

02 March 2005

Douglas Webb  
Telecommunications Commissioner  
Commerce Commission  
PO Box 2351  
Wellington

Dear Douglas

Network Code - Operational and Support Manual for LMNP

As you may recall, the Telecommunications Carriers' Forum (TCF) Chair wrote to you on 27 October 2004 advising that the TCF's Network Code would consist of two documents: the Code itself and the 'Operational and Support Manual for LMNP' (the Manual). The Network Code was finalised and submitted to you as part of a determination application on 24 December 2004, however, the Manual required further work. The Network Code Working Party (NCWP) has now completed the Manual and it is enclosed with this letter for your consideration.

The Manual's purpose is to detail the operational procedures carriers will need to implement to assure and support the service levels defined in the Code. This includes procedures on issues such as fault handling, capacity forecasting, and support arrangements, including contact details. The NCWP agreed to include this information in a Manual rather than the Code because the Manual would contain variable information, such as contact details. The expectation is that the Manual will be a "living document" and therefore less onerous to amend.

If you have any questions regarding the attached Manual please do not hesitate to contact me on [celine.hugues@vodafone.co.nz](mailto:celine.hugues@vodafone.co.nz) or 021 375 640.

Yours sincerely



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