

Overview of ToR amendments 2024

	Explanation of the change
Fair and reasonable	Clarifying we will do what we consider is fair and reasonable when exercising powers (clause 1.4).
SIP connection complaints	<p>Clarifying our jurisdiction and powers to handle SIP connection complaints (clause 2.2(b)).</p> <p>Incidental changes to definitions to give effect to TIO's jurisdiction and power to handle SIP Complaints (including 'qualifying telecommunications network', 'SIP complaint', 'Statutory Infrastructure Provider', 'Qualifying carriage services').</p>
Complaint Handling Standard Complaints	Clarifying our jurisdiction to handle complaints about a member's complaint handling process (new clause 2.2(k)).
Land access related Complaints	<p>Clarifying our jurisdiction and powers to handle complaints about carriers' land access activity under Schedule 3 of the <i>Telecommunications Act 1977</i> or under an agreement with an occupier (see clauses 2.3(c) and (d), and clauses 2.38(m) and (n)).</p> <p>This relates to the TIO's complaint handling function and is separate and distinct to the Ombudsman's role handling objections under the <i>Telecommunications Code of Practice 2021</i></p>
Reasonable opportunity to consider	Clarifying TIO will handle complaints when a member has had a reasonable opportunity to consider the matter (clause 2.20 and the definition for 'complaint').
Occupiers	Clarifying our public policy, systemic issues, and information sharing roles extend to "occupiers" as well as "consumers" (clauses 4.2, 4.9, 5.10).
Members obligation to signpost TIO	<p>Requiring members to take reasonable steps to inform consumers and occupiers about the member's complaint handling service and TIO's free, external dispute resolution service for unresolved complaints (clause 6.2).</p> <p>We are working on new guidance on the reasonable steps members should take to inform consumers and occupiers about members' internal complaint handling processes and TIO's service. In doing so, we will seek and consider stakeholder feedback.</p>

	Explanation of the change
Consumer	Remove 'customer' and include hyperlink for 'small business and not for profit' guideline on website rather than just referring to the website.
Member	Include 'statutory infrastructure provider' to the definition.
Correct numbering	Amend clause 7.3 to remove duplicate paragraph numbering.
Correct alphabetical order	Correct alphabetical order of definitions.
Update commencement date	Amend clause 1.11 to reflect updated commencement date.