



27th January 2015

Simon Thomson
Manager, Telecommunications, Regulation Branch
Commerce Commission New Zealand
PO Box 2351
Wellington 6140

By Email

Dear Simon

Re: **Consultation Paper on possible s30R review of the UBA General Terms and Service Description**

Thankyou for the opportunity to provide a view on the consultation paper released on the 2nd December 2014. TUANZ as an organisation that represents a wide range of members, looks to focus on outcomes for the ultimate users of the relevant services, the end customer. While the UBA General Terms and Service Description are basically a contract for services between Chorus and the Retail Service Providers, we recognise that this 'contract' has significant flow on effects to people we represent.

Submission by Wigley & Company

TUANZ has been involved with the development of the submission provided to you by Wigley & Company and this letter is in support of that submission. Our general response is in line with the idea that "if it aint broke, dont fix it" but we do wish to highlight some concerns as outlined below.

Our general concerns

We would like to draw particular attention to the following issues as discussed further within the submission by Wigley & Company that are of particular concern to TUANZ.

1. The relevant service needs to be 'future proofed' to ensure users can continue to access the quality of service that they expect and require. We believe that the definition as it stands for UBA is sufficient to guarantee this future proofing as per Section 3 of the submission by Wigley & Company. As it stands, it should not preclude genuinely innovative bitstream commercial services.
2. Clarity of the expectations and commitments between the parties, ie Chorus and the Retail Service Partners is critical to end-users receiving an efficient and fit for purpose service. We support the call for well defined obligations between the parties rather than broad obligations such as good faith and best international practice. We look to all parties to work collaboratively to identify and agree these obligations.
3. We support the need for Chorus investment in the UBA network to meet increasing demand when the current network is insufficient. There should be clear obligations on this requirement but we also support the ability of Chorus to be recompensed for those obligations in a transparent manner. We agree that this should be a factor in the UBA TSLRIC price.

TUANZ looks forward to continuing its involvement in working with all parties to ensure the needs of end-users are provided for in a fair and sustainable manner.

Please do not hesitate to contact me if any points require further clarification.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Craig Young'. The signature is stylized with a large, sweeping 'C' and 'Y'.

Craig Young
Chief Executive Office
TUANZ