



3 December 2024

Ref: DOIA-REQ-0006228

Hemant

Email: fyi-request-29133-da055767@requests.fyi.org.nz

Tēnā koe Hemant

Thank you for your email of 10 November 2024 to the Ministry of Business, Innovation and Employment requesting, under the Official Information Act 1982, the following information:

all reports/investigations/complaints you had on why apple carplay and android auto drop out at different locations around Auckland... in particular around the old 'Panmure roundabout' i.e. the intersection of the roads Queens Rd, Lagoon Dr, Ellerslie Panmure Highway, Ireland Rd and Jellicoe Rd.

Radio Spectrum Management (RSM) are responsible for the effective and efficient utilisation of the radio spectrum in New Zealand. Part of this responsibility includes ensuring compliant use of radio spectrum for licence holders.

Recently RSM were involved with an enquiry regarding a report of dropout in Apple Carplay and Android Auto systems, where our assistance was requested by one of the Mobile Network Operators. This was in the Tamaki Drive area, and the singular instance reported could not be recreated by RSM investigation staff. At the time of our inquiries, both the 2.4GHz & 5GHz RF Spectrums were found to be in low use in the vicinity of the location of interest.

I can confirm that RSM have not been involved in any formal investigations with regards to Apple Carplay or Android Auto, including in the 'Panmure roundabout' area you specified. RSM investigate interference issues across the radio spectrum, and this can include those reported by cellular network operators, broadcast radio and land mobile radio systems amongst others. Further information on the types of investigations RSM undertake can be found here: <https://www.rsm.govt.nz/business-individuals/interference>.

You also reference the use of BlueTooth and Wi-Fi frequencies, and their potential link to interference. Wifi and BlueTooth type usage falls under what is categorised as a General User Radio Licence (GURL), which is freely available for anyone to use in accordance with the licence conditions. In general, RSM do not investigate GURL interference cases unless there is a larger public interest or repeated reports of interference for a given area.

If you wish to raise an interference or non-compliance concern for an issue that RSM investigates, you can do so via the following link: <https://www.rsm.govt.nz/about/forms/report-non-compliance>.

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

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.

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'Claire Smollett', written in a cursive style.

Claire Smollett
National Manager Radio Spectrum Management Compliance
Market Integrity