfill. These phones are either refurbished and on-sold to emerging markets, or recycled, with over 96 percent of components re-used in the circular economy.

Since 2014 the scheme has:



Over **602,000** mobile phones collected since 2014



107.9 tonnes of waste diverted from landfill



232 tonnes of carbon dioxide emissions prevented



Over **\$172,000** raised for Sustainable Coastlines since 2014

CONSUMER DISPUTES RESOLUTION SERVICE

If customers have issues relating to their telecommunications services, they are able to make a complaint to the Telecommunications Dispute Resolution (TDR) service.

The TDR was established by the TCF in 2007 to protect consumers and build confidence in the industry. Since 2007, the TDR has helped over 20,000 consumers solve disputes.

In order to remain independent, the TDR is operated by FairWay Resolution Limited. It is mandatory for members

of the TCF to be a part of the TDR scheme. TDR members are required to promote the free service in their communications with their customers.

“Since 2007, the TDR has helped over 20,000 consumers solve disputes”

In 2019/20 the TDR resolved 2,812 complaints and enquiries from consumers. Of those, 98 percent of the enquiries were

resolved promptly with service providers working directly with customers, and did not result in formal complaints to the TDR.

Consumers have a high level of satisfaction with the TDR which is evident by its Net Promoter Score of +73. Billing remains the top complaint (34 percent of complaints) followed closely by customer services complaints (32 percent).

The Commerce Commission published their 111 Contact Code and Copper Withdrawal Code in 2020 and TDR is the official dispute resolution provider for complaints relating to these codes.



About the TCF:

THE TCF AT A GLANCE

The TCF actively fosters co-operation and collaboration amongst the telecommunications industry across regulatory, technical and policy issues in order to get the best outcomes for consumers. It provides a forum in which industry experts can create practical, efficient solutions to issues and develop industry codes. The compliance of signatories to TCF codes is managed under the TCF Code Compliance Framework.

KEY INFORMATION:

- The TCF operates on the basis of consensus decision making
- Represents the industry's views on a range of important issues
- 16 members, structured in a tier system based on revenue
- Membership represents over 95 percent of the telecommunications industry by customer numbers (higher by revenues)
- Comprises: network operators, retailer service providers and mobile operators
- Operates via working groups of experts to develop self-regulatory codes that govern how the industry cooperates for the benefit of consumers.





Working party projects 2020/21

The TCF works to improve and standardise the processes and practices used across the telecommunications industry. Representatives from telecommunications providers form working parties, administered by the TCF, which advise on industry best practice. A series of formalised codes, standards and schemes are then created for the rest of the industry to follow.

THE CURRENT TCF WORKING PARTY PROJECTS ARE:

- **ABANDONED CONNECTION CODE:** Developing an industry agreed process for customers moving into a property where there is an existing intact connection.
- **BROADBAND PRODUCT DISCLOSURE CODE:** A review of the Code will take place once the Commerce Commission's Measuring Broadband New Zealand programme has been fully rolled out.
- **CONSUMER DATA RIGHT:** To establish a framework to facilitate the provision of information that can be used for comparison that fairly and accurately compares mobile plans for consumers through standardised formats and establishing key principles for how that information should be interpreted and used.
- **CO-SITING CODE:** Undertaking the bi-annual review of the TCF Co-siting code.
- **MOBILE MESSAGING CODE:** Completing a review of the Mobile Messaging Services Code to ensure it is fit for purpose with current industry best practice and aligns to changes within the mobile messaging market.
- **NUMBER PORTABILITY USER GROUP:** Industry representatives from all carriers work together to ensure the porting process is seamless and any issues are resolved swiftly.
- **PREMISES WIRING GUIDELINES:** Updating the TCF Premises Wiring Guidelines to align with current practice.
- **PRODUCT STEWARDSHIP:** Working to align the RE:MOBILE scheme with the new accreditation process developed by the Ministry for the Environment under the amended Waste Minimisation Act and consider how other telecommunication products get included into a product stewardship scheme.
- **SCAM CALL BLOCKING:** Coordinating a streamlined approach to stop phone scams to NZ customers.
- **VULNERABLE END USER CODE:** Developing industry best practice for end users who have identified themselves as a vulnerable end user for the purposes of fault management and new service installation.

TCF codes, standards, schemes and current projects at a glance 2021

DOCUMENT	PURPOSE	SUPPORTING SECTOR		
		CONSUMERS	GOVERNMENT	INDUSTRY
	Codes			
Abandoned Services Code	To enable the connection of end user's copper or fibre telecommunication services when they are moving house and transferring their telecommunication services to their new property (home) in the scenario when intact services are still connected at that property.	●		●
Broadband Product Disclosure Code	This Code provides minimum standards of information on how fixed line, mass market broadband services are described to consumers, to allow consumers to more easily compare broadband plans between service provider. Includes: Guidelines for Traffic Management and Service Restrictions.	●		●
Code Compliance Framework Code	Describes the framework to enable the industry to self-regulate, promote compliance with TCF Codes and increase consumer confidence in the provision of Telecommunications Services.	●		●
Co-siting Code	To enable a cooperative approach to co-siting radio & mobile communications equipment applies where the landlord requires the consent of the original party before granting rights to the Co-Siting Party.			●
Customer Complaints Code (TDRS)	To enable the prompt, effective and independent resolution of customer complaints and to identify systemic issues arising from disputes and determinations.	●		●
Customer Transfer Code – Copper	To facilitate a seamless transfer of a customer's telecommunications services between service providers that is consistent with the purpose and provisions of the Telecommunications Act.	●		●
Customer Transfer Code – Fibre	To define the process for transferring a customer's fibre telecommunications services between retail service providers, and to ensure that this is a seamless process for the customer.	●		●
Disconnection Code	To provide disconnection standards to enable retail service providers to develop and implement fair and consistent disconnection policies to their residential customers.	●		●
Emergency Services Calling Code	To specify call quality and customer information standards for voice calls to emergency services to improve the delivery of emergency calls and promote user confidence in emergency services calling.	●	●	●

Fibre Installation Code	To ensure nationally consistent processes for the installation of fibre services at a consumer's premises by describing an agreed set of requirements during the end-to-end customer journey to deliver the agreed good customer experience.	●		●
IMEI Blacklisting Code	To discourage the theft and fraudulent acquisition of mobile handsets by disconnecting the handsets from all mobile networks in NZ and some overseas jurisdictions. Applicable to only mobile network operators.	●		●
International Mobile Roaming Code	To help raise awareness of consumers of IMR services about tariffs and likely costs for mobile roaming.	●		
Mobile Messaging Services Code	To encourage the responsible delivery of Messaging Services that are compliant with legal and regulatory obligations.	●		
Product Stewardship Scheme for RE:MOBILE	Operational requirements for the RE:MOBILE product stewardship scheme for the re-use and recycling of mobile phones.	●		
Scam Call Prevention Code	Sharing of information across providers to enable the policing of phone scammers to reduce the number of phone scams operating in New Zealand and reaching consumers.	●		●
Unauthorised Use of Mobile Phones in Prisons Code	To provide an agreed basis upon which the unauthorised use of mobile phones in prisons can be controlled through the use of interference generating transmitters or 'jammers'.		●	
Vulnerable End Users Code	To develop a Code for industry when dealing with vulnerable customers across both fibre and copper services - including fault management and installation of services.	●		●
	Industry Guidelines and Standards			
Community Engagement for Telecommunications Infrastructure Guidelines 2018	Industry guidelines to assist wireless network operator's with their community engagement obligations in relation to new or upgraded wireless facilities.	●		●
International Revenue Share Fraud Guidelines 2016	Guidelines to enable a collaborative approach across international boundaries to reduce or eliminate the incidence and effects of IRSF on Australasian telecommunications providers and their customers.	●	●	●
Interception Guidelines 2009	To assist network operators and service providers in complying with the Telecommunications (Interception Capability) Act in an efficient, timely and cost-effective manner.		●	●
Interconnection of Voice over Internet Protocol (VoIP) Technical Standards 2012 <i>Review in progress</i>	To provide a baseline network-to-network interconnection standard that enables New Zealand network operators to interconnect IP networks, primarily for the carriage of Voice over Internet Protocol calls. For UFB services it applies to the ATA port delivered by the fibre company on the optical network terminal.			●
Premises Wiring Guidelines for installers & consumers 2015 <i>Review in progress</i>	Guidelines for the sector installing generic or structured cabling (including fibre optic) for telecommunications services in residential/business and multi-dwelling unit premises. Information to consumers on residential premises wiring to support the latest telecommunication technologies within the home.	●		
Principles for Telecommunications Infrastructure for new Subdivisions 2010 <i>Review in progress</i>	To provide Local Government Authorities with guidelines for minimum standards for developers when telecommunications infrastructure is being installed in new sub-divisions.		●	

DOCUMENT	PURPOSE	SUPPORTING SECTOR		
		CONSUMERS	GOVERNMENT	INDUSTRY
UFB Ethernet Access Standards 2017	To provide a minimum set of requirements for the industry to deliver UFB Layer 2 services across the UFB network, and to define the supporting service level terms key principals.	●		●
UFB OSS BSS Business Interaction Framework 2014	To define minimum requirements to deliver UFB OSS/BSS processes in a consistent manner across all four fibre companies. These specifications are drafted into the 'UFB Business Interaction Framework' document.			●
	Ongoing Forums & Working Parties			
Communications Working Party	To assist with moving public understanding of the economic, environmental & social contribution of the NZ telecommunications industry. Identify and implement initiatives to support and educate NZ consumers.	●	●	●
Fraud and Revenue Assurance Working Party	To work collaboratively to reduce harm to consumers as a result of fraudulent activity across telecommunications services.	●	●	●
Local and Central Government Infrastructure Standards Working Group	To facilitate better communication and collaboration with councils and government in general on matters relating to the Telecommunications sector (planning, infrastructure build, processes with LGNZ)	●	●	●
Number Portability: • User Group – LMNP • Regulatory & Policy • Technical	To monitor the Industry Portability Management System (IPMS) and identify any changes required to the IPMS by the Local and Mobile Number Portability (LMNP) or Network Terms.	●		●
Regulatory Committee	To respond to changes in the telecommunications industry regulatory environment and consider a regulatory strategy to achieve the industry's agreed outcomes.	●	●	●
TDR Council	To oversee the Telecommunication Dispute Resolution Scheme. (Enabling the prompt, effective resolution of customer complaints and to identify systemic issues arising from disputes and determinations.)	●	●	●
UFB Product Forum	To provide a platform for the industry to discuss fibre related matters, products and services and facilitate stakeholder engagement between retail service providers and network operators.	●	●	●



Our members



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