New Zealand Telecommunications Forum

Mobile Plan Information

Supporting Guidelines

Date:	December 2021
Version:	V1.0

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A.   PURPOSE

1.   This document's purpose is to provide the key principles to third parties who may utilise mobile plan information supplied by a mobile service provider to use within a mobile comparison tool.

2.   Providing mobile plan information to third parties promotes the key principle of competition by enabling Consumers to compare mobile plans and make informed choices about their mobile services.

3.   Consumers will have access to their mobile plan usage and data information which will assist them to make informed choices utilising comparison tool websites.

B.   KEY PRINCIPLES

4.   These guidelines in no way restrict a mobile service provider providing additional information or data to a third party than what is presented in the Template.

5.   When presenting mobile plan information, third parties must be familiar with, and follow, the Commerce Commission's requirements around advertising of telecommunications services and the Fair Trading Act. Mobile service providers bear no responsibility for how plans are presented on comparison websites.

6.   Different mobile service providers supply services according to their Terms and Conditions (T&Cs). It is expected that third parties utilise the mobile plan information, including definitions, provided by mobile service providers via the standardized template to ensure that the information is presented in an easily discernable way to consumers accessing websites to compare mobile plans.

7.   Third parties should draw attention to the availability of the Telecommunications Dispute Resolution Scheme (TDRS) on their mobile comparison websites for those mobile service providers who are scheme members.

8.   The TCF does not have any jurisdiction over commercially negotiated use of the information set out in the guidelines.

C.   KEY PRINCIPLES FOR ENGAGEMENT

9.   The TCF encourages third parties to operate in good faith with RSPs and consistent with the following principles:
- provide users with information on the quality of services they compare;
- make clear who owns them and be independent from the providers whose services are being compared, to ensure unbiased search results;
- set out clear and objective criteria on which comparisons are based;
- deliver services to a high standard and comply with relevant legislation;
- provide information that is accurate, accessible and up to date, and present that information in plain and clear language;
- show offers covering a significant proportion of the market and be open to any provider that wishes to make their products available for comparison; and
- have effective procedures in place to handle consumer complaints and to allow users to report incorrect information.

D.   MOBILE PLAN INFORMATION TEMPLATE WITH EXAMPLES

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Annexure 1
Mobile Plan Information Template

Category	Standardised categories	Information to be provided by MNOs/MVNOs	Guidance on interpreting the information	Field Type
Service Details	RSP plan reference code	Unique identifier, i.e., Spk-123		Text ( )
	RSP Name	Name of the provider		Text ( )
	Plan Name	Name of the plan as set by the provider (include the word 'bundle' if this price or product is only available as part of a bundle	Must be displayed as written by RSP	Text ( )
	Plan Type	Fixed Term, Open Term or Pre-pay	Must be a filterable field e.g. just show me Fixed Term Plans	Text ( )
	Eligibility (by consumer)	Free text (or should be a defined list?) e.g. gold card, student, essential worker, specific community etc.	Must be displayed	Text ( )
	Available as a standalone plan?	Free text - Y/N. If answered 'N' provide details of eligibility in the next field	Must be filterable field	Choice: Y or N
	Eligibility (by requirement to take other service/product) i.e. Is this plan part of a bundle?	If answered 'no' to 'available as a standalone plan', include what else do you need to commit to before you can get this bundled price/plan. RSPs should add a plan twice if there is a bundled and not bundled price etc. The discount should only be reflected once.	Must state the pre-requisite to the eligibility criteria.	Text ( )
	Companion plans/secondary services			y/n
	Describe features of companion plan			Text ( )

	Data type	Capped or endless/unlimited/uncapped. Use of endless/unlimited/uncapped etc. to be as per the provider's own marketing	Must use the actual word provided as the words are chosen deliberately.	Choice: 'Capped' or 'Endless' or 'Unlimited'' or 'Uncapped'
	Data Allowance	Base allowance (GB) i.e. How much you get at full speed (-1 = endless)	Must be filterable field (e.g. show me plans with more than 40GB data allowance, show me endless plans)	Integer
	Data Rollover /Carryover	data roll over / carry over allowed		Choice: Y or N
	Hotspotting data allowance	Maximum hotspot data during rental period (GB): 0 = hotspotting not allowed or needs to be purchased separately -1 = endless/unlimited		Integer
	Included TXT	Number unlimited (use "-1" for unlimited)		Integer
	Included National Calls	Minutes unlimited (use "-1" for unlimited)		Integer
	Countries to which this applies	National, Australia, China etc.		Text ( )
	Call Rollover / Carryover	call roll over / carry over allowed		Choice: Y or N

Internet Speed	Speed after base allowance used (Mbps)	Speed after base allowance used (Mbps) What happens after you use your full speed allowance: 0 = hard cap applies -1 = full speed		Number
	Does Fair Use Policy apply?	Does Fair Use Policy or similar protection apply? (y/n)		Choice: Y or N
Network Coverage	Service technology	3G	Must be filterable	Choice: Y or N
		4G		Choice: Y or N
		5G		Choice: Y or N
	Network coverage	Link to mobile network coverage map	Purpose is to enable a consumer to check if their location is serviced by a mobile operator	
Charges and Fees	Per Monthly cost over 24 months	$NZD Calculate as: (Total rental charges across 24 months + connection charge + any other mandatory charges - less joining credit - other credits) / 24 Do NOT include value of bundled/value added services, electricity bill etc. These should be reported separately	Must be displayed as the primary price-based filter and display order (when displaying based on price) The cost over a 24-month period takes into account things like incentive payments, free contract periods and other signing up benefits and is therefore a more equitable sorting mechanism.	$NZD number
	Standard Rental Charge	$NZD		$NZD number

	Standard Rental Period	Number and Unit e.g. 1M = every calendar month 4W = every 4 weeks 25D = every 25 days		Text - Use format [integer][M/W/D]
	Promo	[Provider free text] This can include the value of the promo and the period. Optional for MNOs/MVNOs to provide e.g.: 3 Month's Free – Value: $NZD; Period: 3 months. - Free Neon – Value: $NZD; Period: 12 months. - Bonus data weekend/evening	Display this text alongside the plan as provided by the RSP	Text ( )
	Services included as standard in the plan/bundle - item	List e.g. Spotify, Netflix		Text ( )
	Services included as standard in the plan/bundle which have a known market value - $ value	value (up to) $NZD (standalone value or discount off your plan)		$NZD number
Contract Information	**Contract**	Contract length if Fixed Term (months). -1 if open		integer
		Early Termination Fee (ETF) - include information on how ETFs are applied so the customer can work out the potential cost to them if the ETF apply. If no ETFs then put 'none'		Text ( )
Service Quality	**Customer Support**	Phone help - freephone (y/n)		Choice: Y or N
		Phone help - call charged (y/n)		Choice: Y or N
		Digital self-service (y/n)		Choice: Y or N

		Email support (y/n)		Choice: Y or N
		Free text		Text ( ) - URL
	Consumer protection	Disputes resolution scheme member	Member of TDRS	Choice: Y or N
		Emergency access	Supports 111 roaming, emergency alerts and ECLI functions	Choice: Y or N
		TCF Member	list of key consumer Code such as portability, product disclosure etc.	Choice: Y or N
		Physical Stores available (y/n)		Choice: Y or N
		If Physical Store = yes, provide link to store finder webpage		Text ( ) - URL
	'To Find Out More' link	Link to a page which contains the full details of the plan, how to sign up and links to T&Cs etc.		Text ( ) - URL