



## File note - Meeting

**Date of Filenote** 14 June 2023  
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**Time:** 2:00pm to 3:00pm  
**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

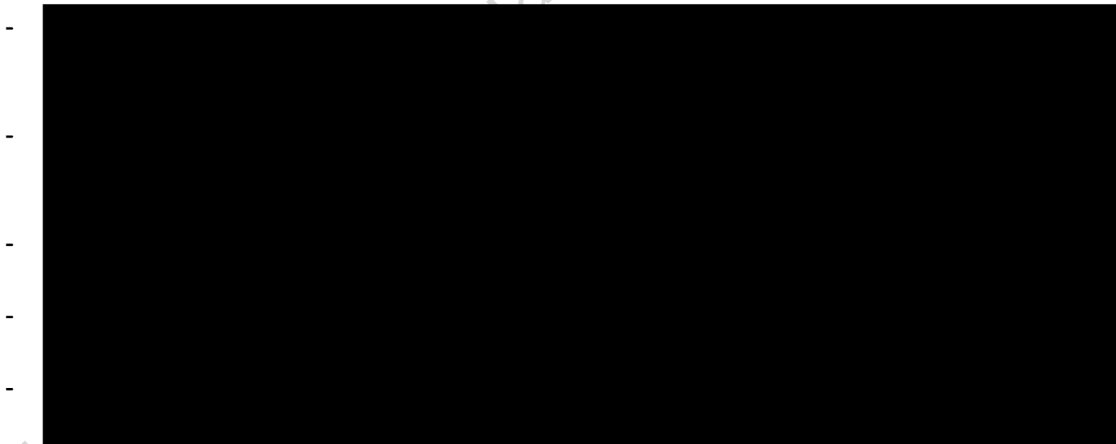
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- David noted that on 7 June – ComCom have knocked on door for information from his members – what study is that in relation to? Would be good if this was a coordinated effort. John noted that we should not be asking the same information twice, but if we do – it's because it is for a different purpose or to seek permission to use the information in a different way. Key questions were: types of telco services you offer, sectors you serve, if offering residential, number of customers, set geographical area or nationwide, telco dispute resolutions scheme, are you aware of this. We will make some inquiries on that one.
- We have several requirements to have information to do a variety of things:
  - Review of copper services by end of 2025.
  - Annual monitoring report – need more information for rural areas in this.
  - Other studies – SFA for example.
  - Pulling together and putting into one bucket. Many drivers, therefore, quite broad. – eg national data, not just rural.
- At some stage have to decide – how small is too small to deal with, e.g. will organisations that are very small be able to contribute? There will be a natural cut-off point, that is yet to be decided.
- Will be issuing draft info requests, which specify an 'ideal' dataset, and are open to what can/cannot be provided. Keen to know what is very difficult to collect – will compare against what is priority data for us versus 'nice to have'. Will impact how we ask the questions also – how can we make it as easy as possible to get the information? After consultation, will issue the final requests.

- Some providers have offered monthly data for last 2 years. Minimum is data set as at 30 June 2023. If historical data is available, we would take as well.
- Per Connection:
  1. Customer coordinates (failing that, land parcel, failing that, address)
  2. RSP
  3. What plan connected and price being paid
  4. What plans available – more pertinent to wireless and cellular
  5. Usage per month (or average of annual amount).
  6. Volume and duration of reported faults – how many faults in last 2 year, combined total of downtime.
  7. Whether vulnerable or not
- Noted sensitive information – we will not disclose any sensitive information and will not share it (for an OIA for example) without first talking to the provider.
- Definition of rural = outside SFA... in time, this definition might change. By collecting data the way we are, we can re-cut in again. This helps cover off multiple data requirements and serves us in the future if we need to recut the data.
- Looking forward – some may be able to produce all of it, some only some – but they may be able to change the way they collect to serve a future request. The AMR data will be annual, the rest will be ad hoc – if/when it is required to inform something specific. We will specify what is annual and what is ad hoc.
- Advice and wisdom re engaging with the members.



- Outputs – national picture, including services offered. Overall will help to increase awareness of what your members do and importance of what they do in areas where big telcos can't provide. Increases their presence as an aggregate group. Slowly MBIE is seeing this, but not much movement in terms of making life easier for them. Getting a better view of how widespread, how much competition and how this can improve the market. Will help to report the factual landscape of the rural landscape and who is doing the heavy listening.
- Noted after the meeting that there might be one or two that have cell sites. Meeting ended at 2:50pm.

**Filenote completed by Trish Cleland.**

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