

14 February 2020

Mr Mike Smith
Chairman
WISPA NZ

By email: mike@ubb.nz; ernie.newman@wispa.nz

Dear Mike

COMMISSION 111 CONTACT CODE

I am writing in response to your letter of 31 January 2020 that outlines the concerns of wireless internet service providers (WISPs) about the direction of the proposed Commission 111 Contact Code (Code) and the potential for negative effects on WISPs and rural consumers.

The WISPs' submission on the Code's Emerging Views paper and your engagement at the workshop in December provided useful insights and perspectives for the Code which the Commission is considering as we develop the draft Code for the next phase of consultation.

You suggested in your letter that the Commission "is determined to proceed down a fundamentally unworkable track without having an open mind to the objections". This is incorrect. The Commission has made no final decisions and we have an open mind to views from all stakeholders while we consult on the draft Code.

Our role is to make the Code in accordance with the Telecommunications Act. In doing so, we are obliged to consider the views of all stakeholders for the Code, including how potential approaches for the Code can best achieve its purpose of protecting vulnerable consumers. These considerations include how those approaches might impact consumers and providers of telecommunications services in all areas, including rural and remote areas.

We encourage WISPs to continue to engage with us and provide submissions on the upcoming draft Code and participate in any further workshops following the release of the draft Code for consultation in March 2020.

Please contact Charlotte Ansell charlotte.ansell@comcom.govt.nz if you have any questions about the 111 Contact Code and our process to develop it.

Yours sincerely



Dr Stephen Gale
Telecommunications Commissioner