

Final report template for Community Projects and Internet Research - to be sent to gertrud@internetnz.net.nz on the date specified in your contract

Grant reference number:	#PR201500028
Name of recipient and contact details	<i>Please include mobile and email</i>
Name of organisation (if applicable)	Venture Southland
Title of project/research	Broadband access support
Amount of funding received	\$15, 000
Budget details	<p>\$7500 – Digital Enablement Coordinator – Digital Advocacy \$8000 - Digital Enablement Coordinator – Digital Survey \$830 – Research mobile phones \$611 – Marketing and advertisements</p> <p><i>Have you achieved what you expected to achieved and with this spend? (If “No”, please provide more details)</i> Yes</p> <p><i>Please account for any areas of overspend or underspend.</i></p> <p>The overspend, is covered by Venture Southland funding. This is because Venture Southland have increased the depth and scope of the project. Venture Southland are also continuing in the delivery of the programme as it is a key advocacy role for the region. This project funding has provided the initiative for this to occur.</p>
Project/research approach and methods	<p><i>How did you undertake this project, what were your strategies and timelines?</i></p> <p>The issue of digital connectivity has been highlighted as one of the top priorities for Southland Regional Development Strategy and through Southland District Council’s community engagement programme. In line with earlier research undertaken by Venture Southland, we remain concerned that the experience of Southlanders is widely divergent to that being presented by Central Government and are working hard to present evidence of the actual quality of services available across the region.</p> <p>The appointment of the part-time role of Southland Digital Enablement Coordinator has provided a clear contact point and support mechanism for all users, providing individuals with a collective voice and individual pathway for better utilisation. An updated 2016 Digital</p>

	<p>Survey was also undertaken with the Southland Digital Enablement Coordinator, Navarre Campbell completing an independent analysis of the wider Southland area to ground-truth the survey responses.</p>
<p>Summary of project/research outcomes</p>	<p>Narvarre Campbell has liaised and communicated with key regional stakeholders including councils, businesses and community groups ensuring appropriate dissemination and collection of information to make informed decisions on advocacy and programme development.</p> <p>A meeting of Council and other public stakeholders to discuss the coverage data provided by Crown Fibre Holdings and the possibility of matched Local Government funding was held on 9 November 2016. At this meeting the Councils agreed that they did not wish to change their 2015 submission and did not see the case for local investment in the network at this time. It was agreed to approach Local Government New Zealand to present the concerns Venture Southland research identifies with the approach being taken and data being used by Crown Fibre Holdings</p> <p>A meeting of regional commercial operators was held on 21 November 2016 to discuss a coordinated approach and the support Venture Southland can give to assist such an RFP.</p> <p>Crown Fibre holdings have indicated they have received similar feedback from a range of stakeholders and that they are open to receiving feedback on the coverage data they are using but that there is not going to be a change to the process being taken.</p>
<p>Achievements</p>	<p>Venture Southland has been working with service providers and businesses to extend and enhance telecommunication services throughout Southland and Milford Sound.</p> <p>An internet speed test survey and qualitative internet and mobile customer satisfaction survey is ongoing. At present we have 211 responses to the Southland Mobile and Internet Survey. Initial learnings are described below.</p> <p>Venture Southland will continue to maintain an advocacy role to ensure Southland is allocated sufficient resource to improve connectivity and continue to seek improvement of mobile cellular coverage, and rural and urban broadband deployment.</p>
<p>Difficulties</p>	<p>N/A</p>
<p>Findings/learnings</p>	<p>Coverage maps provided by commercial operators still do not reflect customer feedback on service availability and reliability.</p> <p>29.84% of respondents to the 2016 Mobile and Internet survey described their internet as very slow, too slow to complete tasks or</p>

	<p>unreliable. Similarly, 26.70% of responders said their internet had become worse over the past 18 months.</p> <p>Advocacy for the Rural Broadband Initiative remains a priority with 38.42% of responders were not aware of the RBI and 37% had not heard of the Ultrafast Broadband Initiative.</p> <p>Overall, the 2016 survey reinforces that customers are far away from receiving the level of service which the Government targets indicate are and will be available. This information is also consistent with the public consultation undertaken in 2015 by Venture Southland, Southland District Council and is continually consistent with the feedback received from businesses, emergency services, local rural sector groups, MP staff, and is also reflected in current social media commentaries.</p> <p>Fundamental limits to the technology remain which means that it is not a long term solution nor can it keep pace with increased data requirements.</p>
<p>Do you anticipate there being anything media-worthy in your project/research*</p>	<p><i>Any outstanding discoveries, good-news stories or unique work (in your opinion?) *Please note we may use this information in a media release.</i></p>