

Communications Alliance

Fixed Line Administration Group



Terms of Reference

Description: The Communications Alliance **Fixed Line Administration Group** (FLAG) was established in 2014 to provide a forum for industry fixed line service providers to consider network related developments, issues and events and to propose appropriate solutions, particularly where end customers are impacted. The FLAG will also oversee and ensure the efficient operation of Local Number Portability (LNP) as per the Local Number Portability Industry Code (C540:2013).

Constitution: Membership of the FLAG is limited to Communications Alliance members who are carriers/carriage service providers, but the Group may decide to establish links with other organisations where this might benefit discussions relating to specific fixed wire or LNP related issues. The Group may also establish sub-groups to propose industry solutions in specific cases.

Scope: The FLAG's scope of activities will include:

- identifying and resolving any issues associated with the efficient operation of LNP;
- ensuring that the LNP Contact List is accurately maintained;
- monitoring developments in the industry in order to identify and recommend change to Communications Alliance LNP documents, including the LNP Industry Code, Operations Manual, IT Specifications and test documents that would provide a cost benefit to the efficient operations on LNP;
- developing and implementing interim, short and medium term measures to mitigate consumer detriment arising from network outages;
- developing and implementing interim, short and medium term measures to mitigate mass consumer detriment in the event of a provider's collapse, including engagement and coordination with the Communications Alliance Mobile Number Portability Administration Group (MAG) where the collapsed provider offers both fixed, VOIP and mobile telephony products;
- working within the Communications Alliance Service Continuity Information Network concept to ensure that information on potential mass consumer impacting events is appropriately disseminated to an agreed broader stakeholder group to facilitate a clearer understanding of the situation; and

- reporting on a regular basis to the Communications Alliance Operations Reference Panel (ORP), and, when appropriate, to the Communications Alliance CEO.

The FLAG will follow the Communications Alliance Operating Manual where applicable with the position of Chairperson being reviewed every two years. The Group will meet on an as needs basis.