

30 November 2020

Tristan Gilbertson
Telecommunications Commissioner
Commerce Commission
Wellington



By email: Tristan.Gilbertson@comcom.govt.nz

Dear Tristan

TCF Response to Commerce Commission's Open Letter Re: Mobile Bill Report

I refer to the Commerce Commission's open letter to mobile operators and the TCF dated 17 September 2020 - addressing transparency and inertia Issues in the mobile market (the Letter). In the Letter the Commission summarises key findings from the 2019 mobile market study and the 2020 mobile bill review.

The TCF understands that the Commission is expecting that mobile operators will report separately the steps they are considering to improve consumer outcomes. The Letter also requests the TCF to initiate work on a consumer data right (CDR) for the industry. The TCF has considered this request and I am writing to advise that that TCF Board has approved a project proposal to establish a working group to consider a telecommunications consumer data right.

The TCF is also conscious that the Government is currently consulting on the development of Government policy on establishing CDR for the finance, electricity and Telecommunications sectors. The outcomes of that review will assist in defining the outputs and outcomes to be delivered by CDR.

The establishment of a working group will commence in early 2021. The working group will then develop a project scope and programme, which the TCF will publish by end February 2021.

It will be important to engage with the Commission, officials and consumer stakeholders during the project to ensure there is adequate problem identification and robust assessment of possible solutions.

Yours sincerely

A handwritten signature in black ink, appearing to read 'G. Thorn', with a long horizontal line extending to the right.

Geoff Thorn
Chief Executive Officer
New Zealand Telecommunications Forum (TCF)