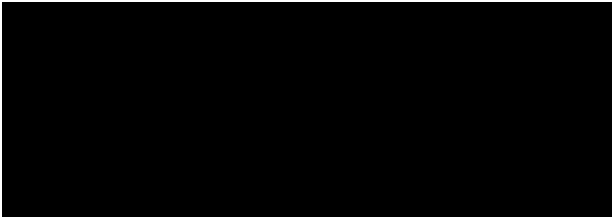


5 March 2024



Official Information Act 1982 #23.176 – Response

1. We refer to your request received on 6 February 2024 for information relating to copper being withdrawn in your area.
2. You requested the following:
 - 2.1 information about the duration and frequency of internet system outages nationally and specifically for Palmerston North from the year 2000 onwards. You would like raw data not processed graphs and would like the data as a zipped data file in JSON format;
 - 2.2 raw duration/frequency duration/frequency data for power outages to the Roslyn, Palmerston North region since 2000. You would like the data as a zipped data file in JSON format;
 - 2.3 any reports the Commerce Commission (the Commission) has written on the reliability of the two systems? and
 - 2.4 any reports the Commission has drafted on the reliability of the residential power delivery systems including brownouts and deviancies from power supply standards (say 230/250 volt systems and current supply (nominally about 60-100 Ah per house).
3. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Our response

Duration and frequency of internet system outages

4. In response to your request at [2.1], the Commission does not hold information relating to internet system outages in your area and therefore we must refuse this aspect of your request under section 18(g) of the OIA.

5. We have published on our website, information publicly disclosed by fibre providers. This information is available [here](#) on our website. The “Quality_2024.01.01” database may be of interest to you. The providers are also required to publish this information themselves (e.g. Chorus’ information disclosures are published [here](#)).

Raw duration/frequency duration/frequency data for power outages to the Roslyn, Palmerston North region since 2000

6. In response to your request at [2.2], the Commission does not hold the data requested since 2000 in the format requested, and therefore we must refuse aspects of this request under section 18(g) of the OIA.
7. Please find attached the raw interruptions data that we hold in Excel format.
8. The Commission also collects high-level data on electricity interruptions. We have published [here](#), information disclosed by electricity distributors.

Reports on Reliability of VoIP and Copper landline systems

9. In response to your request at [2.3], the Commission has not written any reports on the reliability of Voice over Internet Protocol (VoIP) and copper landline systems. We must therefore refuse this aspect of your request under section 18(g) of the OIA.
10. The Commission has published material designed to help customers facing the withdrawal of copper-based services:
 - 10.1 [Home phone technology and calling 111](#)
 - 10.2 [Consumer protections for copper withdrawal](#)
11. Both of these links include information on the 111 Contact Code.
12. If you would find it helpful, we are happy to arrange a phone call with one of our staff members in the telecommunications team to further discuss your concerns around losing copper-based services.

Reports on Reliability of Residential power delivery systems

13. In response to your request at [2.4], the Commission has commented on the reliability of electricity distribution businesses (EDBs) at a high level, excluding low voltage interruptions, in several reports. We appreciate that these reports seem to largely aggregate the reliability data, which means that the data is at a higher level than the terms of your request. These reports can be accessed through our [Performance Accessibility Tool](#).

Further information

14. If you are not satisfied with the Commission's response to your OIA request, section 28(3) of the OIA provides you with the right to ask an Ombudsman to investigate and review this response. However, we would welcome the opportunity to discuss with you any concerns with you first.
15. Please note the Commission will be publishing this response to your request on its website. Your personal information will be redacted prior to publication.
16. Please do not hesitate to contact ويا@comcom.govt.nz if you have any questions about this response.

Yours sincerely



OIA Information and Coordinator