



File note - Meeting

Date of Filenote 09 June 2023

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Time: 11:00am to 12:00pm

Location: MS Teams

Parties: John Gandy, Trish Cleland representing the Commerce Commission



Classification: In-Confidence - Commercial

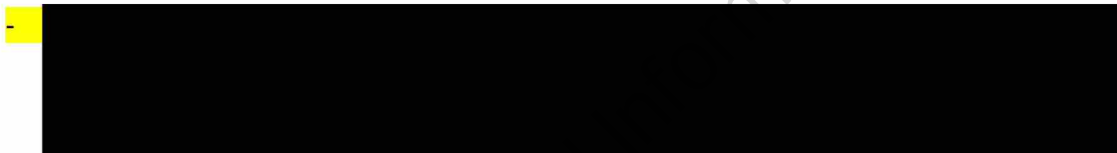
Subject: Meeting to discuss Info Requests to inform Rural Connectivity Study

Information contained in this document should be considered as commercially sensitive

- John advised embarking on study and planning out the information requests. This collection will take the place on the AMR data collection – which means all data will be collected – rural and urban. We will do the rural and urban split, where rural = non SFA.
- Will be issuing draft info requests, which specifies 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.
- Chorus has offered monthly data for last 2 years. Minimum is data set as at 30 June 2023.
- For each cell site:
 1. Location
 2. Coverage
 3. Capacity of backhaul
 4. Technology of backhaul
 5. Hours of battery backup installed
- Per Connection:
 1. Customer coordinates
 2. RSP
 3. What plan connected and price being paid
 4. What plans available – more pertinent to wireless and cellular
 5. Usage per month
 6. Volume and duration of reported faults
 7. Whether vulnerable or not

What is the best way for us to engage with your customers – the WISPs?

- WISPA would facilitate a webinar – John does a presentation.
- Will be concerns about information being released (privacy and sensitivity).
- Per site information is extremely doable. Have to collect and supply anyway. Per customer is where there will be trouble with members. Cuts across other work Commission doing, RSQs. Customer Counts – have pushed back on in RSQ. Anything that would personally identify a customer, we push back on. JG noted personal information never released.
- Need to convince members why we want to know – as value to consumers and the WISPs.
- A lot will not be doable for members. Every WISP is different.
- Averages may need to be used for some of the data. How you collate info and what you need to put in place to collect. Had same issue with CIP – the doing, is not native. CIP funded it for UFB. Working with them now to deliver data on an average. Not feasible to do by user.
- E.g. this tower has 100 customers, on average they are on a 30 x whatever plan. So many variables. Give you the ‘potential’ for each technology.
- Anything we have to provide to CIP (each month / every 3 months).



- Site basis and coverage – predicted coverage only. Challenging – e.g. trees.
- Data usage – average should be okay for comcom. Will use to compare technologies. As long as we define the data to be that. Some services might only have 8 customers – small sample sized. Need to agree representative average. Remove outliers, so true representation of average.
- Customer data – stage two? Still water to pass under bridge with CIP in this space. Per customer – discussion among members, some will be unhappy. Glenn sees value in the data.
- Staged approach would be preferred. Location, services available first.
- Registry – every address has ICP, takes a lot of effort to get and maintain. Nice to have. Competitive market but commercially sensitive. Broadband map goes a long way, but very inaccurate. Capacity of network available now – gives a good starting point.
- Talking to Internet NZ re linking up with broadband map, SFA, AMR. Don't want to collect the same information twice. Members will ask, what's different to broadband map. We will fund it. We have the power to collect the data.
- Provides benefit to end user – a better message. Broadband map not serving it's purpose. Caveats around the data though – coverage. 'drawing a box' is not coverage – detailed mapping / quality of data. Opportunity to solve lots of problems – but what's affordable, feasible, practical.
- Sensitivity of information – not discoverable from an OIA – we would not release anything without talking to source of info first. Know way of weaponizing the system to enable

targeting each other's customers. Info is aggregate, not individual. Will not release to anyone the information (by end user) – not government departments.

- Datamap output – not updating in real time. A database as at 30 June 2023. Individual addresses not part of that.
- WISPs – no data caps. Some people choose slower plan based on price. Every connection has good speeds. Don't want to be judged on what the customer chooses, but best spec available. Non-members may not be in this boat.
- A lot of members moving to fibre and field services.
- Opportunity to get a relevant top quality dataset. If you want it – help fund it.
- Commission is neutral, transparent.
- Marketing opportunity.
- Issue draft requests to Glenn / Mike – they will share to WISPs and arrange Webinar for the following week.
- **Action:** Trish to propose 2 x 1 hour slots in week of 19 June. When confirmed, will send place-holder invites.
- Will issue draft RFIs to Glenn / Mike who will share with their members and forward on the webinar session. Mike will also pass onto non members in his network.

Filenote completed by Trish Cleland.