

July 2023 | Telecommunications Industry Update

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TCF Update July 2023

FROM THE CEO

The past two months have seen a number of major projects come to fruition here at the TCF. The biggest project we've undertaken since I came on board - reviewing and revitalising the Telecommunications Dispute Resolution model - has finally been completed and the new look scheme went live on July 1. With a new constitution, a new terms of reference and Customer Care Code, and a new governance structure, the TDR is now well positioned to support customers who reach an impasse with their telecommunications providers.



At the same time we have reviewed how the industry worked together and responded to the destruction wrought by Cyclone Gabrielle. We continue to work with partners both within the sector and beyond to improve our resilience and will now start work on the telecommunications sector plan with our colleagues from NEMA (National Emergency Management Agency).

Finally the battle against scammers continues and I'm pleased to say we are working more closely than ever with the banking sector to help educate and inform customers of the risks associated with these scam messages. At the same time the sector's security teams are working round the clock to stay one step ahead of scammers as they try to fleece customers.

Ngā mihi nui,

Paul



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TDR APPOINTS NEW CHAIR

The TCF is pleased to announce Barry Jordan has been appointed as the inaugural chair of the new-look Telecommunications Dispute Resolution board. The TDR is the telecommunications sector's dispute resolution service, offering consumers a free and independent complaints scheme.

"Following a Commerce Commission review into the way the sector operates its dispute resolution scheme, the TCF has overhauled the TDR scheme, and the appointment of a new chair caps an 18-month transformation project", says TCF CEO Paul Brislen.

"The scheme includes a new customer care code, a new constitution and terms of reference and is overseen by a new-look board which provides governance and oversight of the dispute resolution process."

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RESILIENCE REPORTS

Cyclone Gabrielle gave the sector a tremendous amount of data on how we respond during a crisis. The way we manage crises such as weather events can always be improved to ensure the industry is ready to deal with climate change and its impacts. In the aftermath of both the cyclone and the Auckland floods,

recover quickly from any outages.

We have shared both reports with the Minister, the government's cyclone task force, and various other stakeholders and are working through any feedback we received. The ultimate aim is to be better prepared for the next event because we know there will be more to come from Mother Nature

[TEF Incident Report Cyclone Gabrielle](#)

[2023 Telecommunications Resilience Plan](#)

RISING SMS SCAMS



A sharp rise in SMS scams continues to dominate the scam and fraud landscapes across New Zealand in 2023. Waka Kotahi NZ Transport Agency, Inland Revenue and the NZ Police just some of the large scale organisations being impersonated by both international and local criminal groups, alongside numerous large banks. The key message to New Zealanders is to be careful when receiving phone calls or texts from unknown number and do not engage with or click any links before you know a message is genuine.

A [new series created by the Banking Ombudsman](#) brings together respected clinical psychologist Nigel Latta and New Zealand online safety experts to show how easily scammers exploit us and how to better protect yourself. Airing Monday nights or streaming on TVNZ+ each episode focuses on two types of the most common scams – Impersonation, Phishing, Investment, Buying & Selling, Extortion, Invoice, Remote Access and Romance Scams.

[Key ways to stay safe online](#) include looking out for non-official email domains, spelling mistakes, and messages being sent from a non-short code number e.g 7726 (most companies will use a short number to send from – scammers use mobile numbers). Qualify listed contact details to check first that this is coming from a genuine source by contacting the organisation directly, along with changing your passwords regularly and ensuring you have two factor authentication (2FA) enabled. Report suspected scams by forwarding the txt to DIA's anti-spam number **7726** and reporting to 0800 CERT NZ and 0508 NETSAFE.

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CLOSE 3G

2degrees has announced it will communicate directly with customers still using 3G devices or handsets not suitable for 4G technology towards a timeline of [closing 3G services by the end of 2025](#). With 3G technology first introduced in 2009, telco's worldwide are beginning to redeploy 3G spectrum to focus instead on 4G and 5G services. Old devices can be recycled and repurposed via the TCF's government accredited recycling programme [RE:MOBILE](#).

Q3 FRAUD & REVENUE ASSURANCE SEMINAR

Next TCF quarterly Fraud & Revenue Assurance seminar - 26th July 2023.

A great line-up for our seminar this quarter; Matt Tierney from the NZ Police - Retail Investigation Support Unit, will be presenting on Retail Fraud Trends & Prevention Strategies; along with Nicola Sladden from the Banking Ombudsman updating us on the BOS Approach to Recent Phishing Cases. Sam Legget from CertNZ is there providing their NZ Quarterly Report & Key Trends; and ASB Bank are presenting on the Prevention of Potential Phishing Victims from Accessing Malicious URLs, plus more.

This is a hybrid event, you can attend at our Auckland CBD location or watch online.



BLOG: OH, CANADA

Canada and New Zealand are not dissimilar and we're often referred to in the same way – smaller neighbour to larger countries – but our telecommunications environments have diverged significantly over the past decade or so.

We consider how this has become the case.

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WELCOME TO DEVOLI

[Devoli](#) have built a comprehensive platform that enables businesses in Australia and New Zealand to access the networks of the major providers in both countries. The Devoli platform delivers immediate quote to order capabilities alongside triage and assurance services to their customers.



WELCOME TO HOURUA



Hourua is an organisation bringing together new capabilities across the Spark and One NZ mobile networks to provide priority cellular services to the Public Safety Network, which is being established by Next Generation Critical Communications, Poutama Whai Tikanga Pāpāho. Hourua will allow emergency services teams to roam across the Spark and One NZ mobile networks, to improve redundancy in the event of network impacts. It will also look at the opportunities to provide end user deployable devices in situations when the macro mobile coverage is not present.

Future of Retail Win

Retailworld has recognised New Zealand's top retailers in employment branding at the Future of Retail Awards for 2023. Congratulations to all of our finalists in the big category and special mention for Spark taking out the win this year.



[2023 TCF Work Programme](#)

The following workstreams are in progress:

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- [UFB Product Forum](#)
- [Reaccreditation of RE:MOBILE Product Stewardship Scheme - TCF](#)

Recent submissions by the TCF:

- 111 Contact Code Review
- Auckland Future Development Strategy

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