TCF
NZ TELECOMMUNICATIONS FORUM INC

NEW ZEALAND TELECOMMUNICATIONS FORUM ANNUAL REPORT 2025

LEADING THE WAY IN TELECOMMUNICATIONS INNOVATION AND ADVOCACY

CONTENTS

A MESSAGE FROM OUR CEO

Kia ora koutou,

As I reflect on the data behind this year's Annual Report, I'm amazed at the progress we've made in a relatively short span of time.

I still remember working from home for the first time back in 2002. My broadband bill was $100 a month for a blistering Mbps ADSL1 connection, capped at just 600MB of data. My trusty Nokia M1122 modem was state-of-the-art at the time.

Fast forward to today and that same $100 delivers a gigabit of speed and unlimited data. My home is alive with constant Teams and Zoom calls, every TV is streaming, and at least three iPads are in use at any moment, and yet, my connection rarely falters.

Last month alone I used 430GB and just yesterday I cleared 21GB of data. Far from being a heavy user, these numbers now place me squarely in the middle of the pack, which shows exactly how far our sector has come.

Telecommunications is now the backbone of Aotearoa's future economy, supporting activities we could only have dreamed of a decade ago. The Ultra-Fast Broadband initiative remains one of our most successful public-private partnerships, transforming how New Zealanders connect across the country.

The question is no longer 'How much data do you use?' but rather, 'What do you do with it?.' Whether it's running a business, streaming or creating movies, connecting with loved ones, studying, or consulting your doctor, the possibilities are endless. It's all made possible by a world-class, ever-evolving telco environment. Importantly, we continue to see improvements and innovation without the kinds of price hikes seen in other essential utilities.

This progress also means we have to say goodbye to legacy technologies. From the end of the year, our three mobile operators will shut down their 3G networks, reallocating spectrum to 4G and 5G to deliver faster, more reliable service to more New Zealanders. Chorus is also phasing out the copper network, once the backbone of voice calls, because it simply can't keep pace with modern demands.

Meanwhile, innovation continues. New technologies like Low Earth Orbit (LEO) satellite services are coming online, further strengthening the resilience and reach of our networks.

Safeguarding New Zealanders remains a top priority and this year we strengthened our coordinated efforts across the industry to combat scams and frauds. The launch of the New Zealand Anti-Scam Alliance gives us an opportunity to take the fight to the scammers in ways that we haven't been able to articulate previously.

Looking ahead, we can see an increasingly interconnected Aotearoa, where seamless connectivity keeps New Zealanders in touch wherever they are and whatever they're doing.

Thank you to our members and partners for your valuable contributions to another year of progress. I look forward to what we'll achieve together in the next chapter of our journey.

Ngā mihi nui,

Paul Brislen, CEO
New Zealand Telecommunications Forum (TCF)

OUR ECOSYSTEM

We're enabling Aotearoa New Zealand's connectivity

TCF
NZ TELECOMMUNICATIONS FORUM INC

- Independent industry body
- Develops industry codes and best practice standards
- Advocates for innovation, resilience and consumer protections

Our members

- Network operators
- Infrastructure owners
- Retail service providers (fixed line, mobile and wireless)

Supporting New Zealand consumers

Telecommunications underpin nearly every aspect of our daily life

- Business and commerce
- Education and Online Learning
- Government and social services
- Healthcare and emergency services
- Media and communications
- Security and safety
- Transport and logistics
- Utilities and infrastructure

KEY ACTIVITIES

Legislation

Responding to MBIE proposals and recommending changes that will enable innovation and better customer transparency.

Telco regulation

The TCF regularly engages with the Commerce Commission on regulatory matters to ensure industry perspectives are considered in the development of fair, effective, and forward-looking telecommunications regulations.

Resource management reform

Advocating for the removal of regulatory barriers to infrastructure build and resilience upgrades.

Climate change

Developing sector-wide climate change scenarios and engaging on the National Climate Change Risk Assessment.

Emergency management

Engaging in the development of replacement legislation to ensure the sector has better access to restore services during an emergency.

Consumer policy

Providing submissions on the Customer and Product Data and Right to Repair Bills, and legislative approaches to help combat scams.

Digital economy

Highlighting the critical role telecommunications play in the Government's Going for Growth Strategy.

Consumer Protection

Participating in cross-sector and multi-agency initiatives to combat scams and fraud to reduce consumer harm.

To view our recent submissions, visit www.tcf.org.nz/news/category/submissions

INSIGHTS AND TRENDS

Industry Snapshot

20%

Fixed Wireless makes up 20% of the fixed broadband market. [1]

19%

Low Earth Orbit (LEO) satellite services are growing fast and account for 19% of rural connections. [2]

40%

Traditional SMS usage has fallen by nearly 40% as messaging app growth continues. [3]

74%

Fibre is the leading technology and makes up 74% of the market. [4]

10.5 Million TB /year

Annual fixed broadband data consumption of nearly 10.5million TB. [5]

400,000+ TB /year

Mobile data usage shows a strong upward trend. [6]

[1-6] Commerce Commission Telecommunications Monitoring Report 2025

Technology Highlights

Understanding the latest trends in telecommunications is essential for ensuring our infrastructure meets the needs of our connected society. This section provides a snapshot of how New Zealanders are using telecommunication technologies.

Fibre prevalence

Fibre is the leading technology, making up 74% of the market.
This reflects our shift away from copper, which will be phased out by 2030.

Fixed wireless rise

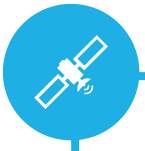
Fixed wireless accounts for 20% of all connections. New Zealand is one of the highest adopters of fixed wireless broadband in the OECD.

Speed upgrades

The transition from Fibre 100 to Fibre 300 has resulted in over 800,000 households upgrading. [7] Fibre Max continues to grow as consumer demand for faster speeds increases. This is driven by other market factors such as the move from broadcast TV to streaming.

Copper migration

266,000 customers have shifted to alternative technologies (since June 2020), including fibre and fixed wireless. This leaves 92,000 copper lines remaining (as at 30 June 2025). [8]



Satellite growth

Uptake of Low Earth Orbit (LEO) Satellite services is now 3% of total market share, and makes up 19% of rural connections.

[7] Refer to the Commerce Commission's Measuring Broadband Report for service speed
[8] Chorus data

Broadband and voice services

Fibre leads as the preferred broadband technology type

In New Zealand a range of technologies deliver residential broadband services. Fibre is the leading technology - making up 74% of overall connections, while fixed wireless (20%) continues to grow and replace the ageing copper network (5%), as shown in Figure 1.

More than 800,000 households have upgraded to Fibre 300 since its introduction, reflecting strong demand for faster broadband, as shown in Figure 2. Fibre Max connections continue to grow as more customers shift from broadcast television to online streaming.

Figure 1: Residential lines providing a broadband service by technology type [9]

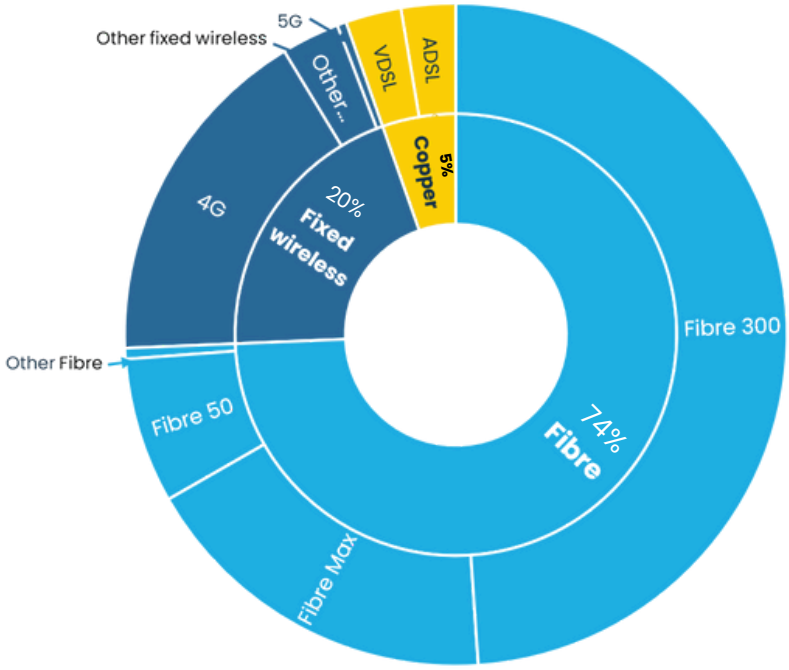
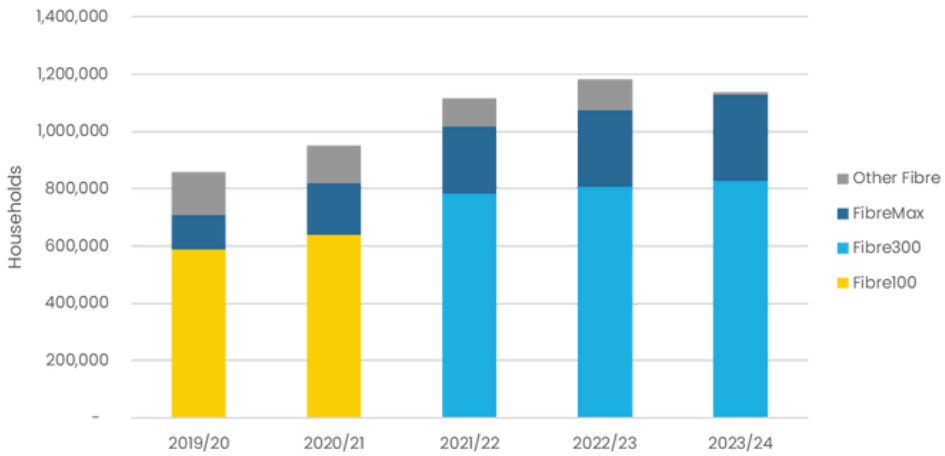


Figure 2: Residential fibre lines providing a broadband service [10]



[9-10]Commerce Commission Telecommunications Annual Monitoring Report 2025

Fixed wireless surges ahead as copper connections decline

For households without access to fibre, or those with lower capacity needs, fixed wireless has rapidly become the broadband technology of choice, (as shown in Figure 3). New Zealand is among the highest adopters of fixed wireless in the OECD, accounting for approximately 20% of all fixed broadband subscriptions.

With the availability of fixed wireless and satellite services, copper connections continue to fall sharply.

This trend is particularly notable in the rural sector with households migrating off copper services to other technologies to enjoy faster speeds and greater data capacity than what copper services can provide, refer to Figure 4.

Figure 3: Residential fixed wireless and copper lines providing a broadband service [11]

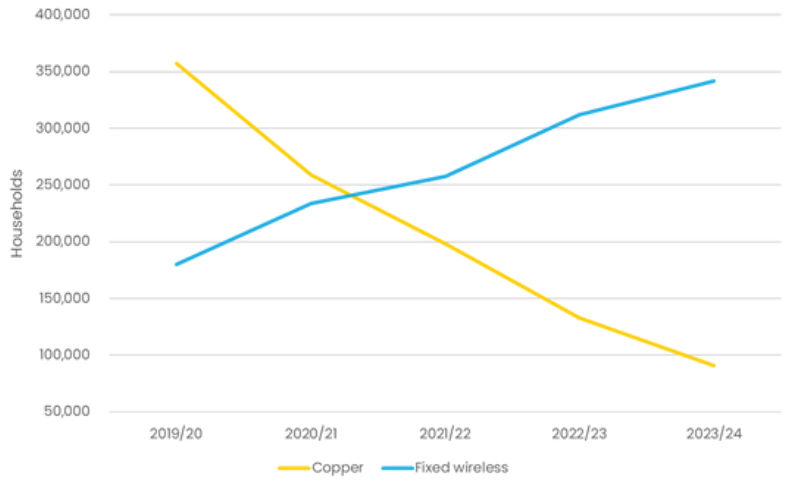
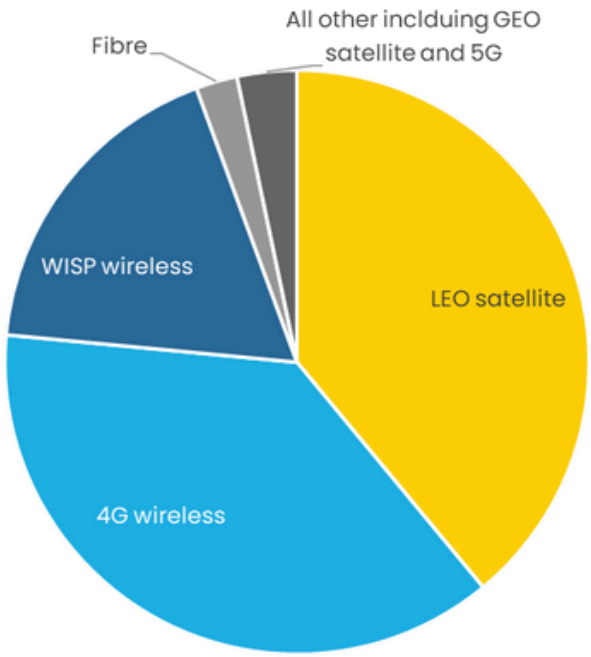


Figure 4: Technologies rural households switch to when leaving a copper connection [12]

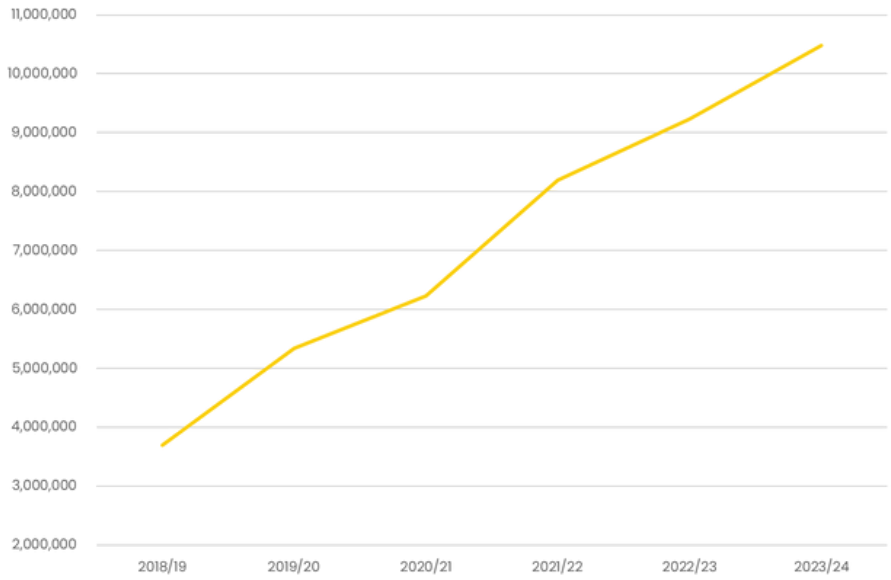


[11-12] Commerce Commission Telecommunications Annual Monitoring Report 2025

Data use skyrockets as streaming services drive demand

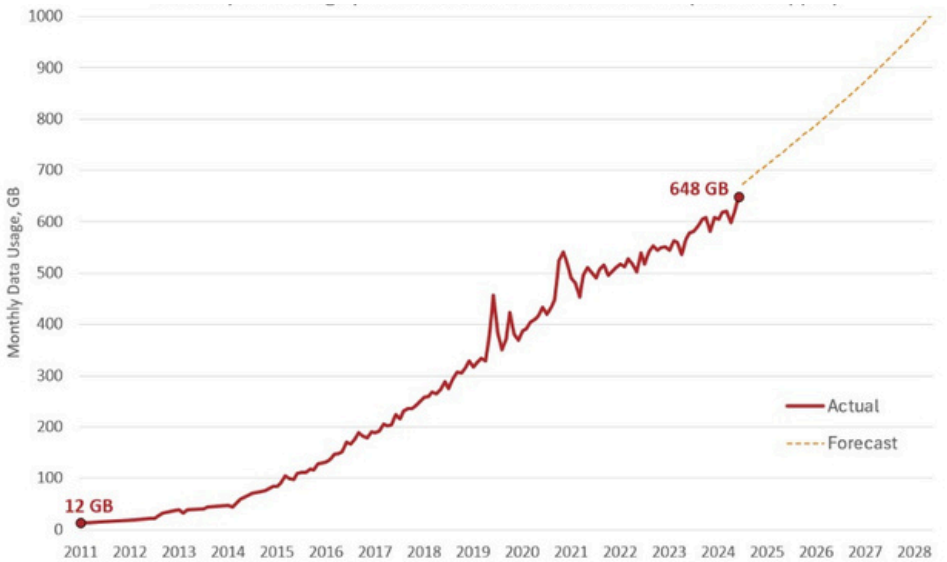
Total retail fixed line broadband data consumption continues to climb, as shown in Figure 5. The surge in data usage is largely driven by the growth of video streaming and the widespread adoption of high-definition devices, as households shift away from traditional broadcast television.

Figure 5: Total retail fixed network broadband data used by customers (in TB) [13]



The average monthly usage per connection (as shown in Figure 6), average monthly usage per connection has soared from 12GB in 2011 to 648GB today. If this rapid growth continues, typical usage could reach 1 terabyte per month by 2028. While the pandemic caused dramatic spikes in data consumption between 2019 and 2021, today's usage has surpassed even those record peaks. In comparison Australians downloaded an average 443GB per fixed broadband service per month in mid-2023. [14]

Figure 6: Total retail fixed network broadband data used by customers (in TB) [15]

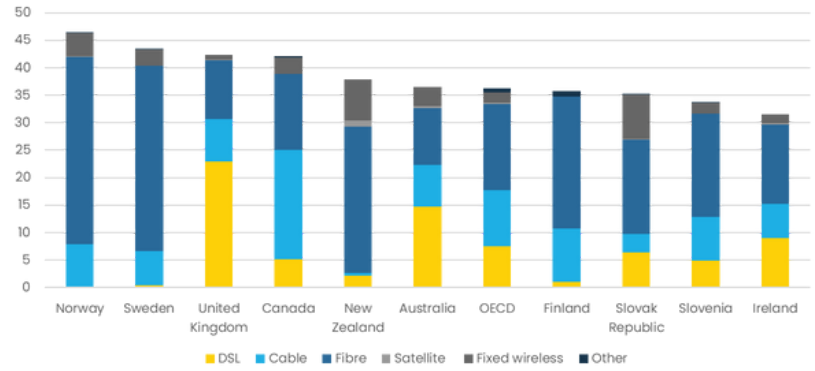


[13] Commerce Commission Telecommunications Annual Monitoring Report 2025
[14] The Australian Competition and Consumer Commission Communications Market Report 2024
[15] Chorus data

Fibre and fixed wireless uptake in New Zealand

New Zealand has a high fibre uptake (26 per 100 inhabitants) compared to the UK (10 per 100) and Australia (still largely copper-based). New Zealand leads in adoption of fixed wireless and satellite, refer to Figure 7.

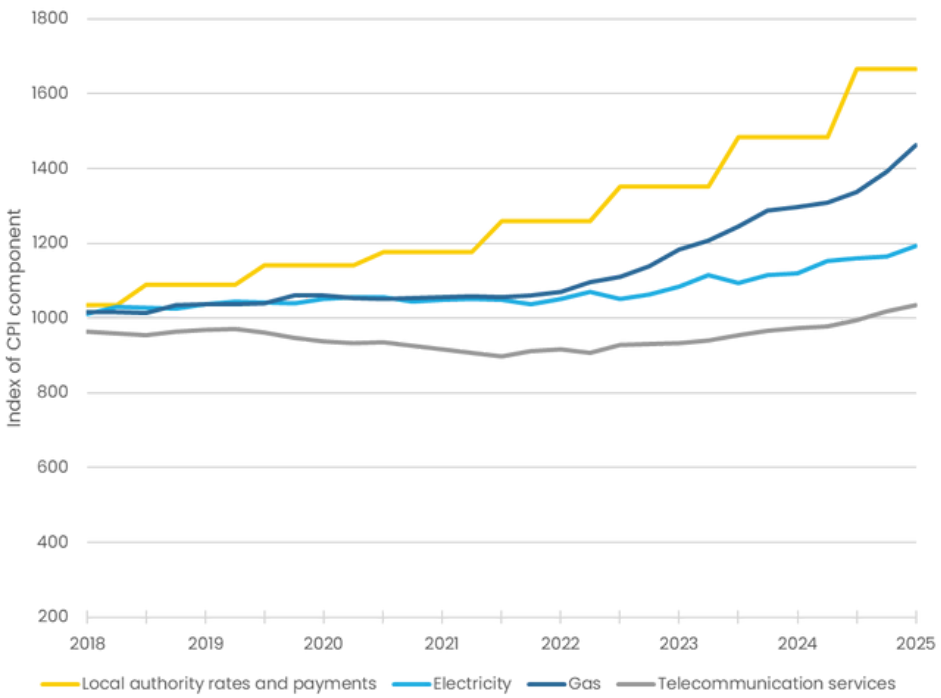
Figure 7: Fixed broadband subscriptions per 100 inhabitants by technology [16]



Affordability and cost

While essential living costs (groceries, electricity, gas, rates, rent) have risen sharply over the last decade, telecommunications costs have risen just 7.4% (Jan 2018 to Jan 2025) compared to: electricity +17.8%, gas +44.0%, rates and local services +60.9%. Refer to Figure 8.

Figure 8: Consumer price index: telecommunications vs utilities [17]



[16] OECD Broadband statistics
[17] Statistics New Zealand

Mobile

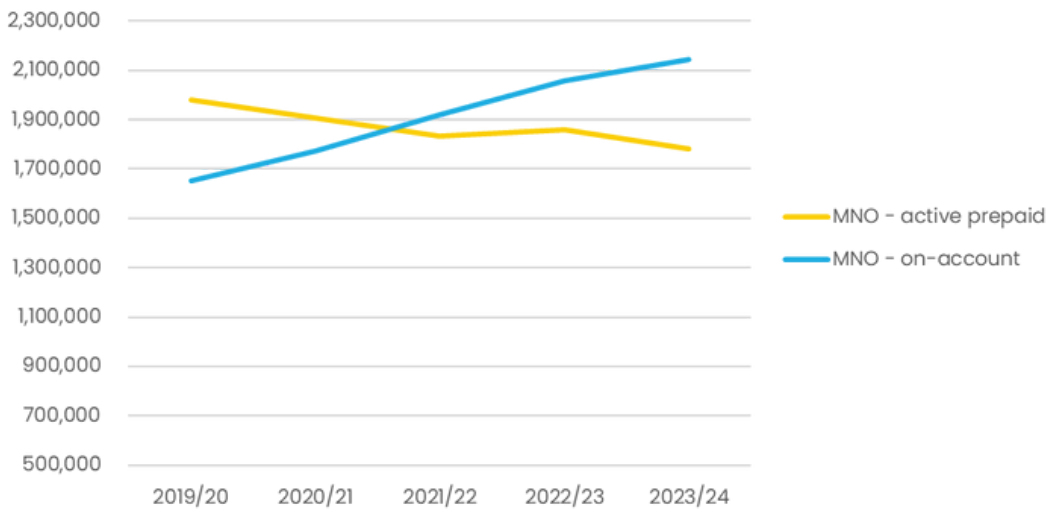
Mobile market trends

The following graphs illustrate key trends shaping New Zealand's telecommunications landscape, including technology adoption, data usage and changing consumer preferences. Together, they provide a clear picture of how connectivity and service options are evolving across the country.

Shift to on-account

As shown in Figure 9, more customers now prefer on-account (postpaid) plans over prepaid, which matches rising data needs and more advanced handset options. On-account plans often include more generous data allowances and make them a more attractive option for regular or high-volume users.

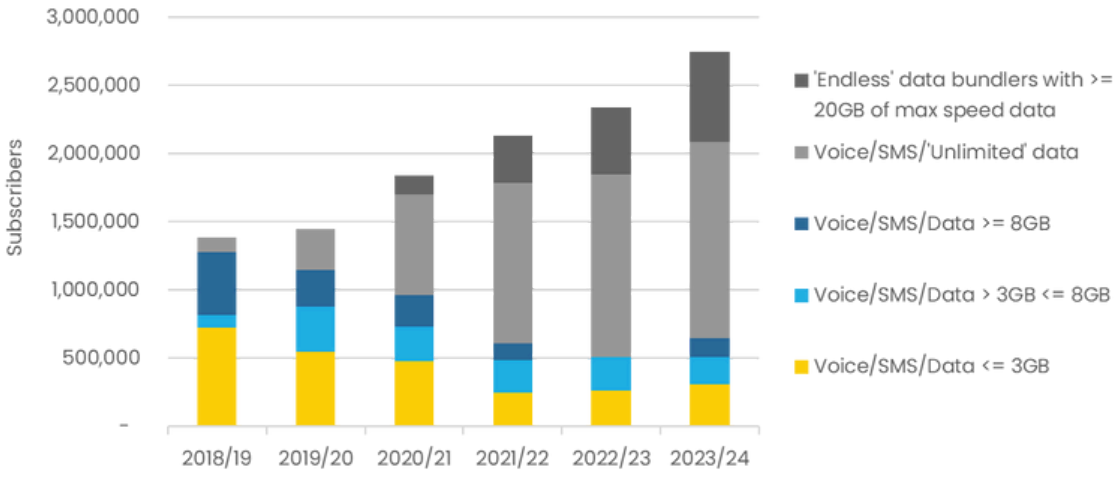
Figure 9: Mobile subscribers [18]



Unlimited plans

80% of customers now enjoy unlimited voice and SMS with a data plan, as shown in Figure 10.

Figure 10: On account residential bundles [19]

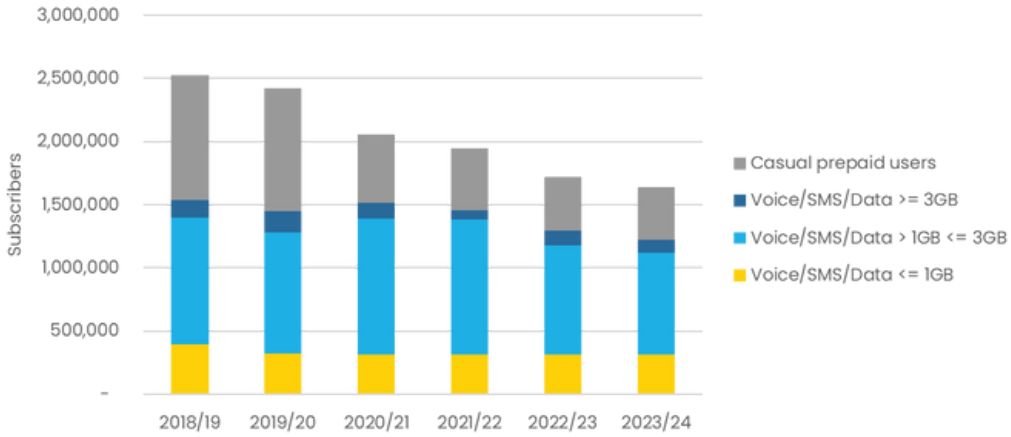


[18-19] Commerce Commission Telecommunications Annual Monitoring Report 2025

Prepaid decline

Casual prepaid usage has halved over the past five years, reflecting changing customer needs and data habits. Customers who use more than 3GB of data per month, typically move to on-account (post-paid) plans, where they can access better value plans and additional features for a similar or lower cost than prepaid as shown in Figure 11.

Figure 11: Prepaid bundles [20]



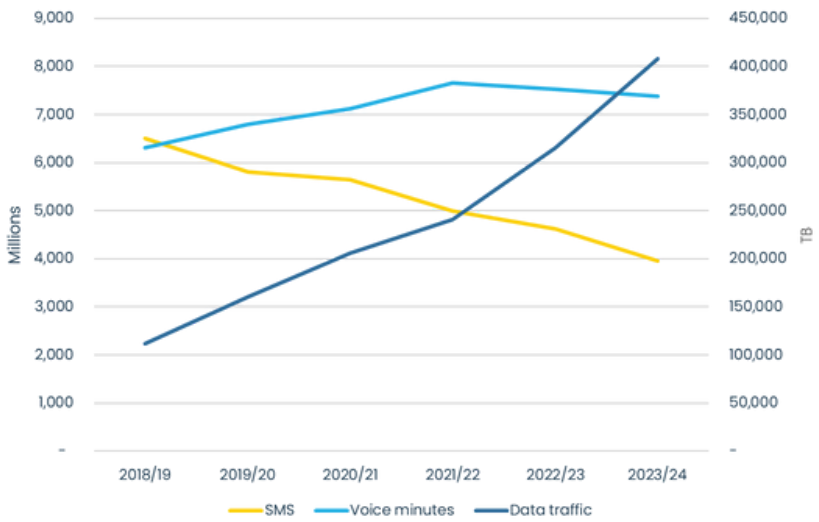
Text messaging decline, voice trends and mobile data surge

Traditional SMS dropped from 6.5 billion/month (2018) to under 4 billion/month (2024), reflecting the rise of messaging apps, as shown in Figure 11.

Mobile voice calls peaked in 2021/22 and have since levelled off or begun to decline, as shown in Figure 11. This trend is likely to continue as consumers increasingly use video calls and voice-over-app services, taking advantage of improved technology and greater data allowances.

Data consumption continues to climb on mobile, supporting the shift to modern networks (notably 5G), as shown in Figure 12.

Figure 12: Mobile Traffic per year, total for all subscribers [21]



[20-21] Commerce Commission Telecommunications Annual Monitoring Report 2025

SCAMS AND FRAUD

Working together to reduce scams and fraud

The telecommunications industry is committed to safeguarding consumers from scams and fraudulent activity. Anti-scam initiatives include real-time network protections, cross-industry intelligence sharing, robust telecommunications safeguards and ongoing investment in technological innovations. Raising consumer awareness also remains a key priority, ensuring that defences keep pace with the rapidly evolving nature of scam threats.

The TCF Scam Prevention Code 2022 is the industry code that sets out a coordinated process for reporting, validating, and blocking scam calls and scam SMS.

Telecommunications providers receive notifications, investigate and block scam SMS and scam calls to avoid consumer harm.

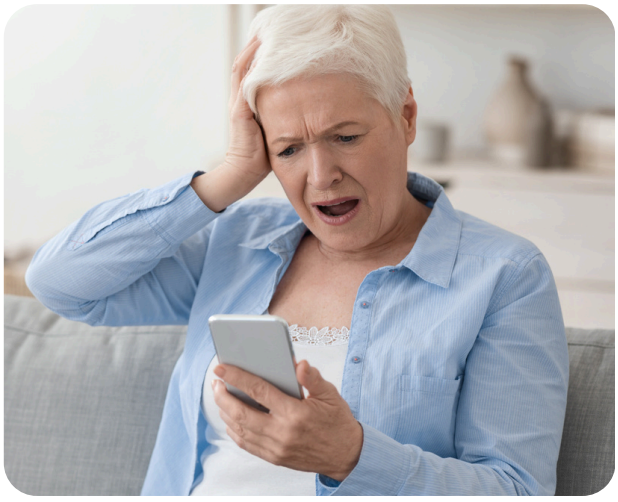
> "$1.6 billion financial loss suffered by New Zealanders due to online threats in 2024" [22]

The TCF Scam Prevention Code facilitates the sharing of information on scam calls and SMS not only for investigating and blocking scams, but also for reporting emerging trends and supporting consumer education. In addition, all major telecommunication providers, banks and government agencies actively participate in the TCF anti-scam ecosystem, using a secure notification system to report and respond to scam activity.

This year the TCF has announced a review of the Scam Prevention Code. This review is being undertaken to ensure the Code remains effective in our rapidly evolving digital landscape. The review aims to assess the effectiveness of current measures, incorporate new technologies and best practices, and strengthen collaboration across the industry. By reviewing this Code, the TCF will provide even stronger safeguards for consumers and maintain public trust in New Zealand's telecommunications services.

Making it easier for New Zealanders to report scam messages is essential to helping combat digital messages that seek to harm New Zealanders, and will help ensure and effective and efficient response to scam campaigns seeking to take advantage of kiwis. The most recent update to Apple's iOS software, now allows New Zealanders to seamlessly report suspicious scam messages directly to the Department of Internal Affairs (DIA).

Apple, DIA, 2degrees, One NZ, Spark, and Modica have been working together to streamline the effort required by the New Zealand public to report scam and spam messages. This new initiative, delivered in partnership with NZ telcos means that a user with an iPhone 14 (mobile provider dependent), 15 or 16, which has been updated with the latest iOS 18.2, can select "Report Junk" on a suspicious message and now the details of that message will be shared directly with DIA, via the new '1-click reporting' tool.



[22] NCSC Cyber Security Insights Report 2025

Scam Prevention

10.3 Million

Disrupted over 10.3 million malicious cyber events per month via Malware Free Networks. [23]

48,970

48,970 phishing indicators published in 2023/24 via the Phishing Disruption Service. [24]

103,000

Over 103,000 scam SMS reported by consumers via DIA's 7726 reporting tool. [25]

82,852

82,852 domains blocked.

3,259

3,259 scam notifications received through the TCF.

[23] National Cyber Security Centre Cyber security incidents recorded in 2023/2024
[24] National Cyber Security Centre Cyber Security Insights Reports end March 2025
[25] Department of Internal Affairs, 2024 Spam Transparency Report

Industry responds to protect consumers against scams and fraud.

Customer reported scams make up less than 2% of the total blocked scam SMS and calls. [26]
Telecommunications providers actively engage in a broad range of consumer protection initiatives:

Blocking fraudulent international calls to prevent scammers from impersonating New Zealand companies and government agencies when contacting New Zealanders.

Deployment of SMS firewalls, automated bot detection and other advanced SMS detection technologies to identify suspicious key words and detect unusual spikes in activity that could be driven by potential scam campaigns.

Deployment of Malware Free Networks, a threat detection and disruption platform that provides near real-time intelligence, to identify malicious activity targeting New Zealand organisations.

Telecommunications providers work with the DIA 7726 SMS reporting tool for consumers to easily report spam and suspicious text messages by forwarding them to the short code 7726. This service helps mobile operators identify, investigate and block spam and scam messages, and enhances protection for consumers.

Active participation in MBIE's Inter-agency Fraud Working Group and other industry disruption working parties facilitated by the TCF, fostering collaboration on strategies to prevent and disrupt fraudulent activity across the sector.

New Zealand mobile operators have strengthened SIM swap procedures to prevent scammers from fraudulently taking control of a consumers' mobile accounts.

Two-factor authentication has been implemented for the number porting process to ensure that only legitimate requests are processed. This added security measure protects a customer's personal information and confirms their consent to transfer their mobile number between providers.

[26] RNZ report, 15 April 2025

Operation Orca

In 2024, New Zealand Police targeted an advanced smishing scam through a world-leading operation.

The initiative was set in motion following alerts from the DIA's 7726 SMS scam reporting system and banking notifications. Collaborators included multiple government agencies, banks, telecommunications providers and Australia's AFP-led Join Policing Cybercrime Coordination Centre.

Key details

Method of operation

The SMS Blaster, functioning as a fake cell tower, sent up to 700 fraudulent messages in a single night. These messages impersonated banks, encouraging recipients to visit websites falsely presented as official bank websites.

Arrest and seizure

A search warrant led to an arrest and the seizure of an SMS Blaster device.

Impact

Approximately 120 individuals were affected by the scam, however, swift intervention ensured that no financial losses were incurred.

What is phishing and smishing?

- **Phishing** refers to a broad term for cyberattacks that trick people into revealing personal, financial, or security information. It is usually delivered by email or text with a link to a fake website. For example a consumer may receive an email pretending to be from their bank, asking you to click a link and log in to "verify your account." The link leads to a fake site that is designed to look exactly like bank's website, the consumer logs in only to have their login credentials stolen.
- **Smishing** is a type of 'phishing' specifically delivered via SMS (text messages) to a consumer's mobile phone. An example is where a customer receives a text message claiming a parcel is waiting and asks the consumer to click on a link or provide payment info.

Operation Cargo

Launched in 2023, Operation Cargo is a major initiative led by New Zealand Police and the Department of Internal Affairs (DIA). Its aim was to dismantle a trans-national SMS phishing (smishing) network. The operation uncovered how scammers were using specialised software and hardware to send mass SMS messages impersonating trusted entities including banks, streaming services and even family members.

Key details

Criminal network uncovered

Operation Cargo identified an approach previously unseen in New Zealand.

Significant seizures

Multiple search warrants resulted in the seizure of over 4,000 items, including SIM cards, high-value hardware, luxury goods and cash.

Arrests and charges

In December 2024, two men were arrested and charged with unlawful possession of firearms and equipment for facilitating crimes.

This initiative has resulted in an 83% decrease in scam reports to the DIA's 7726 SMS reporting service between May and December 2023. Operation Cargo is an example of effective cross-agency collaboration. Alongside the DIA and Police, the operation also involved New Zealand Customs, Computer Emergency Response Team (CERT NZ), telecommunications providers and banks. This operation is ongoing and highlights the importance of a unified approach to tackling scam activities.

ADVANCING TECHNOLOGY

Guiding New Zealanders through change

The New Zealand's telecommunications industry is upgrading to faster, more reliable connectivity, and more sustainable infrastructure by phasing out legacy technologies. This includes the retirement of the copper network and the nationwide shutdown of 3G mobile networks, both being replaced by advanced technologies. These carefully planned upgrades will ensure New Zealanders benefit from modern networks that support better performance, reliability and future innovation.

End of the line for copper

For over a century, New Zealand's copper network served as the backbone of telecommunications, supporting landline calls and more recently internet access. However, as digital demands grow and technology advances, modernising our infrastructure is essential to deliver faster, more reliable connectivity.

Chorus will retire the entire copper network by 2030. This shift reflects the limitations of the copper network as it does not meet New Zealand's growing digital needs. With fibre now accessible to 87% of New Zealanders and other technologies offering better alternative services to copper, consumers continue to switch to newer technologies at an unprecedented pace. The transition away from copper is supported by the Commerce Commission's Copper Withdrawal Code and the TCF Copper and PSTN Transition Code, to ensure the appropriate consumer protections are in place while enabling an important transition to more advanced technology.

Advancing technology

Understanding the 3G shutdown

From the end of 2025 our three mobile network operators will shutdown their 3G networks to deliver a more reliable experience for consumers and future-proof connectivity. Most consumers will not be affected because they are already connected to the 4G and 5G networks, however some 3G–reliant mobile phones, devices, tablets and IoT devices remain in circulation. After the shutdown, these devices will no longer be able to connect to the New Zealand mobile networks, including for emergency 111 calls.

To support this transition, the TCF and the three mobile network operators have developed an awareness campaign to educate and empower consumers to take the necessary action before the shutdown. A free text SMS checker tool to verify device compatibility (free-text '3G' to 550) has now been launched. Working closely with industry and community stakeholders on this journey has focused on ensuring accessible and trusted communications that keep Kiwi confidently connected.

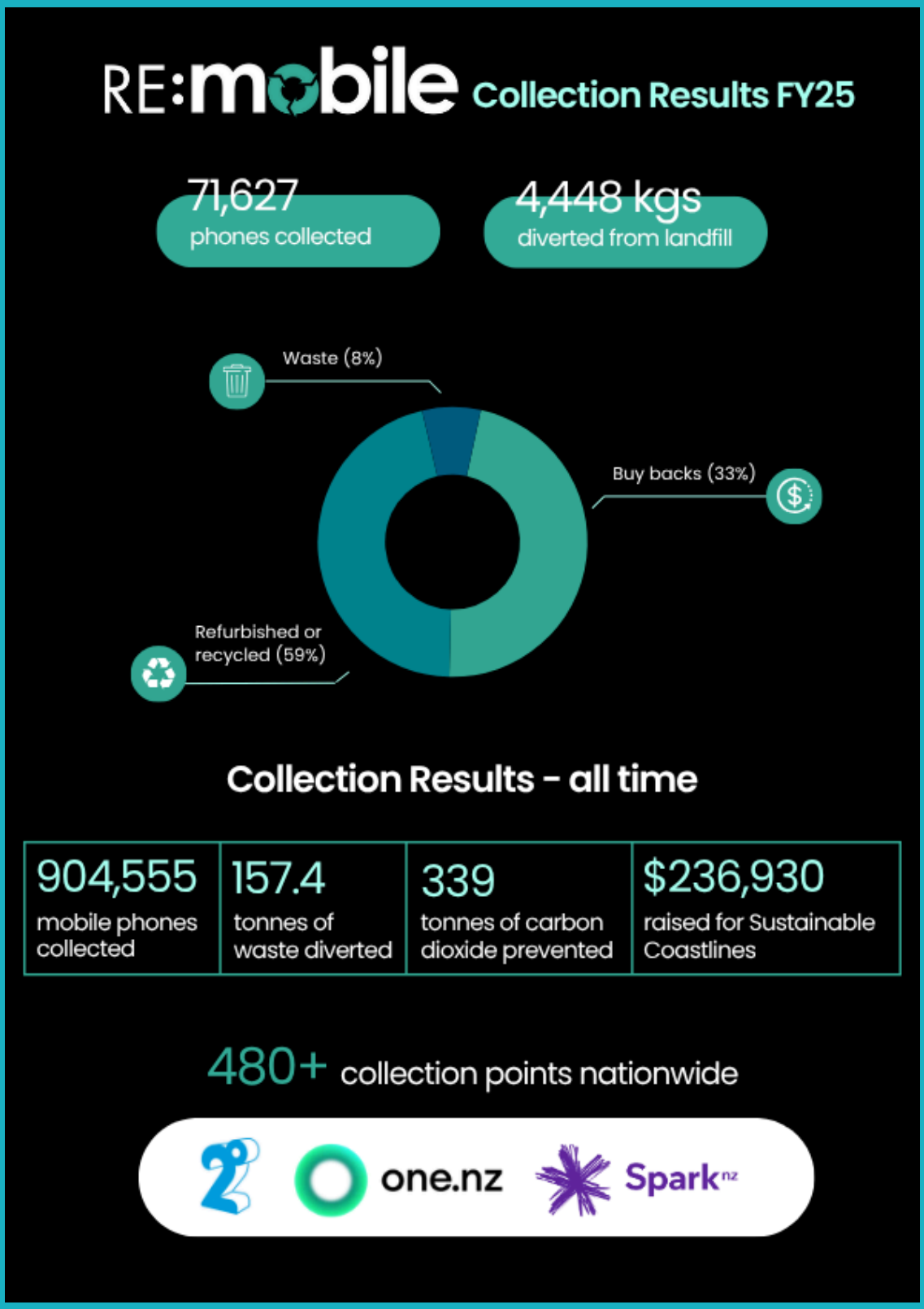
What you need to know about 3G?

Our key messaging:

- The 3G network will shutdown from the end of 2025, early 2026.
- Any 3G-reliant devices will no longer work after the shutdown, this includes 4G phones that still use 3G for calling.
- A free SMS checker tool (free-text '3G' to 550) has been launched for consumers to check they can stay connected.
- The upgrade to 4G and 5G delivers a more reliable experience for consumers and future-proof connectivity.
- The TCF and the mobile network operators are supporting consumers and businesses through the change.
- Devices can be recycled for free via RE:MOBILE.
- Learn more and download free resources: www.3Gshutdown.co.nz

Give your old mobile phone a new life

RE:MOBILE is New Zealand's mobile phone recycling scheme, operated by the TCF, supported by 2degrees, One NZ and Spark. The product stewardship scheme, in partnership with Swapkit NZ, supports consumers to responsibly recycle, reuse or refurbish old mobile phones as required under New Zealand legislation.



ABOUT THE TCF

Leading the way in telecommunications

The New Zealand Telecommunications Forum (TCF), is the trusted voice for the telecommunications industry, uniting members to address regulatory, technical and policy issues. Established in 2002, our mandate is driven by the requirements of the Telecommunications Act 2001. The TCF is governed by a Board and operated by the CEO, Programme Manager and supported by a Policy Director, Communications Manager, Compliance Officer and a team of Forum Administrators. Our members represent over 95% of New Zealand telecommunications customers.

The TCF is governed by a Board that facilitates discussion amongst the industry, fosters collaboration across other relevant sectors, and develops consensus-based, self-regulatory codes that set standards and specifications for the way members interact on industry-wide issues.

The TCF enables the industry to work together efficiently and effectively to provide the best possible outcomes for consumers across Aotearoa New Zealand.

Engaging on a wide range of policy and regulatory issues

The TCF plays a proactive and collaborative role in shaping New Zealand's telecommunications landscape by working closely with government agencies, policymakers, and regulators to represent the interests of its members and support the development of a robust, future-focused sector.

Through industry working groups and direct engagement with government, the TCF provides expert feedback on a wide range of policy and regulatory issues, from infrastructure investment to consumer protection and technology transitions. This engagement ensures that policies and regulations keep pace with rapid technological advancements and the evolving needs of New Zealanders, helping to drive innovation, foster competition, and deliver the best outcomes for consumers.

Under the Telecommunications Act, the TCF also fulfils a self-regulatory role by developing industry codes of practice that guide sector operations and promote best practice. By maintaining strong and transparent relationships with government, the TCF ensures the voice of the sector is heard and that regulatory frameworks support continued industry growth, resilient networks, and world-class connectivity for all New Zealanders.

TCF made 23 submissions in 2024/2025, helping to shape key decisions across New Zealand's telecommunications sector.

To view our recent submissions, visit www.tcf.org.nz/news/category/submissions

OUR STAKEHOLDERS

The Telecommunications Industry

Co-Regulation	Commerce Commission	
Government Engagement	**Policy direction**	• Department of Internal Affairs • Department of the Prime Minister and Cabinet • Ministry for Business, Innovation and Employment • Ministry for the Environment • Ministry for Regulation • National Emergency Management Agency • Te Waihanga New Zealand
	Digital safety and anti-scam	• Department of Internal Affairs • National Cyber Security Centre • New Zealand Police
Sustainability	Swapkit NZ (RE:MOBILE) Sustainable Coastlines (RE:MOBILE) Climate Change External Reporting Board (ERB)	
Dispute resolution	Telecommunications Dispute Resolution (TDR) service	

Our Board

MARK AUE
CEO CHORUS

MARK CALLANDAR
CEO 2DEGREES

JASON PARIS
CEO ONE NEW ZEALAND

JOLIE HODSON
CEO SPARK

JOHNATHAN EELE
CEO ENABLE NETWORKS

JOHN HANNA
CEO TUATAHI FIRST FIBRE

KARL ROSNELL
CEO DEVOLI

DARREN MASON
CEO NORTHPOWER FIBRE

PAUL BRISLEN
CEO TCF

Our Members

Our members are at the heart of a competitive, innovative and resilient telecommunications sector, committed to shaping a future that benefits every New Zealand consumer.

Collectively, our members provide a unified voice when engaging with regulators, the Government and the broader community. Our collaborative approach fosters strong relationships with key stakeholders and reinforces industry self-governance.

Our diverse membership spans more than 55 brands, including operators of fixed line and mobile networks, retail service providers and internet service providers.

Our Codes and Guidelines

We're strengthening industry best practices

The TCF plays an important role in advancing industry best practices through comprehensive codes and standards. When telecommunications companies sign up to these codes, consumer and legislators can be confident they are committed to upholding industry best practice.

The TCF's Code of Compliance Framework (CCF) monitors and reports against code signatories' compliance to the codes and upholds the credibility of self-regulation within the sector.

CODE	
DOCUMENT	**PURPOSE**
Broadband Marketing Code 2022 (under review)	The purpose of this Code is to set out the key principles, providers should adhere to when marketing broadband Telecommunications Services to Consumers.
Broadband Product Disclosure Code 2022	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 2024	Describes the framework to enable the industry to self-regulate through its compliance regime with TCF Codes to increase consumer and regulatory confidence in the provision of Telecommunications Services.
Copper and PSTN Transition Code 2022 (under review)	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.
Customer Transfer Code (Copper) 2013	Approved telecommunications access code. To facilitate a seamless transfer of a customer's telecommunications services between retail service providers that is consistent with the purpose and provisions of the Telecommunications Act.
Customer Transfer Code (Fibre) 2022	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 2017	Set out disconnection standards to enable Providers to develop and implement fair and consistent disconnection policies to their residential customers.

CODE	
DOCUMENT	**PURPOSE**
Emergency Services Calling Code 2022	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.
IMEI Block Listing Code 2023	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 2018	To help raise awareness of consumers of IMR services about tariffs and likely costs for mobile roaming.
Mobile Messaging Services Code 2021	To encourage the responsible delivery of mobile phone 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 Prevention Code 2022 (under review)	Sharing of scam calling and text messaging information to enable the policing of phone and text scammers and reduce the number of scams operating in New Zealand and reaching consumers.
Vulnerable Consumer Code 2025	Sets out the principles that Retail Service Providers (RSPs) and Network Operators should follow when providing assistance to vulnerable consumers for the management of their fixed line telecommunications services.

Industry Guidelines and Standards	
DOCUMENT	**PURPOSE**
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 (under review)	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 LFC on the ONT.
Premises Wiring Guidelines for installers & consumers 2021	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	To provide Local Government Authorities with guidelines for minimum standards for developers when telecommunications infrastructure is being installed in new sub-divisions.
SIP ATA Standard for LFC Wholesale Service 2022	Define the wholesale standard for VoIP access services using the UFB Voice Access Service.
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 LFCs. These specifications are drafted into the 'UFB Business Interaction Framework' document.

NEW ZEALAND TELECOMMUNICATIONS FORUM

ANNUAL REPORT 2025

PHONE: 09 475 0203
EMAIL: INFO@TCF.ORG.NZ
WWW.TCF.ORG.NZ