



File note - Meeting

Date of File note 22 June 2023
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Time: 8:30am to 9:00am
Location: MS Teams
Parties: John Gandy, Trish Cleland - representing the Commerce Commission
 [REDACTED]
Classification: In-Confidence - Commercial
Subject: Meeting to discuss Info Requests to inform Rural Connectivity Study

Information contained in this document should be considered as commercially sensitive

- John Gandy provided some background on the reasoning for the study and how this works in with the AMR. This year, it splits rural and urban – and highlighted many gaps in the rural area.
- Telco Acts also requires us to review copper services and to do this we need a good picture of copper and the function this plays in the market. With this, we realised there are current gaps in the data. Also, there is other stuff we are asked to provide advice on from MBIE, and MBIE has signalled it is reviewing the TSO in the future.
- Need to get a better handle on the rural area – and that is how this study was born. It is about gathering information – and we need the information to support a variety of purposes. Therefore the data required it is at a very granular level.
- We are going to ask questions of all providers – on a per ‘end user’ basis at quite a detailed level. This is based on an ideal data list. Asking for a conversation about the data we are interested in. We want to know if what we are asking is first possible, and if yes but ‘hard’ could we aske for it in a different way that would make it easier. Want to minimise effort for all parties.
- The request is voluntary. The things we want to do with the information are useful for the country and industry. Good to have policy based on facts.
- Because informing AMR, getting information at a national level – but we can complete the urban/rural split. A good definition for rural at the moment is non-SFA, although there will be little bits of fibre that have not yet been identified as SFA.
- Ideally, we would like the data monthly for the last 2 years. If not, we want is data as at 30 June 2023. The fuller the data set, the better – but we can live without.
- Information on an end user basis that we are after:
 - Location
 - Plan and price

- How much data using
- Whether vulnerable
- Per site
 - Coverage
 - Capacity of backhaul
 - Battery life, how many hours if power goes off?
 - Number and duration of faults over last two years (fault = service outage), cumulative total
- We know there will be difficulty to capture some of this information. In some cases, averages will be ok. Will be doing the same for household income (from stats), to inform affordability.
- Sample data explained, timeframe outlined.
- Members can engage directly with ComCom, or via WISPA. Glenn encouraged members to engage straight away and focus on the things not happy about.
- There is some cross over with CIP, but not all members are partnered with CIP so this will be new.
- Collecting fault information may be difficult. For █████ it is easy, as fault treated like a customer. Faults will be tricky for others as recorded in different ways.
- Resilience is a key topic (civil defence, department of prime minister) – at some stage it will be tied together. ComCom get asked the same questions.
- █████ Do we intend to release a standardisation of data? E.g. prices including / excluding gst. We will refine the final request based on the feedback from the draft. Will there be a csv template?
- Use █████ to disperse the information and issue final information requests or individual members where we have tailored the request.

Filenote completed by Trish Cleland.