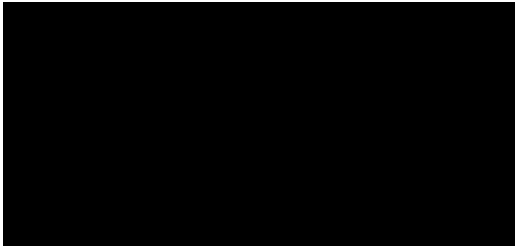


5 December 2023



Official Information Act #23.116 - Response

1. We refer to your request received on 20 November 2023 for information about the Commerce Commission's (the Commission) 111 Contact Code statistics. Specifically, you asked for the:
 - 1.1 Total number of ISPs who submitted disclosures
 - 1.2 Total number of customers of retail landline services
 - 1.3 Total number of Vulnerable Consumer applications received
 - 1.4 Total number of Vulnerable Consumer applications which were denied
 - 1.5 Total number of Vulnerable Consumer applications which were accepted
 - 1.6 Total number of Vulnerable Consumers supplied with mobile phones
 - 1.7 Total number of Vulnerable Consumers supplied with UPSs
 - 1.8 Total number of Vulnerable Consumers supplied with an alternative means
 - 1.9 If possible, you also wanted to see the same statistics listed above but for ISPs where their total number of retail landline services is less than 5000.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Our response

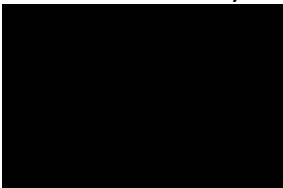
3. We have decided to grant your request.
4. The information you have requested at [1.1] to [1.9] is set out in the table below:

Metric from 2022 disclosure year	For all providers	For providers with fewer than 5000 landline customers
<i>Total number of ISPs who submitted disclosures</i>	61	52
<i>Total number of customers of retail landline services</i>	648874	29826
<i>Total number of vulnerable consumer applications received</i>	902	44
<i>Total number of vulnerable consumer applications denied</i>	326	14
<i>Total number of vulnerable consumer applications accepted</i>	576	30
<i>Total number of vulnerable consumers supplied with mobile phones</i>	490	9
<i>Total number of vulnerable consumers supplied with UPSs</i>	81	16
<i>Total number of vulnerable consumers supplied with an alternative means</i>	605 ¹	30

Further information

5. Please note the Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.
6. Please do not hesitate to contact us at oa@comcom.govt.nz if you have any questions about this request.

Yours sincerely



OIA and Information Coordinator

¹ Please note this number is higher than the total number of accepted applications as some vulnerable consumers were supplied with more than one means by their provider.