

Community Connectivity Survey - Results

First, I wish to thank the households who completed the survey - seventy eight of you. Thank you to the businesses who displayed flyers and Four Square, OpShop and School who handled the collection boxes.

Improved telecommunications was rated a high priority in submissions to the Tapawera Community Plan 2024. How well is our community connected? The best way to answer this question was by a survey.

This report is an abbreviation of the full report which will be downloadable from mike.greenkiwifarm.nz/survey-report in December. Internet connectivity is reported here, mobile and phone will be covered in the full report.

Summary

Table 2, mike.greenkiwifarm.nz/table-2.

78 responses, represents 12% of 635 households that receive the community newsletter.

Only 20% were very happy with their internet connection. All connection types have similar quality issues. 31% using satellite responded, did not meet household needs.

44% using fibre responded, does not meet household needs. [Fibre is available in the village and is the closest we have to an "urban" setting.]

Satellite and ADSL / VDSL had similar low very happy percentages; 8% and 6% respectively. Fibre, Fixed Wireless and Mobile Data all had between 32% - 33% very happy ratings.

Conclusions

Only 20% of households are very happy with their internet connections. Concluding that internet connectivity is an issue in our community.

Only 33% of fibre connected households in Tapawera Village are very happy. Fibre is the best method (gold standard) to provide a quality internet service. However, for Tapawera Village this appears not to be the case.

Satellite is the latest technology, but Table 1 indicates it is not the silver bullet. It has fewer reliability issues, but it does have outages, 31% lasting over one day.

Recommendations

1. Chorus resolve ongoing Fibre connectivity issues households are experiencing in Tapawera Village.
2. Households provide feedback to their ISP of any connection problems. ISPs assume that you are happy with their service, unless they are told otherwise.
3. Government needs to invest even more in rural broadband. Further expansion of Fixed Wireless in our area. More funding is required to expand into the Sherry River Valley. A cell site near Tui is planned for March 2025, pending funding. This funding needs to go ahead.
4. Starlink should only be used when all other options have been explored. It is expensive and valleys and trees can cause problems. It may be the only currently viable solution for difficult locations. [Starlink provides 14% of New Zealand rural internet connections, highest per capita in the OECD. An indication perhaps that the government is forcing New Zealanders to invest in a foreign company. A company that the government has no control over.]
5. Households, occasionally measure your download and upload speeds, to see if you are being delivered according to the plan purchased. This should be the first test if internet response is sluggish.

Survey Numbers

Numbers are low for some connection types, but the fact that 20% registered 'very happy' indicates the survey didn't just attract households with problems. All households were encouraged to complete a survey.

Mike Drake

Internet Connection Type vs Quality - Table 1

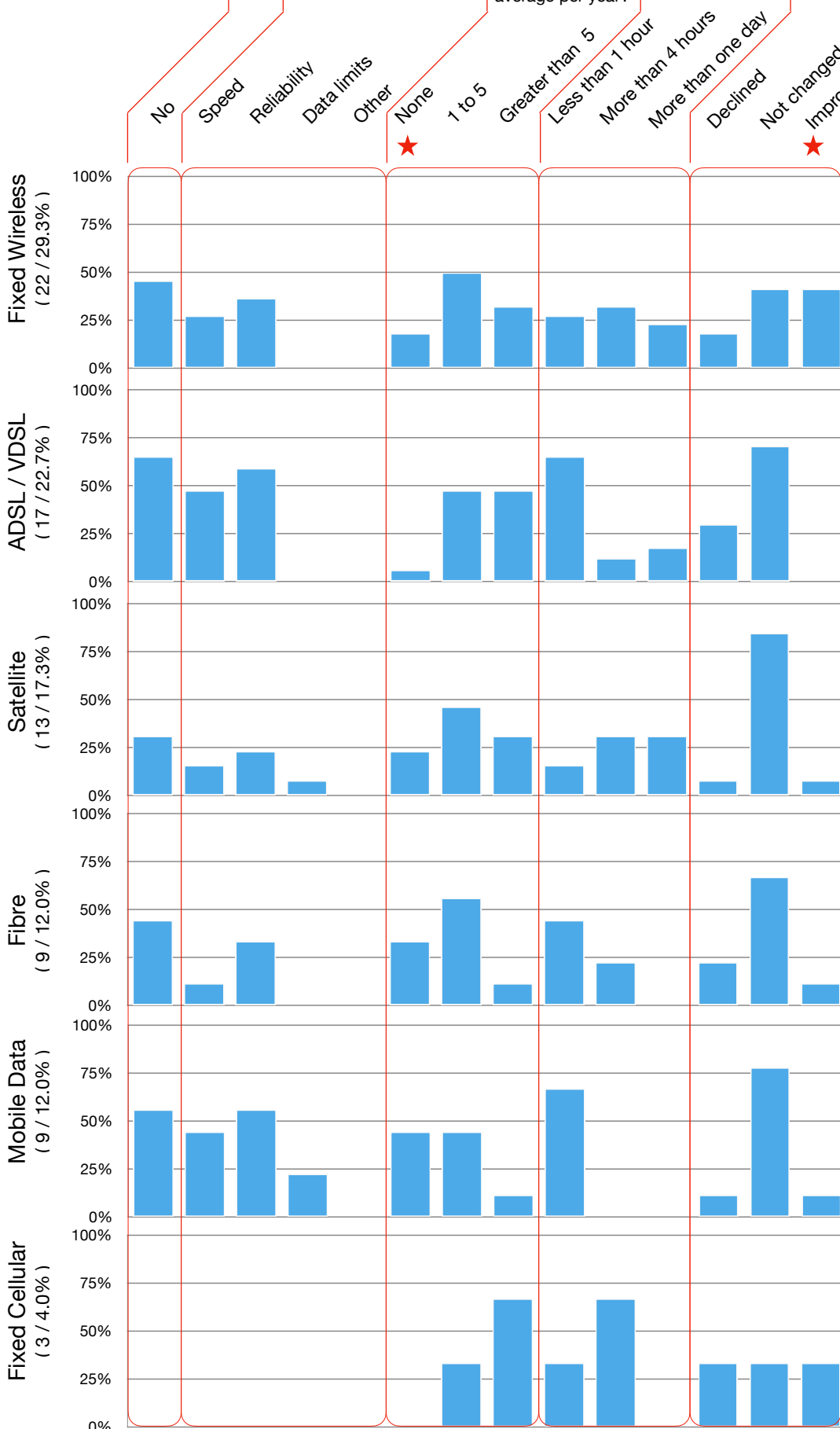
Q9: Does your internet access meet the needs of your household?

Q10: If you answered 'No' above (Q9). What is the reason?

Q11: How many internet outages do you experience, on average per year?

Q12: How long on average do outages last?

Question 13: In the last 12 months your internet connectivity has:



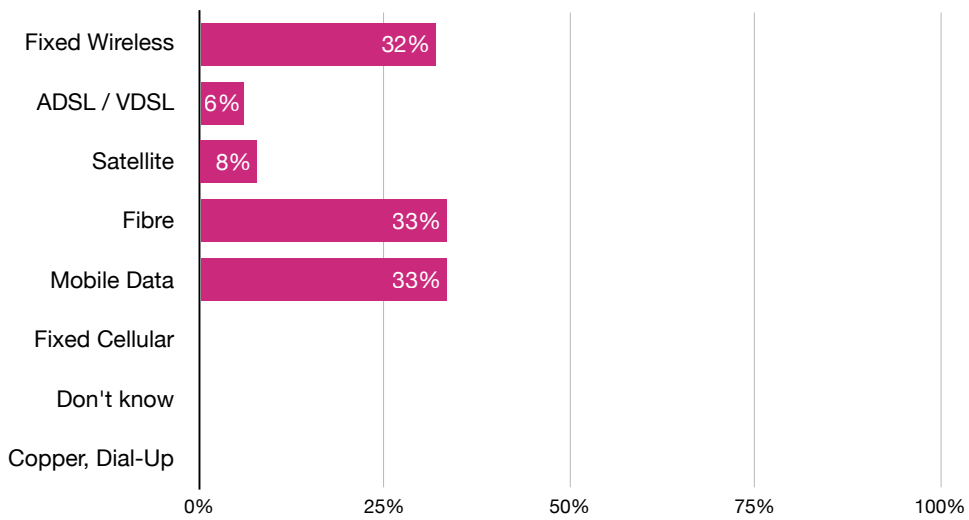
★ Columns, high % is good. The rest, high is bad.

Table 2 - Connection Type vs Very Happy

Connection Type	Very Happy (Percentage)	Very Happy (=5) (Number)	Total
Fixed Wireless	32%	7	22
ADSL / VDSL	6%	1	17
Satellite	8%	1	13
Fibre	33%	3	9
Mobile Data	33%	3	9
Fixed Cellular	0%	0	3
Don't know	0%	0	1
Copper, Dial-Up	0%	0	1
Totals		15	75

Note

Overall, only 20% of responding households are ‘Very Happy with their internet connection.



Explanation

The table and graph above show connection type versus households that were very happy with their internet, ie. they answered question 14, with a ‘5’ - ‘Very Happy’.

Nine (9) responding households are connected by Fibre. Only 3 households indicated they were very happy with their connection. This represents only 33% of responding households with fibre are very happy.