

3 February 2021

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

### **Official Information Act #20.128: Copper Services**

1. We refer to your request received on 10 December 2020 for information about the withdrawal of copper services and Spark New Zealand Limited's (**Spark**) pilot Public Switched Telephone Network (PSTN) withdrawal in Devonport and Miramar. We reproduce your questions below:
  - 1.1 Has the Commerce Commission (**Commission**) had any complaints about copper services being withdrawn?
  - 1.2 Specifically, has the Commission had any complaints about copper services being withdrawn in relation to Spark's pilot in Devonport and Miramar?
2. We have treated this as a request for information under the Official Information Act 1982 (**OIA**).
3. On 28 January 2021 we extended the deadline to make a decision on your request to 5 February 2021.

### **Our response**

4. We have decided to grant your request.

### **Withdrawal of copper services**

5. The Commission has received 15 complaints about the withdrawal of copper services.<sup>1</sup>

---

<sup>1</sup> As at 28 January 2021.

6. To identify this information, we searched our complaints database, limited to complaints in the 'telecommunications' category,<sup>2</sup> for complaints received containing the keyword "copper".<sup>3</sup> We manually reviewed all results. As you did not specify a timeframe in your request, we did not include any date parameters in our search, meaning our results showed every complaint that met the search parameters regardless of when the complaint was received.
7. We note that during our consultation on the Copper Withdrawal Code, we received feedback from consumers concerned about the withdrawal of copper services. We published a summary of consumer feedback on our website on 6 August 2020. The summary is available here:  
[https://comcom.govt.nz/\\_data/assets/pdf\\_file/0017/222641/Draft-copper-withdrawal-code-Consumer-feedback-summary-6-August-2020.pdf](https://comcom.govt.nz/_data/assets/pdf_file/0017/222641/Draft-copper-withdrawal-code-Consumer-feedback-summary-6-August-2020.pdf)

### **Pilot in Devonport and Miramar**

8. The Commission has not received any complaints about Spark's pilot PSTN withdrawal in Devonport and Miramar.<sup>4</sup>
9. To identify this information, we searched our complaints database for complaints received about Spark that contained either the keyword "Miramar" or "Devonport".<sup>5</sup> We manually reviewed all results. As you did not specify a timeframe in your request, we did not include any date parameters in our search, meaning our results showed every complaint that met the search parameters regardless of when the complaint was received.

### **Further information**

10. Please note the Commission will be publishing this response to your request in the OIA register on our website.<sup>6</sup> Your personal details will be redacted from the published response.
11. Please do not hesitate to contact us at [ويا@comcom.govt.nz](mailto:ويا@comcom.govt.nz) if you have any questions about this request.

Yours sincerely

*Mary Sheppard*  
OIA Coordinator

---

<sup>2</sup> We place complaints into a category based on the product or service that is the subject matter of the complaint. Our 'Telecommunications' category includes complaints about broadband, landline and mobile phone services.

<sup>3</sup> Please note this method relies on the terms used by complainants in making a complaint to the Commission.

<sup>4</sup> As at 28 January 2021.

<sup>5</sup> Please note this method relies on the terms used by complainants in making a complaint to the Commission.

<sup>6</sup> <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>.