

# Briefing to the Incoming Minister for the Digital Economy and Communications

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November 2020





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# FOREWORD

This briefing provides the incoming Minister for the Digital Economy and Communications with an overview of the telecommunications industry, its challenges and opportunities, and the role of the New Zealand Telecommunications Forum (TCF).

New Zealand is a connected nation, with world class fixed line and mobile telecommunications networks and high uptake by consumers. New Zealand features high on global rankings for both fixed and mobile services and with industry investment the fourth highest in the OECD (as a percentage of GDP).

Our telecommunications markets demonstrate high levels of retail and infrastructure competition; and consumers are benefiting from the subsequent economic effects such as access to fair-priced services, innovative products, and improved customer service.

New Zealanders have an immense appetite for data, and in recent years have 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) will deliver improved broadband and mobile coverage to 99.8% of New Zealanders by 2023.

TCF member companies represent over 95% of New Zealand telecommunications customers. The TCF facilitates the development of consensus-based, self-regulatory codes, that set standards and specifications for the way members interact on industry-wide issues, such as facilitating customer switching, blocking scam callers and providing customer dispute resolution services. Recently, the TCF has been facilitating a range of industry-wide initiatives intended to deliver positive consumer outcomes, such as development of a customer-centric Fibre Installation Code, working with NZ Search and Rescue and Police to develop industry processes which will assist search and rescue operations, and formalising the processes used to stop scam calls, including working with appropriate government agencies.

In addition, we have developed clear, factual information about 5G technology to help educate consumers and combat the varying and confusing information that is prolific across the internet and social media. This work includes the launch of the 5gfacts.org.nz website in September.

## On the horizon

The 2018 changes to the Telecommunications Act (the Act) have introduced new regulatory regimes for telecommunications wholesale services, as well as retail services. The TCF is currently working through the implications of the new retail regulatory regime for the industry to determine what action might be appropriate to implement the changes and comply with the Act. Currently, the TCF is working closely with the industry and the Commerce Commission (the Commission) to develop:

- A Copper Withdrawal Code, to facilitate migrating an end-user's copper services to fibre and allow Chorus to withdraw copper services in Specified Fibre Areas.
- A 111 Contact Code, to protect vulnerable consumers by ensuring they have reasonable access to an appropriate means of contacting the 111 emergency service in the event of a power failure.
- Improving customer service. The TCF will work with the Commerce Commission to facilitate the implementation of the Retail Service Quality regime.

This briefing sets out the role of the TCF, provides an overview of the industry, and expands on the issues listed above. I look forward to the opportunity to discuss the subjects outlined in this briefing document with you in more detail face-to-face.



**Geoff Thorn**

Chief Executive, New Zealand Telecommunications Forum

# SNAPSHOT: NEW ZEALAND'S TELECOMMUNICATIONS INDUSTRY

## Snapshot: New Zealand's telecommunications industry by the numbers



**2/3**

of customers on fibre connections have services of 100Mbps or greater



**4th**

highest level of telecommunications investment in the OECD proportional to GDP



**6 million**

mobile connections



**>154**

celltowers in New Zealand's most isolated rural areas have been built by the Rural Connectivity Group



**73,096**

mobile phones recycled with RE:MOBILE in 2019



**>10x**

faster end-user speeds will be delivered by 5G, compared to 4G



**2022**

is when the second phase of the Ultra-Fast Broadband network will be completed and be available to 87% of New Zealand premises



# NEW ZEALAND'S TELECOMMUNICATIONS INDUSTRY

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## COVERAGE AND CONNECTIVITY

The COVID-19 pandemic has reinforced just how important internet access is to enabling people to earn, learn and live well. Although the lockdowns caused major impacts right across the New Zealand economy and society, the situation would have been far worse if so many New Zealanders were not able to rely on their fixed and mobile services to remain connected, productive or to keep up their learning.

COVID-19 is shaping up as a defining moment for digital connectivity in New Zealand. Prior to the pandemic reaching our shores, the telecommunications sector had experienced a decade during which demand for both fixed and mobile services increased relatively progressively – and while demand growth often exceeded initial forecasts, the industry ensured investment kept pace with the expanding needs of consumers and businesses. But the period since March 2020 has seen massive and unprecedented changes in both the scale and the way New Zealanders use telecommunications services. The lockdown experience has the potential to accelerate and entrench some far-reaching changes.

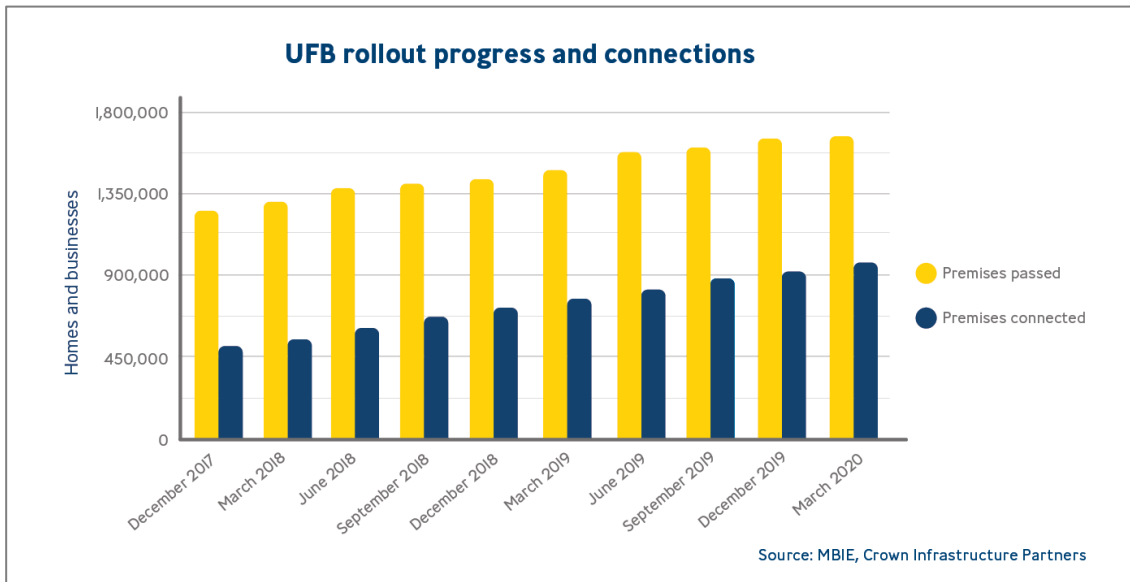
Competitive markets for both fixed and mobile services have meant New Zealand consumers and businesses are served well by the telecommunications sector. New Zealand is currently ranked 3<sup>rd</sup> in the world for mobile connectivity by global industry body GSMA (the sixth year in a row New Zealand has achieved a top three ranking); and 12th in the world by the Global Connectivity Index for the impact of ICT on a nation's economy, digital competitiveness, and future growth.

### **Broadband**

In recent years New Zealand has had the fastest uptake in the developed world of fibre broadband, making it the dominant broadband technology. By June 2020, 83% of New Zealand homes and businesses had access to fibre and just over 1 million (60%) were taking a fibre service – that's more than double the initial take-up expectation when the UFB rollout began in 2012. Coverage is targeted to increase to 87% of the population by 2022.

## Mobile

Mobile networks cover 97.5% of places where people live, work and play (based on population), and this coverage continues to increase with the Government announcing in December 2018 the goal of extending mobile and broadband coverage to 99.8% of the population by 2023. A progressive rollout of 5G mobile services began from late 2019, just over six years after the previous technology generation, 4G, was introduced. Delivering faster, more reliable data services, 5G is a key enabler for connecting devices and machines to form the 'Internet of Things' (IoT) which will open up a range of social and economic benefits.



## International Submarine Cables

New Zealand is well served for international capacity. Cable systems connecting New Zealand to the rest of the world include Southern Cross, Tasman Global Access and Hawaiki. This means there are three separately owned cables linking New Zealand to Australia and two to the United States. These cable systems provide connections to a myriad of other cables to other points around the world.

## INDUSTRY ISSUES

### Digital Divide

With more activity taking place online, spotlight is being placed on those without ready access to online services. The digital divide impacts people in different circumstances for different reasons – anything from geographical location, economic disadvantage, age, to a lack of knowledge, confidence and trust in technology.

The digital divide has been a challenge for many years and although much is being done to close the gap, the increasing prevalence and importance of online services means the negative impact on those who don't have the necessary access, skills and confidence is greater than ever.

The telecommunications industry is in a unique position to support Government on potential ways to address how digital solutions can bring positive change to the groups and communities that are currently missing out. As an example, the industry supported the Ministry of Education on its distance learning package to provide free/subsidised home broadband to schoolchildren during the COVID-19 lockdown, an initiative that has since been extended until February 2021.

## Rural Connectivity

The program of infrastructure investment to connect people in rural and remote geographical locations is ongoing. Rural coverage is being enhanced through the Rural Broadband Initiative Phase 2 (RBI2) and the Mobile Black Spot Fund (MBSF). Cell sites under both the RBI2 and MBSF are being deployed by the Rural Connectivity Group (RCG) – a joint venture between 2degrees, Spark and Vodafone – with all operators having equal access to the cell sites. This is a public private partnership between RCG and the Crown, funded by the mobile operators themselves as well as Crown funding from the industry-wide Telecommunications Development Levy and the Provincial Growth Fund.

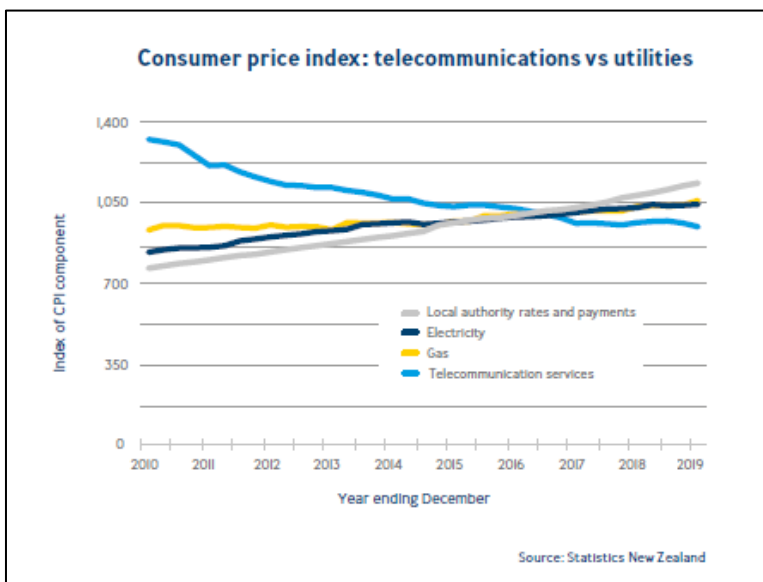
To date, the RCG has built more than 150 cell towers in some of New Zealand’s most isolated rural areas, and across rugged terrain where it can be difficult to get coverage to. By December 2023, the infrastructure built by the RCG across New Zealand will see at least 84,000 rural homes and businesses, 1400km of state highway and 168 tourist destinations gain mobile and high-speed wireless broadband coverage.

## Affordability

The telecommunications industry is very aware that New Zealanders on low incomes struggle to afford many goods and services that most of us take for granted. There are also others who have recently experienced a sudden fall in income due to job loss or business failure because of COVID-19.

In response to COVID-19, TCF members individually took a number of initiatives to support their customers, such as removing data caps where possible, and not charging late fees or disconnecting those experiencing financial hardship because of the pandemic. Several TCF members also deliver affordable broadband programmes in association with community groups.

It is important to note that for many New Zealanders the costs of their telecommunications services have progressively fallen over the past decade and are lower than ever. In the twelve months between December 2018 – 2019, telecommunications costs as measured by the Consumer Price Index fell by 1.9%. By comparison the cost of other utilities rose – electricity increased by 1.4%, gas by 2.5% and property rates and related services by 4.9%.





## 5G

Over the past 18 months, there has been a groundswell of controversy about 5G, with a wide range of often spurious assertions made about the technology across the internet and social media. These reached a new peak in early 2020 during the COVID-19 pandemic, with roundly-debunked claims such as “5G causes COVID-19” and arson attacks on cell towers in New Zealand following similar attacks in other countries overseas.

A TCF consumer survey published in September 2020 found that only a quarter of New Zealanders feel they know a reasonable amount about 5G mobile technology, and 86% would like easier ways to learn more factual information. In response, TCF has launched a new website, [www.5gfacts.org.nz](http://www.5gfacts.org.nz), which aims to be a “one-stop shop” on 5G information with easy links to reputable expert sources in New Zealand and overseas.

## CUSTOMER EXPERIENCE

Current industry regulatory settings, which facilitate competitive markets for both fixed and mobile services, have delivered significant benefits to New Zealand consumers and businesses. Competition keeps prices fair, promotes consumer choice, and encourages innovation in new technologies, products and service offerings.

Alongside market competition, the TCF has developed several industry-wide codes to support a good consumer experience, for example:

- TCF Fibre Installation Code
- TCF Customer Transfer Code (enabling a seamless process for consumers to switch retailers)
- Broadband Product Disclosure Code

The TCF has also provided consumers with education materials on topics such as improving broadband performance, scams and dispute resolution.

### Enabling Choice

The TCF facilitates Local and Mobile Number Portability (LMNP) which gives New Zealand consumers and businesses the ability to keep their existing local or mobile phone number if they change service providers. Since the inception of LMNP in 2007, over 5.4 million local and mobile ports have been completed.

With changes in technology, increased products on offer, and bundling of services, it is important that consumers can understand the industry jargon in order to make an informed decision when selecting products and changing service providers.


Broadband Product Disclosure, an initiative by the TCF, provides increased transparency across the industry, and requires fixed line broadband service providers to publish information about the costs and delivery of services they provide in a standard format. This allows consumers to make more informed decisions when it comes to their choice of service provider. This Code will likely be expanded to include all broadband services e.g. fixed wireless, when it is next reviewed.

### Crime Prevention

Crime prevention is a key area of focus for the TCF. Telecommunications crimes include handset theft, fraud and scams. Members of the TCF work collaboratively with the New Zealand Police, Netsafe, CERTNZ and other industry bodies to reduce the impact of crime on communities.

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.





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-party agencies to contribute to the scam blocking process by providing information directly to the industry about known telephone numbers being used for scam purposes. Currently, the TCF is in discussion with CERT, 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 has been working with the Interagency Fraud Group (IFG) consisting of representatives from MBIE, NZ Police, DIA, CERT, Netsafe and the Commission for Financial Capability and others on initiatives that can help educate and protect consumers from internet and phone fraud.

## **Emergency Services**

The TCF Emergency Services Calling Code ensures that consumers can make a 111 call at any time, even if their mobile network is down or they have been disconnected for any reason, the account is out of credit or their mobile phone doesn't have a sim card in it.

To help emergency services reach people in need more quickly, the industry has assisted with the development of a caller location system for 111 calls from mobile phone, aiming to improve public safety and save lives. The system automatically provides emergency services with a more precise location of a 111 caller than was previously available.

The TCF established a cross-agency working group in 2019 which resulted in enhanced processes and cooperation between the NZ Search and Rescue (NZSAR) Coordinating Authorities, Police and the telecommunications industry to improve NZSAR outcomes for New Zealand. New processes are expected to help reduce the time it takes to rescue persons in distress, which means greater success rates and more efficient deployment of resources.

In 2017 the Civil Defence Emergency Mobile Alert system was launched. Facilitated by the telecommunications industry, this system uses cell broadcast technology to send alerts of potential natural disasters to people within range of the emergency's location. A nationwide test alert was sent in November 2018. And in 2020 this system has been used for COVID-19 alerts (prior to lockdown alert level 4 in March and lockdown level 3/2 in August).

## **Consumer Dispute Resolution**

All TCF members are part of the Telecommunications Dispute Resolution (TDR), a free and independent service whose aim is to help consumers resolve complaints with their telecommunications providers.

TDR biannual reports consistently show the majority of consumer concerns continue to be resolved directly by telecommunications providers. Only 1.9% of the complaints and enquiries received by TDR between January and June 2020 required with formal TDR intervention - either by facilitation or mediation between customer and provider, or by making a formal adjudication. With nearly 8 million telecommunications connections in New Zealand, the number of consumer complaints and enquiries raised with TDR continues to be very low. By way of comparison, the rate of complaints or enquiries received per 10,000 New Zealand connections was less than a quarter of the complaints rate in Australia during January-March 2020.



## ENVIRONMENTAL RESPONSIBILITY

Sustainability and product stewardship are key areas of development across the telecommunications industry. The TCF's product stewardship scheme, RE:MOBILE, is accredited by the Ministry for the Environment. The scheme collects and recycles unwanted mobile devices in partnership with mobile network operators 2degrees, Spark and Vodafone; and recycling partner SwapKit. Proceeds are donated to award-winning New Zealand charity Sustainable Coastlines.

The following has been achieved:

- Since 2014, over 548,200 mobile handsets have been collected for re-use or recycling,
- Since 2016, when Sustainable Coastlines became charity partner, over \$152,000 has been raised with the proceeds enabling more than 14,000 trees and plants to be planted along New Zealand waterways.

In addition to mobile phones, other electronic waste (e-waste) is also of concern to the industry. The TCF will be considering any impact of the Waste Minimisation Act and current recycling programs for industry waste streams and identify possible industry wide reporting, enabling comparison and data analysis. This working party will also aim to develop an industry wide electronic waste disposal programme.



# THE NZ TELECOMMUNICATIONS FORUM (TCF)

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## 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;
- 15 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.

A list of our members is included in **Appendix 1**.

## IMPROVING INDUSTRY STANDARDS AND PRACTICES


Codes of practice are developed in order to improve standards in the telecommunications industry. There are three types of industry codes; Regulated, Mandatory and Voluntary codes.

The TCF's statutory role revolves around the production of codes of practice, relating to regulated services under the Telecommunications Act 2001, as determined by the Commerce Commission or the Minister. Once approved by the Commission or Minister, these telecommunications access codes become binding on all parties to whom they relate. Within the TCF such codes are referred to as **Regulated Codes**. An example is the Regulated Customer Transfer Code which ensures a positive customer experience when transferring a regulated copper telecommunications service between service providers.

In addition to regulated codes, the TCF also produces codes that are either mandatory or voluntary for TCF members. These codes are self-regulated, and compliance obligations are set out in the TCF Code Compliance Framework. These codes are binding on signatories, and subject to the compliance and enforcement procedures outlined in each code.

A **Mandatory Code** is a self-regulated code that the TCF Board decides is compulsory for all TCF Members to become signatories to. An example of a Mandatory Code is the Emergency Services Voice Calling Code which sets a minimum standard for the delivery of emergency service calls.

A **Voluntary Code** is a code which a TCF Member and other Parties may choose to sign up to depending on the relevance of the code to their business. Examples of Voluntary Codes include the Disconnection Code; the Mobile Messaging Services Code and the Product Stewardship Scheme Code.



The TCF, on behalf of the industry, may publish Industry Standards, or guidelines, which form the foundation to more detailed specifications adopted by the industry. An example of this is the UFB Ethernet Access Standard.

A full list of codes is included in ***Appendix Two***.

## WORKING WITH GOVERNMENT

The TCF provides an accessible and unified industry voice to central and local Government and the Commerce Commission (the industry regulator) on relevant issues.

Recently this has included:

- Making submissions on legislation changes, such as the NZ Consumer Data Right, Revocation and Replacement of TIPC and Copper Withdrawal;
- Working with government agencies on cross-industry issues, such as civil defence mobile alerts;
- Working with Ministry of Education to facilitate broadband connections during the lockdown to students who did not have access. 40,000 connections were provided by the industry throughout this period, enabling children to continue to learn from home.
- Coordinating an industry approach to unpredictable events, such as the response to the Christchurch mosque attack and the Covid-19 pandemic.



# INDUSTRY STRUCTURE

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The industry is regulated under the Telecommunications Act 2001 which provides for the Commerce Commission to regulate specified and designated services. Additionally, the industry is structurally separated so that the primary copper fixed line network and the newly rolled-out fibre network are separated from Retail Service Providers.

For ease of discussion, the industry can be described as comprising; Network Operators, Retail Service Providers and Mobile Network Operators.

## Network Operators

- Chorus, Enable, Northpower Fibre and Ultrafast Fibre are responsible for the UFB initiative throughout New Zealand. Chorus also owns and operates the legacy copper network.
- Fibre fixed line network services are provided as a wholesale service by Chorus, Enable, Northpower Fibre and Ultrafast Fibre for RSPs to deliver end-user services.
- In addition to the fibre and legacy copper network, a range of other fixed network assets are owned and operated by industry participants.

## Retail Service Providers (RSPs)

- The two biggest RSPs; Spark and Vodafone have an estimated 65 percent of the broadband market measured by connections<sup>1</sup>, with Vocus, Trustpower and 2degrees making up the next levels of connections.
- In addition to the major RSPs, approximately 150 smaller parties are retailing services associated with copper, fibre and fixed wireless.

## Mobile Network Operators

- The mobile networks in New Zealand are operated by 2degrees, Spark and Vodafone.
- There are also a range of Mobile Virtual Network Operators (MVNOs) and retail brands that resell services purchased from one of the three Mobile Network Operators.

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<sup>1</sup> Source: Commerce Commission - Annual Telecommunications Monitoring Report 2019

# APPENDIX 1: TCF MEMBERS

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CHORUS



Spark<sup>nz</sup>



VOCUS



AWACS

Northpower *FIBRE*



## APPENDIX 2: TCF Codes, Standards, Schemes and Current Projects

Document	Purpose	Supporting Sector		
		CONSUMERS	GOVERNMENT	INDUSTRY
<b>Broadband Product Disclosure Code</b>	Defines the minimum standards of information for how fixed line, mass market broadband services are described to consumers, to allow consumers to easily compare broadband plans between service providers.	◆		◆
<b>Code Compliance Framework Code</b>	Describes the framework to enable the industry to self-regulate. Promotes compliance with TCF codes and aids consumer confidence in the provision of telecommunications services.	◆		◆
<b>Co-siting Code</b>	Enables a cooperative approach to co-siting radio and mobile communications equipment. Applies where the property owner requires the consent of the original party before granting rights to the co-siting party.			◆
<b>Customer Complaints Code (TDRS)</b>	Enables the prompt, effective and independent resolution of customer complaints and helps to identify systemic issues arising from disputes and determinations.	◆		◆
<b>Customer Transfer Code – Regulated (Copper)</b>	Defines the process for transferring a customer’s regulated telecommunications services between Retail Service Providers (RSPs) that is consistent with the purpose and provisions of the Telecommunications Act.	◆		◆
<b>Customer Transfer Code – Non-regulated (Fibre)</b>	Defines the process for transferring a customer’s fibre telecommunications services between RSPs, ensuring a seamless process for the customer.	◆		◆
<b>Disconnection Code</b>	Provides disconnection standards to enable RSPs to develop and implement fair and consistent disconnection policies for their residential customers.	◆		◆
<b>Emergency Services Calling Code</b>	Specifies 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.	◆	◆	◆
<b>Fibre Installation Code</b>	Agrees the activities and processes between the RSP, LFC and customer when installing fibre and defines the requirements during the end-to-end customer journey to deliver the agreed customer experience.	◆		◆
<b>IMEI Blacklisting Code</b>	Discourages the theft and fraudulent acquisition of mobile handsets by disconnecting blacklisted handsets from all mobile networks in New Zealand and overseas jurisdictions where available. Applicable to only mobile network operators.	◆		◆
<b>International Mobile Roaming Code</b>	Helps raise awareness for consumers of International Mobile Roaming (IMR) services through consistent communication about tariffs and likely costs for mobile roaming.	◆		
<b>Mobile Messaging Services Code</b>	Encourages the responsible delivery of messaging services that are compliant with legal and regulatory obligations.	◆		
<b>Scam Calling Prevention Code</b>	Defines an agreement between RSPs to share information, enabling the policing of phone scammers to reduce the number of phone scams operating in New Zealand.	◆		◆
<b>Product Stewardship Scheme</b>	Provides an avenue to donate unwanted mobile phones for re-use or recycling in New Zealand.	◆		
<b>Unauthorised Use of Mobile Phones in Prisons Code</b>	Provides a basis upon which the unauthorised use of mobile phones in prisons can be controlled using interference generating transmitters or “jammers”.		◆	
<b>Vulnerable End Users Code</b>	Ensures that the telecommunications industry acts in a responsible manner when dealing with customers who have an identified vulnerability, and a dependency on a fixed line telecommunications service at their property.	◆		◆



Document	Purpose	Supporting Sector		
	INDUSTRY GUIDELINES AND STANDARDS	CONSUMERS	GOVERNMENT	INDUSTRY
<b>Community Engagement for New Wireless Telecommunications Facilities Guidelines</b>	Industry guidelines to assist wireless Network Operators with their community engagement obligations in relation to new or upgraded wireless facilities.	◆		◆
<b>International Revenue Share Fraud Guidelines</b>	Guidelines to enable a best practice collaborative approach by New Zealand telecommunications service providers for the mitigation of International Revenue Share Fraud (IRSF).	◆	◆	◆
<b>Interception Guidelines</b>	Assists Network Operators and RSPs in complying with the Telecommunications Interception Capability Act in an efficient, timely and cost-effective manner.		◆	◆
<b>Interconnection of Voice over Internet Protocol (VoIP) Technical Standards</b>	Provides 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 (VoIP) calls.			◆
<b>Premises Wiring Guidelines for installers and consumers</b>	Guidelines for the sector when installing generic or structured cabling for telecommunications services in residential/business and multi-dwelling unit premises. Includes consumer information on best-practice residential premises wiring.	◆		
<b>Principles for Telecommunications Infrastructure for new Subdivisions</b>	Provides Local Government Authorities with guidelines for minimum standards for developers when telecommunications infrastructure is being installed in new sub-divisions.		◆	
<b>UFB Ethernet Access Standards</b>	Provides a minimum set of requirements for the industry to deliver UFB Layer 2 services across the UFB network, and defines the supporting service level terms key principals.	◆		◆
<b>UFB OSS BSS Business Interaction Framework</b>	Defines minimum requirements to deliver UFB operational and business processes in a consistent manner. These specifications are drafted into the 'UFB Business Interaction Framework' document.			◆

Working Groups	Purpose	Supporting Sector		
	ONGOING FORUMS AND WORKING PARTIES	CONSUMERS	GOVERNMENT	INDUSTRY
<b>Communications Working Party</b>	Assists with developing public understanding of the economic, environmental and social contribution of the New Zealand telecommunications industry. Identifies and implements initiatives to support and educate consumers on industry-wide topics.	◆	◆	◆
<b>Fraud and Revenue Assurance Working Party</b>	Works collaboratively to reduce the significant losses experienced in the telecommunications industry due to fraud and bad debt.			◆
<b>Local and Central Government Infrastructure Standards Working Group</b>	Facilitates collaboration with councils and government on matters relating to the telecommunications sector (planning, infrastructure build, and processes with Local and Central Government New Zealand).	◆	◆	◆
<b>Number Portability: User Group – LMNP Regulatory &amp; Policy Technical</b>	Monitors the Industry Portability Management System (IPMS) and identifies any changes required to the IPMS by the Local and Mobile Number Portability (LMNP) or Network Terms.	◆		◆
<b>Regulatory Committee</b>	Assesses what the telecommunications industry regulatory environment will be in the future (2020) and considers a regulatory strategy to achieve the industry's agreed path.	◆	◆	◆
<b>TDR Council</b>	Oversees the Telecommunication Dispute Resolution scheme, enabling the prompt, effective resolution of customer complaints, and identifies systemic issues arising from disputes and determinations.	◆	◆	◆
<b>UFB Product Forum</b>	Provides a platform for the industry to discuss fibre-related matters, products and services and facilitates stakeholder engagement between RSPs and Network Operators.	◆	◆	◆

