



DOIA 1617-0612

17 November 2016

Cody C

fyi-request-4941-077f74c6@requests.fyi.org.nz

Dear Cody

Thank you for your email of 14 November 2016, transferred to the Ministry of Business, Innovation and Employment by the New Zealand Police on 15 November 2016. You have requested the following information under the Official Information Act:

...the reasons why the 111 Emergency calling service failed on the night of 14 November 2016 and what steps are being taken to remedy this and ensure that it does not happen in future...

With regard to your question, I can advise you that Spark is responsible for answering all phone calls made to 111 and subsequently connecting callers through to their required emergency service. At that point, the relevant Emergency Service Provider takes over and assumes responsibility for the call.

Spark has a dedicated call centre, based in Wellington, to provide this service. The centre is staffed 24 hours a day, every day of the year, and receives more than two million calls each year.

I refer you to a Spark media statement, released on 14 November 2016, outlining the reasons for the disruption to their 111 service, and the steps they took to resume this service, following the first earthquake early that morning:

You can view the Spark media statement at: <http://www.sparknz.co.nz/news/111-service-update/>

My expectation is that Spark will undertake a full analysis of what occurred and take steps to prevent a future outage.

Yours sincerely

Brad Ward
General Manager
Commerce, Consumers and Communications Building
Resources and Markets