

AMR Stakeholder meetings

June 2023

Context

We want all New Zealanders to be able to make confident choices to stay connected in ways that fit their situation, lifestyle, and business. We drive the sector to be competitive and customer focused for the benefit of all New Zealanders and the economic wellbeing of our country.

The Commerce Commission Telecommunications Annual Monitoring Report (AMR) informs stakeholders on the state of Aotearoa New Zealand’s telecommunications sector, including competition and key developments in the telecommunications market. It is released under section 9A of the Telecommunications Act 2001.

This year the Commerce Commission set out to refresh the content and format of the AMR with the goal of continuing its relevance to the sector and highlighting its usefulness to the sector. This includes the following goals that the AMR will be:

- Relevant – all the content is of high value to some or all stakeholders (industry, policy, media).
- Revealing – stakeholders gain insights not just information.
- Responsive – a soft messaging tool that stakeholders could respond to.

The AMR presents an opportunity for new engagement to grow awareness of its content and to start a dialogue with key stakeholders on what the findings mean for the telecommunications sector and organisations interested in digital connectivity.

This paper sets out the approach for holding two stakeholder meetings in July: one with the telecommunications sector and another for organisations with a common goal of digital connectivity.

Objectives

Telecommunications Sector Meeting	Digital Connectivity Meeting
<ul style="list-style-type: none">• Providers see the value in contributing data to the report beyond being a regulatory requirement.• Attendees actively think about their role in contributing to a competitive sector.• Share the Commission’s areas of focus and priorities for the coming year.• Receive direct feedback on the report and process in advance of the submissions deadline (28 July).	<ul style="list-style-type: none">• Demonstrate the relevance of the AMR for these groups.• Start to build relationships with these groups by continuing to grow our understanding of the barriers to connectivity in NZ including affordability.• Attendees feel that the discussion has been valuable and that their voices are valid.

Suggested approach

The Commission invites attendees to a 90-minute online forum, structured around sharing information and prompting questions to generate engagement with and dialogue amongst attendees.

Telecommunications Commissioner Tristan Gilbertson will open the session by welcoming attendees. Following this are two brief presentations by Ben Oakley and Brendan Dempsey about the insights from the report and the process around creating the report, aspirations for its use and priorities for the coming year, followed by a conversation facilitated by Paul Giles about the report, its value and potential. We invite attendees to share their insights about what they value and their areas of interest for the future.

Proposed run sheet

90 minutes	What	Who
5 minutes	Welcome	Tristan
5 minutes	Introductions	Paul
Presentations		
15 minutes	Insights from the report: Content specific to the audience (see suggested topic areas below)	Ben / Brendan
15 minutes	Development of the report: Staying relevant, being useful	Ben / Brendan
Facilitated discussion		
15 minutes	Findings: Were there any surprises with the findings? What areas are you most concerned by? What do you think we need to watch for?	Paul
15 minutes	Usefulness: What worked with the format? How will you use it? How could we make it more useful in terms of presentation and content?	Paul
15 minutes	The future: What areas should we be reporting on in the future? What data is available that would provide the insight needed?	Paul
5 minutes	Close and acknowledge – remind about submissions due by 28 July	Paul

Insights presentation – suggested topic areas

Telecommunications sector	Digital connectivity sector
Rural Kiwis are paying more for less What can be done to improve satisfaction? To watch: uptake of bundles; growth of satellite	Rural Kiwis are paying more for less Mobile pre-paid vs post-paid Switching providers

Suggested attendees

Telecommunications sector

We invite operational managers from across the telecommunications sector.

Organisation

1 Chorus	Fibre network operator
2 Northpower	Fibre network operator
3 Enable	Fibre network operator
4 Tuatahi First Fibre	Fibre network operator
5 Spark (Skinny)	Wholesaler/RSP
6 Skinny	RSP (Spark)
7 Vodafone	Wholesaler/RSP
8 2degrees	Wholesaler/RSP
9 Slingshot	RSP (2degrees)
10 Orcon	RSP (2degrees)
11 Compass	MVNO
12 Kogan Mobile	MVNO
13 Megatel	MVNO
14 Warehouse Mobile	MVNO
15 MyRepublic	MVNO
16 Trustpower	Bundled/MVNO
17 Contact Energy	Bundled
18 Mercury	Bundled
19 Internet Service Providers Association of NZ	Membership
20 WISPA NZ	
21 WISPA members	Send invite via WISPA NZ
22 TUANZ	
23 InternetNZ	

Digital connectivity organisations

We invite organisations with a role in supporting more New Zealanders to be connected and overcoming access issues, to hear new information about connectivity in the sector and to discuss what this means for the people they represent.

Organisation	Name, Position	Their interest
1 Citizens Advice Bureau	Dame Clare Moriarty Chief Executive	The Citizens Advice Bureau is running a campaign around digital inclusion: Our mahi Social inclusion in a digital age (cab.org.nz) . They coordinated a petition to Parliament in July 2021 to address digital exclusion.
2 Digital Equity Coalition Aotearoa	Victoria MacLennan Kris Dempster-Rivett Co-chairs	A community of organisations and people working to achieve digital equity in Aotearoa New Zealand. Funded by Todd Foundation, Spart Foundation and InternetNZ. DECA (digitalequity.nz) Signatory to CAB petition.
3 Rural Women	Gabe O'Brien Chief Executive ce@ruralwomennz.nz	Their manifesto calls on the government to commit to five areas of action to improve the health and wellbeing of rural families and enhance the resilience of rural communities. There are five areas of specific interest, including rural connectivity. <i>Signatory to CAB petition.</i>
4 Federated Farmers	Terry Copeland Chief Executive Officer	Represents farmers, rural sector
5 Māori Women's Welfare League	Dr Hope Tupara President	Wellbeing of Māori women and their whanau.
6 FinCap	Ruth Smithers Chief Executive	FinCap is non-government organisation which supports 200 free financial mentoring services in their work. Advocate for change in the building financial capability sector to help prevent people from getting into financial hardship in Aotearoa.
7 The Salvation Army		<i>Signatory to CAB petition.</i>
8 Age Concern	Karen Billings-Jensen Chief Executive karen.billingsjensen@ageconcern.org.nz	Age Concern New Zealand is a charity dedicated to people over 65, their friends, and whānau. We promote dignity, wellbeing, equity and respect and provide expert information and support services in response to older people's needs. We are active and vocal on relevant issues and work to ensure older people stay connected with their family, friends and community. <i>Signatory to CAB petition.</i>
9 Grey Power NZ	Jan Pentecost National President membership.greypower.co.nz	Grey Power is an advocacy organisation promoting the welfare and well-being of all those citizens in the 50 plus age group. We monitor what the government is doing and how that will affect our members – meeting with influential people including politicians, to make our views known <i>Signatory to CAB petition.</i>

10 SeniorNet		A community training network that supports and motivates people aged 50+ to enjoy and use technology in their everyday lives
11 Human Rights Commission	Meg de Ronde Chief Executive	<i>Signatory to CAB petition.</i>
12 Health and Disability Commission	Morag MacDowell Health and Disability Commissioner	Promotes the rights of all people accessing health and disability services across NZ. <i>Signatory to CAB petition.</i>
13 Telco Disputes Resolution	Paul Brislen, Chief Executive	
14 Consumer NZ	John Duffy	<i>Signatory to CAB petition.</i>

Evaluation

Success will be measured by:

- Attendance levels
- Quality of engagement and discussion at the meeting
- Follow-up survey of attendees to assess value of engagement

Actions

Action	Deadline
Invitation list completed and signed off	26 June
Confirm dates for meetings	26 June
Zoom meetings set up, invitations drafted	26 June
Discuss content for 3 X presentations and discussion points	w/c 26 June
Invitations issued	29 June
Draft presentations completed	7 July
Presentations signed out	w/c 10 July
Tristan briefed	w/c 10 July
Meetings held	w/c 17 July
Follow-up survey issued	Within 2 days of meetings
Debrief including survey results	2 weeks after meeting

