

Submission on the 111 Contact Code Review

1 March 2024

C H ● R U S

Submission

1. Thank you for the opportunity to submit on the (draft) Commerce Commission (**Commission**) 111 Contact Amended Code 2023 (**Code**).
2. We support the Commission's review of its codes and are pleased to see this review run alongside the recently completed Copper Withdrawal Code Review. It is important that the industry operates under codes that are workable, produce good consumer outcomes and are regularly assessed to ensure they are fit for purpose. This is particularly important for vulnerable consumers transitioning off copper services to modern technologies, such as fibre, fixed-wireless and satellite services.
3. Overall, we support the Commission's proposals. We note the Commission's proposal to clarify that the Code applies to residential landline services and not business landline services; and that it proposes to amend the defined term "retail landline service" to "residential landline service". We recommend retaining the word "retail" in the proposed amended term to remove any ambiguity about the functional level of service the Code applies to. The new term would therefore be "retail residential landline service". Alternatively, we recommend the word "retail" be included within the definition of the proposed new term "residential landline service".
4. We also support the Commission's position that the obligation to supply an "appropriate means" lies with the provider of retail landline services.¹
5. We agree with the Commission that the Telecommunications Act 2001 imposes a clear obligation on retail providers and that the submissions the Commission received on this matter are out of scope of the Commission's review of the 111 Code.² For completeness, we agree with the Commission's view that imposing obligations on other providers (making different parties responsible for covering the cost of different parts of the solution provided to vulnerable consumers) would introduce complexity, potentially give rise to disputes, and could result in consumer confusion over who is ultimately responsible for the provision of the appropriate means.³

¹ Commerce Commission, *Commission 111 Contact Code Review: Draft Decisions and Reasons Paper*, dated 18 December 2023, at paragraph 145.

² Commerce Commission, *Commission 111 Contact Code Review: Draft Decisions and Reasons Paper* dated 18 December 2023, at paragraph 145.1.

³ Commerce Commission, *Commission 111 Contact Code Review: Draft Decisions and Reasons Paper* dated 18 December 2023, at paragraph 145.2.