

24 June 2016

Garth Pennington

*By email only:* fyi-request-4058-d0245bfa@requests.fyi.org.nz

Dear Mr Pennington,

**Official Information Act request: 15.171 – Number of Complaints – Extension of Time**

1. We refer to your 26 May 2016 request for information under the Official Information Act 1982 (OIA).
2. On 23 June 2016, the Commerce Commission (Commission) provided a response to the first three of your requests dealing with number of complaints received.
3. With regards to the fourth request, we acknowledge receipt of your email yesterday confirming the scope of the remaining part of your request to be for copies of any communication:
  - 3.1 relating to the 135 Spark complaints and 25 Chorus complaints the Commission received in the last 12 months;
  - 3.2 with Spark, Chorus and any government department or minister (relating to telcos only).
4. The original date by which the Commission must decide your request is today, 24 June 2016, representing 20 working days from our receipt of the request.
5. Under section 15A(1) of the OIA, the Commission can in certain circumstances extend the time limit for deciding requests for official information. The Commission will be extending the deadline to decide the remaining part of your request to 29 July 2016.
6. The reason for the Commission's extension of time is the need to search through a large quantity of information, and potentially to consult the parties to any communications. Meeting the original time limit would unreasonably interfere with the operations of the Commission.
7. The Commission will advise you of its decision on your request by no later than 29 July 2016.

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8. If you are not satisfied with the Commission's decision to extend the time for its decision on your request, you have under section 28(3) of the OIA the right to make a complaint to the Ombudsman about the extension.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Alexandra Donnison', with a long horizontal flourish extending to the right.

Alexandra Donnison  
OIA Co-ordinator