

05 December 2011

Official Information Request No. 9000113050
(Please quote this in any correspondence)

Mr Jonathan Brewer

By Email: requests@fyi.org.nz

Dear Mr Brewer

Local Government Official Information and Meetings Act 1987

Re: provision of Wifi by Kordia

I refer to your email dated 16 November 2011, which we received on 16 November 2011, at 12:01p.m., requesting information on the public-private partnership between Auckland Council and Kordia for provision of WiFi.

We have considered your request for information under LGOIMA, and consulted with the Economic Development Unit, and in the order requested, respond as follows:

1. What did the Council contribute to the existing network build as a one-off capital contribution?

Auckland City Council did not pay any contribution to the build of the existing WiFi network (2007) referenced in this information request.

2. What, if any, subsidies does the Council contribute to the existing network on an ongoing basis – i.e. OpEx?

Auckland City Council and now Auckland Council did not / does not pay any subsidy or ongoing Opex costs to Kordia for the management of the existing WiFi network (2007). The City Council / Council has never paid any ongoing costs related to any aspect of the existing network.

3. Does the Council pay Kordia for the use of any infrastructure – such as a dedicated SSID on the network, or connections for CCTV or SCADA purposes?

Auckland City Council / Auckland Council did not / does not pay Kordia for the use of any of its infrastructure.

If so, what are the details of these arrangements?

N/A

4. Does the existing network meet the requirements of the Council as set out in the 2007 tender process?

Overall, the existing network meets most of the requirements of the Council as set out in the 2007 tender process. There were a significant number of issues early on with network performance and management but these were addressed at the time. Since this time,

additional performance and management issues have arisen but these have been addressed between Council and Kordia as appropriate as they have arisen.

5. Is the Council satisfied with the visual aspects of the public space equipment installed after the 2007 process?

There has been no public space WiFi equipment installed by Kordia after the initial installation. The Council notes that the WiFi equipment that was initially installed was aesthetically appropriate at the time. Technology has since moved on and aesthetics of equipment has improved.

6. What are the existing network performance characteristics, and how have they changed over time since the initial installation?

The following characteristics are monitored on a monthly basis:

- Service reception
- Service availability
- Service restoration
- Help desk response

These service characteristics have not changed since the initial WiFi installation and continue to be monitored.

7. Is the Council satisfied with backhaul arrangements for the existing network?

The Council is satisfied with backhaul arrangements for the existing WiFi network.

8. What Council infrastructure (i.e. pits, poles, buildings) have been utilised in the existing network, and what are the financial arrangements around this use?

The only Auckland City Council and now Auckland Council owned assets utilised to install the existing WiFi network are a small selection of poles and a few public toilets. The remainder of sites are privately owned buildings. There is a site licence for use of the Council owned assets. None of the private building owners charged fees due to the public good nature of the WiFi service being provided.

We trust the information provided is of assistance however, should you believe we have not responded appropriately to your request, you have the right by way of complaint, under s27(3) of the LGOIMA, to apply to the Ombudsmen to seek an investigation and review of this decision. You can obtain details of the process on the Office of the Ombudsman website www.ombudsman.govt.nz

Yours sincerely



Bruce Thomas
Electoral Officer/Public Information Manager
ELECTORAL OFFICE/PUBLIC INFORMATION UNIT