



10 November 2023

Ref: DOIA 2223-0930

Blaire Harris

Email: fyi-request-24412-3856e94a@requests.fyi.org.nz

Tēnā koe Blaire Harris

Thank you for your email of 11 October 2023, which was transferred to the Ministry of Business, Innovation and Employment on 26 October 2023. In it, you request, under the Official Information Act 1982 (the Act), the following information:

This OIA request is around the "pcl.govt.nz" domain.

- 1. I would like to understand which organisation or business unit is assigned to that domain.*
- 2. Copy of any documents relating to approving the domain (including but not limited to comms between the applying party and the Domain Name Service Team when seeking to register that domain).*

The domain name is used by the service used by Emergency Service Providers to determine the Probable Caller Location (PCL) of people who call the 111 Emergency Number. This service is known as ECLI (Emergency Caller Location Information). The ECLI service enables emergency services to receive automatically generated geographical information about the likely location of a caller.

Please find attached the documentation relevant to your request – *PCL Doman Name Application (October 2016)*. Please note some information has been removed from this document as it was out of scope of your request.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact OIA@mbie.govt.nz.

You have the right to seek an investigation and review by the Ombudsman if you are unhappy with this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā

Katrina Curry
General Manager
Digital Solution Delivery





.govt.nz Registrar Domain Name Application

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3. Domain name for a project/initiative

E.g. [hazardoussubstances.govt.nz](#), [employment.govt.nz](#)

Your organisation's project/initiative is eligible for a new generic third level .govt.nz domain name only if the project, campaign or initiative is pan-departmental (i.e. more than one agency is involved) and of national significance (i.e. not limited to a particular area or region and can be considered of relevance to all New Zealanders).

Domain name requested: [pcl.govt.nz](#)

i. Contributing organisations

To demonstrate eligibility, please:

- *provide the names of all the government organisations involved in the project/initiative*
 - [Ministry of Business, Innovation and Employment \(MBIE\)](#)
 - [New Zealand Police \(NZP\)](#)
 - [St John Ambulance \(StJA\)](#)
 - [Wellington Free Ambulance \(WFA\)](#)
 - [New Zealand Fire Service \(NZFS\)](#)
- *explain the roles of the contributing agencies and the nature of their participation, including funding contributions*
 - [MBIE is leading the project.](#)
 - [NZP, StJA, WFA, and NZFS are users of the service.](#)
 - [Project is funded from the Telecommunications Development Levy which was established in 2011 to fund telecommunications infrastructure and services which otherwise would not be available at an affordable price, including upgrades to emergency service calling.](#)
- *include any other helpful documents, e.g. Cabinet papers, briefing notes, memoranda, terms of reference, legislation*

See attached:

 - [EGI Cabinet paper - Mobile Caller Location \(23 June 2016\)](#)
 - [EGI-16-MIN-0151 Mobile Caller Location \(29 June 2016\)](#)

ii. National significance

Describe how the project/initiative is not limited to a particular area or region and is relevant to all New Zealanders.

[Anyone in New Zealand making a 111 emergency call will benefit from the project. The time taken to establish the location of mobile emergency callers will reduce resulting in improved response outcomes because of](#)

- [shorter time to dispatch emergency responders; and](#)
- [shorter call answer time in busy periods \(call takers being freed up to answer waiting calls\).](#)

iii. Business context

Please provide background information about your business operation and describe your project/initiative. This is not about your domain name, but to help us better understand what you want to achieve online.

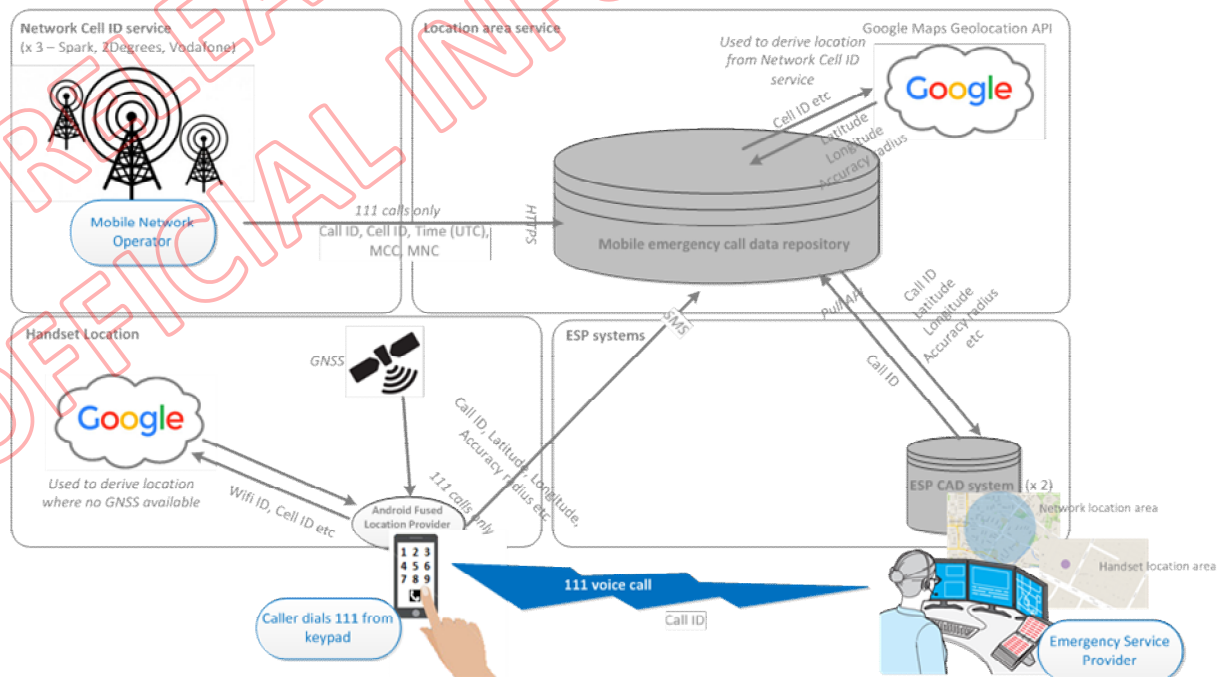
Please provide:

- background to your project/initiative
- strategic objectives and desired outcomes of your project
- a description of how you intend to use the online channel to engage with your audience and support your project, and the nature of the online services/content you are creating
- any additional useful information

The purpose of the Mobile Caller Location project is to provide emergency services with information concerning the probable location of mobile callers to the 111 emergency number. Currently location information is provided to call takers for emergency calls from landlines only. For the 70% of emergency calls made via mobile devices, call takers use question and answer to establish location and dispatch a response, which is often slow or ineffective (e.g. where the user does not know their location or want to provide it).

The Mobile caller location solution is depicted in the diagram below. Location information from Mobile Network Operators and/or the caller's handset is sent to a central Location Area Service which can be queried by emergency service providers' computer aided dispatch systems (or a web interface), and presented to call takers. 'Probable Caller Location' will present on the call taker's map as a shaded circle within which there is a 68% (1-sigma) likelihood that the caller is located.

A new schedule is being developed for the Telecommunications Information Privacy Code that will explicitly cover the provision of location for mobile emergency calls as per this solution.



iv. Rationale for requiring a domain name

Requests for domain names based primarily on the need to ensure that your project information can be discovered online will not be accepted.

Domain names no longer serve as the principal gateway to content. Instead, search engines are the main way people find information on the web.

The key to being found online is not a specialised domain name but appropriate use of content, search engine optimisation techniques and placement of links on suitable sites with high reputation.

Please explain the need to create a new third level .govt.nz domain name.

- *how/why your project/initiative will benefit from this new third level domain name*
- *why it is not appropriate to use a fourth level subdomain or a subdirectory to one of your existing domains, e.g. initiative.youragency.govt.nz or youragency.govt.nz/initiative*

No part of the system is public facing, however the domain will be used by whitelisted Mobile Network Operators and an SMS gateway for providing location information and by emergency service providers for requesting and accessing location information.

A .govt.nz domain name is needed as it is important that all parties using the system have trust in it as an official government system, and trust that privacy considerations are being appropriately managed.

The alternative of using the 'mbie' third level domain (e.g. pcl.mbie.govt.nz) is not preferred as it misrepresents the role of MBIE. MBIE is lead agency establishing the Mobile Caller Location service on behalf of the New Zealand Emergency Services via its role administering the Telecommunications Development Levy which is the funding source of the project. MBIE however will have no ongoing role managing the operation of the service - no part of the service will reside within MBIE infrastructure nor will any MBIE employees or its contractors have access to it.

v. Rationale for the choice of name

The main purpose of a .govt.nz domain name is to serve as an identifier of official and trusted government information and services, and not as the mark or brand of a specific product or service. Requests for domain names intended primarily for the branding of individual projects or initiatives will not be accepted.

Domain names for projects/initiatives need to be specific (i.e. unlikely to be confused with other existing or future services across government) and descriptive (i.e. the domain name describes the purpose of the site and service being provided).

Please provide:

- *the rationale for choosing this domain name, demonstrating why this name is the most appropriate choice*

- *evidenced-based research to support the rationale, e.g. user testing or market research*
- *copies of any relevant documents, e.g. environmental scans, user experience test findings*

Emergency Service Providers have agreed to refer to the spot on a map that is delivered by the service as 'Probable Caller Location'. This name assists in educating Call takers how to interpret it (i.e. an indication of the probable location of the caller, not the certain location of the event). This is shortened for convenience to 'PCL'.

PCL is the central notion of the service and summarises what the service provides, thus the request for 'pcl.govt.nz'.

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