



TCF Membership

The New Zealand Telecommunications Forum (TCF) plays a vital role in bringing together the telecommunications industry to drive regulatory, technical and policy issues.

In doing so, we enable the best possible connections for New Zealand consumers.

THE POWER OF CONNECTION THROUGH MEMBERSHIP

Help shape the telecommunications industry

Become a member of the New Zealand Telecommunications Forum. Join our community to have your voice in our working groups, committees and code development.

Our members are New Zealand telecommunications providers who represent over 95% of telecommunications customers.

When you join the TCF you will be:

Helping the telecommunications sector grow and develop through self-governance.

Fostering relationships with a wide range of key stakeholders, including the Government, Commerce Commission, MBIE and consumer groups.

Representing the telecommunications sector at the highest levels.
Working with Government on key policy initiatives.

Ensuring telecommunications providers deliver on the promise of digital equity & inclusion.

Promoting the importance of telecommunications as a vital utility and an essential service.

Improving the outcomes for telecommunications consumers.

Membership

There are two types of membership; Full members and General Associate members.

Full Members are split into tiers according to their annual telecommunications revenue. Members may elect to join a higher tier than their telecommunications revenue would otherwise require, and therefore obtain greater representation on the Board.

A **General Associate Member** is not a telecommunications provider but has an interest in the industry and the activities of TCF by association. General Associates are approved by the Board on a case-by-case basis.

Full terms and conditions can be viewed at tcf.org.nz/joiningterms

All TCF members are required to become part of the **Telecommunications Disputes Resolution (TDR)** scheme, which is funded by TDR members separately to the TCF. The TDR scheme provides a free and independent disputes resolution service for telecommunications customers and helps over 2000 Kiwis each year.

For information on the TDR visit the TDR website www.tdr.org.nz/

Membership Tiers

Benefits	Tier 1 revenue ≥ \$250 million	Tier 2 revenue < \$250 million ≥ \$50 million	Tier 3 revenue <\$50 million ≥ \$10 million	Tier 4 revenue < \$10 million
Board representation	Full representation	One representative for every two members	One representative for every eight members	No
CEO forum participation	Yes	Yes	Yes	No
Voting rights on TCF activities	Yes	Yes	Yes	No
TCF working group participation	Yes	Yes	Yes	Yes
Industry code development participation	Yes	Yes	Yes	Yes
Monthly communications	Yes	Yes	Yes	Yes
Event invites	Yes	Yes	Yes	Yes
Membership Costs (annual)	\$137,500	\$55,000	\$16,500	\$1,100

* Revenue is determined from the previous financial year.



Welcome to the TCF

To complete your membership application:

- Provide confirmation from the Commerce Commission that your organisation is an 'Eligible Person'.
- Provide a copy of your organisation's logo, for use in the TCF Annual Report and website.
- Complete the new member form and send all documents to the forum administrator email: susan.wells@tcf.org.nz

Once your membership application has been processed we will take you through an onboarding process where you will be provided with an overview of the TCF, our working groups, codes and guidelines.



Our current members & their brands

Our member companies represent over 95% of New Zealand telecommunications customers.

[View all current members here.](#)





NEW MEMBER FORM - Page 1/2

Thank you for your interest in becoming a TCF member. Please complete the following form and include:

- Your company logo
- Confirmation from the Commerce Commission that your organisation is an Eligible Person.

Please email your documents to the TCF forum administrator email: susan.wells@tcf.org.nz

ORGANISATION DETAILS

Organisation Name:

Physical Address:

Postal Address:

Website:

PRIMARY CONTACT DETAILS

Details of person authorized to represent your organization and vote on TCF Codes.

Name:

Position:

Email:

Mob:

Phone:

ALTERNATE CONTACT DETAILS

Details of an alternate person if the primary contact is unavailable

Name:

Position:

Email:

Mob:

Phone:

MEMBERSHIP TIERS AND FEES

TCF Membership is Tier based, determined by your annual telecommunications revenue. Full details on the Tiers can be found in the TCF Rules here – www.tcf.org.nz/publications

Please select your appropriate membership tier below:

- Tier 1 (annual revenues of >\$250m. TCF fee is \$137,500pa)
- Tier 2 (annual revenues of >\$50m and <\$250m. TCF fee is \$55,000pa)
- Tier 3 (annual revenues of >\$10m and <\$50m. TCF fee is \$16,500pa)
- Tier 4 (annual revenue of <\$10m. TCF fee is \$1,100pa)

NOTES: Fees shown are GST exclusive and are pro-rated if you join part way through the TCF year. Membership and associated fees for the Telecommunications Disputes Resolution Scheme and becoming a party to the Number Portability Determination are managed separately to TCF membership. The Board reserves the right to request certification that your telecommunications revenue is commensurate with the Tier selected. All eligible persons that are not liable persons (as defined in the Telecommunications Act 2001) will be Tier 4 members.

Mandatory Codes of Practice

Under the TCF Rules, the Board has determined that three Self-Regulated Codes are mandatory for all Full Members, these are the Customer Care Code, the Broadband Product Disclosure Code and the Emergency Calling Code. Once your membership is completed, we will be in contact to ask you to sign up to these three codes.

DECLARATION

By signing below on behalf of your organisation you certify that:

- The information provided is true and correct to the best of your knowledge.*
- Your organisation will adhere to the TCF Rules, and follow the procedures in the TCF Handbook.*
- You have selected the appropriate TCF membership based on your telecommunications revenue.*
- You acknowledge that your organisation will sign up to the Customer Care Code the Broadband Product Disclosure Code and the Emergency Calling Code within a reasonable time from joining the TCF.*
- Your organisation will become a member of the Telecommunications Dispute Resolution Scheme, if appropriate.*

Name:

Date:

Signature:

Position:

