



HON NIKKI KAYE

MP FOR AUCKLAND CENTRAL



Ms Kate McKenzie
CEO Chorus
kate.mckenzie@chorus.co.nz

Mr Simon Moutter
Spark NZ Managing Director
Simon.Moutter@spark.co.nz

Dear Kate and Simon,

I am writing to you to express my concern at the length of time it has taken to fix landline faults on Great Barrier Island. I have had communications from the Local Board, the Police, the Aotea Health Trust and (forwarded on) individual constituents. It is my understanding that some people have been without landline access for more than a month. My office has had several communications with Chorus and Spark over the last couple of weeks, but I have been very concerned at the length of time it has taken to resolve these issues.

I want you to understand how serious this situation has been. In light of the fact that there are a number of parts of the Island that do not have mobile phone coverage, the fault has effectively meant that some people have had no telecommunications. This means that if a Civil Defence emergency was to occur such as a tsunami, there would be no way to warn them.

The Aotea Health Trust also has people who are elderly or unwell, who have been in a situation where if things have taken a turn for the worst it would be very difficult for them to get help. The local GP did not have landline access for a significant period of time. This is totally unacceptable.

I would appreciate a review of the time taken and the processes that you have undertaken to fix the faults on Great Barrier Island. I would like to know the outcome of the review and ideally a new process in place to ensure for Great Barrier (as an isolated island) will have technicians on island and faults fixed within an urgent time period. This could be agreed with the Local Board.

A 48C College Hill, Freemans Bay
P 09 378 2088
E mp.aucklandcentral@parliament.govt.nz

T @nikkikayeMP
F facebook.com/NikkiKaye
W www.nikkikaye.co.nz

I realise that it may not be possible in extraordinary circumstances such as a natural disaster to guarantee this. However, as the local Member of Parliament, I believe there is a strong moral obligation for companies to do a lot better than this. I look forward to your response.

Best Regards,

A handwritten signature in blue ink that reads "Nikki Kaye". The signature is fluid and cursive, with the first name "Nikki" and last name "Kaye" clearly distinguishable.

Hon Nikki Kaye
MP for Auckland Central

Authorised by Hon Nikki Kaye, MP for Auckland Central, 48C College Hill, Freemans Bay, Auckland

CC: Izzy Fordham, Great Barrier Island Local Board Chair
