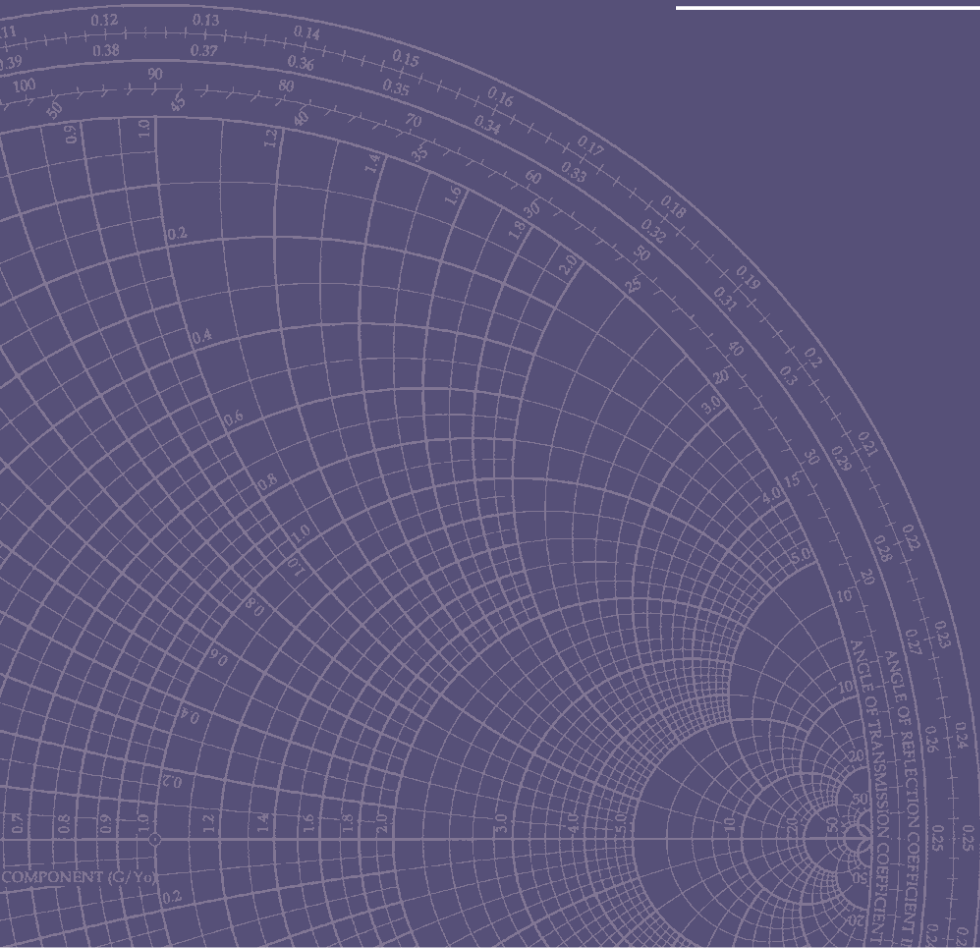


A NEW ERA IN RADIO SPECTRUM MANAGEMENT



Ministry of Economic
Development



Manatū Ōhanga

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A NEW ERA IN RADIO SPECTRUM MANAGEMENT



The radio spectrum is a vital resource that impacts on all our lives. It has many practical applications in private homes, commercial businesses, transportation, national defence, and public safety services. Resources as valuable as the radio spectrum need to be appropriately managed and allocated to maximise opportunities for business growth.

The Ministry of Economic Development, through its radio spectrum management functions, advises government and industry on the management of this asset and allocates the rights to utilise it.

We ... ensure that all our activities support and enable business growth, innovation, and sustainable economic development ...

One role of the Ministry is to facilitate a growing, inclusive, and innovative economy for the benefit of all. We provide the regulation and direction to help businesses achieve those goals, and we have a responsibility to ensure that all our activities support and enable business growth, innovation, and sustainable economic development in New Zealand.

Part of our role is to continually look for new and innovative ways to deliver services to our clients and in turn support their growth and development. As part of this process of continual improvement, the Ministry recently conducted an internal review of its radio spectrum management functions.

... we continually look for new and innovative ways to deliver services to our clients ...

We have some exciting plans to enhance our services to our clients, such as increasing our online capabilities, providing a central point of contact

for all client queries, and exploring opportunities for the private sector to provide certain services that are currently provided by the Ministry. You will notice some of these enhancements almost immediately; other enhancements will soon follow.

We have some exciting plans to enhance our services ...

We have provided an overview in this booklet of some of the most significant enhancements resulting from the review and what they will mean for you, our client. We have also included an overview of who's who in the new radio spectrum management team. You will notice some familiar names and also some new ones. We are confident that our new team will provide a mix of existing radio spectrum expertise and new ideas which will effectively lead the management of the radio spectrum into this new era.



Neville Harris
Deputy Secretary
Operations Branch
Ministry of Economic Development

RADIO SPECTRUM MANAGEMENT FUNCTIONS IN THE NEW ERA: WHAT DO THEY MEAN TO YOU?

The focus of the internal review of radio spectrum management functions has been on improving both the quality and cost-effectiveness of services. It has focused on internal processes and structures with a view to enhancing our innovation, cost-effectiveness, and simplicity.

Introducing the Contact Centre: 0508 RSM INFO (0508 776 463)

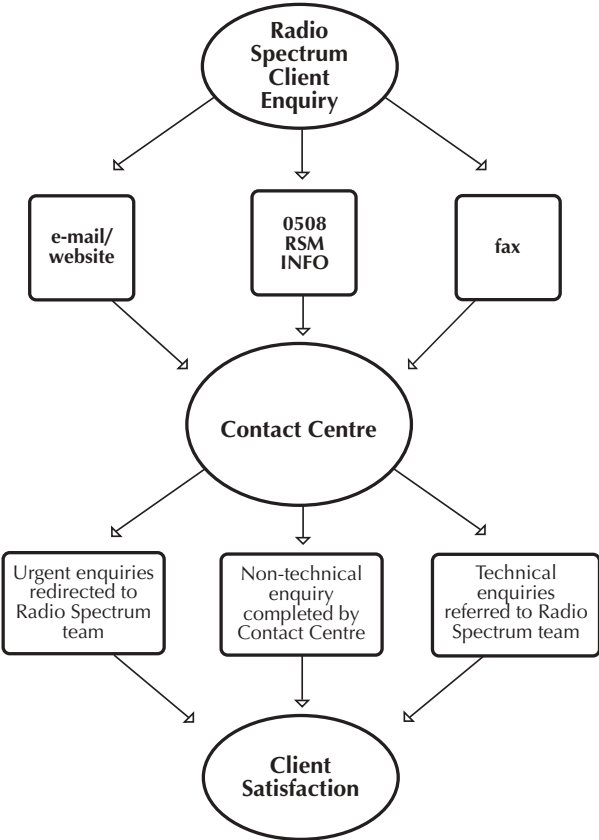
We now have a dedicated team of client contact specialists who will handle general enquiries and redirect more complex calls to appropriate team members. The Contact Centre team will provide improved service delivery, and provide cost-effective responsiveness to all our clients as well as the general public.

The Contact Centre team is situated in Christchurch at the Ministry's new Southern Business Centre. The Contact Centre is the first port of call for a number of Ministry units, including the Companies Office, the Intellectual Property Office of New Zealand, the Personal Property Securities Register, the New Zealand Insolvency and Trustee Service, and the Electrical Workers Licensing Group.

The Contact Centre answers on average 27,000 calls per month and also responds to an average of 180 e-mails per day from the various websites for each of these units. Contact Centre Advisors ensure provision of consistent service delivery covering a range of highly technical topics to offer a world-leading service for the Ministry.

The Contact Centre will become a filter for all general external communication relating to radio spectrum management. The transfer of these enquiries is one of the key elements of the new radio spectrum structure, and will allow the Radio Spectrum team to use their specialised technical skills where they will be of most benefit to clients.

Contact Centre Call Flow



Any queries that cannot be answered by the Contact Centre Advisors will be transferred to the appropriate Radio Spectrum team member:

- The Contact Centre Advisor will complete a referral and send it to the appropriate Radio Spectrum team member
- Urgent calls will be transferred directly to a Radio Spectrum team member.

The Contact Centre operates between 8:30 am – 5:00 pm, Monday to Friday. Callers outside of these times will be directed to the website, and will also be invited to leave a message or call back during business hours. Emergency services will continue to be provided by the National Co-ordinator service after hours by calling 0508 RSM INFO.

Continuing radio spectrum management functions

As you will see in the summary below, the core functions that the Ministry currently delivers will continue to be provided. The Radio Spectrum Functions chart on page 12 will give you a more detailed description of specific functions and who is the new team member responsible for them. The Timetable for enhancements on page 7 will show when we expect enhancements to be implemented.

Continuing core functions are:

- radio spectrum policy
- radio spectrum planning
- licensing
- licence registration
- interference complaints (particularly those affecting public safety services and commercial interests)
- compliance.

We plan that some non-core functions, such as marine radio surveys, will be contracted outside the Ministry after appropriate arrangements are completed.

We also plan to reduce the direct costs associated with licensing by increasing the opportunity for external engineering of licence applications, which is in line with international best practice.

Any changes with cost-reduction implications will be reflected in the review of client fees currently being undertaken.

Finally, the Ministry will remain fully responsible for all policy matters relating to spectrum planning and allocation.

Policy and planning in the new era

The Radio Spectrum Policy and Planning teams will continue to provide advice on broadcasting issues and the management of the radio spectrum and plan for the best use of the radio spectrum in line with Ministry goals.

Priorities for the Radio Spectrum Policy team will include providing advice on the:

- auction of spectrum for wireless local loop, cellular, and local multi-point distribution services
- allocation of radio spectrum for FM broadcasting.

The new Radio Spectrum Planning team is responsible for planning the allocation of the radio spectrum resource. Their focus will be on:

- providing efficient and effective spectrum plans
- forecasting the impact of new and future technologies on spectrum
- providing expert technical advice to other Ministry groups (especially the Radio Spectrum Policy and Operations groups)

- managing the process for the allocation of spectrum rights (including spectrum auctions)
- representing New Zealand's radio spectrum interests in local and international fora such as the International Telecommunications Union.

Timetable for enhancements

November 2002	<p><i>Infoline established (0508 RSM INFO)</i></p> <p>First point contact for all radio spectrum enquiries.</p>
January 2003	<p><i>Online Register of Radio Frequencies</i></p> <p>Searches of the Register of Radio Frequencies can be performed online, free of charge, 24 hours a day, seven days a week.</p>
By February 2003	<p><i>Online radio licence applications</i></p> <p>Radio licence applications can be lodged online.</p> <p><i>Transfer Marine Radio Surveys to external service providers</i></p>
By June 2003	<p><i>Extension of General User Radio Licences and Lifetime Licences to other licence types as appropriate</i></p> <p><i>Transfer of Radio Examination Administration to external service providers</i></p>
By December 2003	<p><i>Accreditation of Private Sector-Approved Radio Engineers</i></p> <p>Increased accreditation of private sector-approved radio engineers increasing client choice of approved providers.</p>
By December 2004	<p><i>Online updating of Register of Radio Frequencies</i></p>

ANSWERS TO SOME COMMON QUESTIONS

Visit our website, www.rsm.govt.nz, for detailed information on any of the following questions. The specialist team at the Contact Centre is also available to assist you – just ring 0508 RSM INFO.

LICENSING

Do I need a radio licence?

The majority of mobile and fixed radiocommunications services are currently licenced (radio licences). The remainder of radio-communications services are licenced under a tradeable spectrum rights framework.

There are also General User Licences that provide for certain classes of radio transmitter to be used without the need for the owner to obtain a licence in their own name.

What application form should I use to obtain a radio licence?

Application forms for licences are available on our website. You will also find details of which application to use for the particular licence you require. Online application facilities should be available for most licence types after February 2003. You may also call 0508 RSM INFO to request a copy of the appropriate application form by mail.

Who do I contact if I have a question about completing a licence application?

If you have any questions about your licence application, contact the RSM licensing and registration team on (04) 474 2951 or e-mail rsmlicensing@med.govt.nz.

How can I become a licenced supplier of radio transmitters?

You can become a licenced supplier of radio transmitters by applying with the form available on our website. By becoming a licenced supplier of radio transmitters, you will have responsibilities as detailed in the Radiocommunications Act 1989, including the supply of monthly returns of radio transmitter sales.

REGISTRATION

Where do I send licences for registration?

All licences to be registered should be sent to the licensing and registration team at PO Box 2847, Wellington.

Who do I contact if I want to modify/update registration details?

To modify or update your registration, including contact details, contact the licensing and registration team on (04) 474 2951 or e-mail rsmlicensing@med.govt.nz.

How can I search the Register of Radio Frequencies?

You may search the Register of Radio Frequencies at the Registry Office in person in Wellington between 9am and 4.30pm, Monday through Friday. Online searching will be available after December 2002. Details of how to search the register are available on our website or by contacting 0508 RSM INFO.

How do I obtain a certified copy of an extract from the Register of Radio Frequencies?

A certified copy of an extract from the Register of Radio Frequencies will be provided upon request and payment of the appropriate fee. Details of how to obtain an extract are available on our website or by contacting 0508 RSM INFO.

INTERFERENCE

Who do I contact if I am experiencing interference?

Contact 0508 RSM INFO to report a problem with transmission or reception and your call will be forwarded to an appropriate team member.

EMC STANDARDS

Who do I contact if I have a query regarding EMC Standards?

Contact 0508 RSM INFO to ask about EMC Standards and your call will be forwarded to an appropriate team member.

RADIO SPECTRUM FUNCTIONS

Ministry of Economic Development: Radio Spectrum

Radio Spectrum Business Services	Radio Spectrum Business Planning	Radio Spectrum Planning	Radio Spectrum Policy
Registration & Access	Operational Guidelines	Engineering Projects	Advice on spectrum planning, allocation, and related matters
Radio Licensing	Public enquiries	Spectrum Brand Plans	Policy and engineering planning documents
Spectrum Licensing	Quality Assurance	Technology Forecasts	Spectrum allocation
Engineering Services	Internet Services	Spectrum Use Forecasts	Spectrum auction rules
Compliance	Standards	International Relationships	International liaison
Enforcement			Auction management
Interference resolution			

Note: Marine radio survey and radio examination services are expected to be contracted to external service providers.

WHO'S WHO IN THE NEW RADIO SPECTRUM ERA

There will be new as well as existing members in the new radio spectrum team who will blend expertise with fresh ideas. We are pleased to introduce our key managers and provide a brief description of their role:

Sanjai Raj

Manager, Radio Spectrum Business Services



Sanjai graduated from Victoria University in 1989 and in 1990 joined the Insolvency and Trustee Service, then within the Department of Justice, as an insolvency officer. Since joining the NZITS, Sanjai has held positions as Insolvency Manager and Regional Manager responsible for the Napier and Wellington regions. Prior to his appointment in radio spectrum, he was involved in the strategic management reviews of the Insolvency Service and the Electrical Workers Licensing Group.

Chris Brennan

Manager, Northern Regional Services



Chris will manage the day-to-day operations of the Radio Spectrum Management Group (RSMG) Northern Regional Services Team, taking responsibility for the implementation of operational decisions, policies and practices, and ensure that related spectrum management activities are undertaken in the Northern region in accordance with the requirements of the Radiocommunications Act and Regulations.

Mark Wogan

Manager, Southern Regional Services



Mark will manage the Southern Regional Services Team which geographically covers New Plymouth across to Gisborne south, including the Chatham Islands. All operational aspects that occur within this region including interference management, compliance investigation, and proactive spectrum management issues will be covered, as well as Contact Centre issues. Mark's team will operate out of Palmerston North, Lower Hutt, Christchurch and Dunedin.

Andrew Mulcahy

Manager, Licensing Services

Andrew's role is to provide excellence in licence engineering and management of client expectations. This entails overseeing the execution of radio apparatus licensing, creation of spectrum licences and maintenance of the Register of Radio Frequencies.

Richard Sawers

Manager, Radio Spectrum Business Planning



Richard has many years of experience in a variety of roles with radio spectrum management in New Zealand. His new role in business planning involves monitoring and refining the new radio spectrum business in accordance with Ministry goals and for maximum effectiveness. Richard holds a B.Comm and is a Registered Engineering Associate.

Brian Miller

Manager, Radio Spectrum Planning



Brian joined the Ministry in October 2002. He has 20 years engineering and management experience in the Telecommunications/IT sector, including several years as a Radio Engineer with Telecom. Brian holds an ME Degree in Electrical Engineering and is a Registered Professional Engineer.

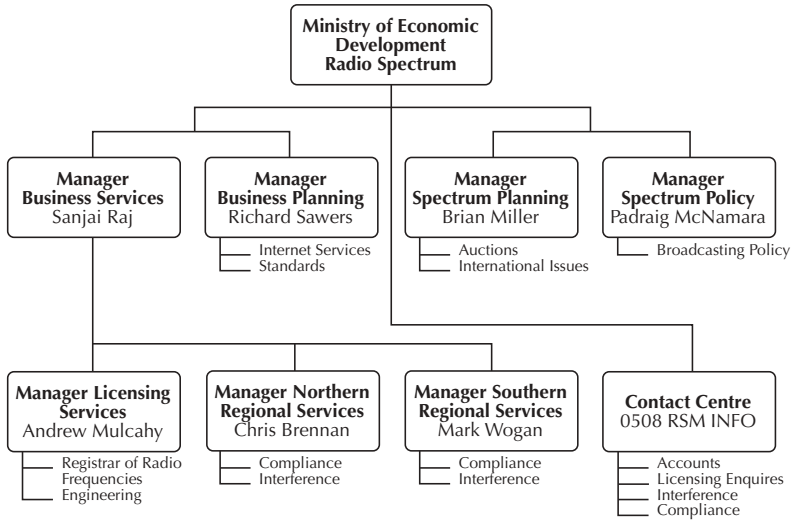
Padraig McNamara

Manager, Radio Spectrum and Broadcasting Policy



Paddy joined the Ministry in September 2001 as a senior Policy Advisor in the Environmental Issues Group. Paddy has been Acting Manager, Radio Spectrum and Broadcasting Policy Group, since October 2001. He was appointed Manager of the group in October 2002. Paddy has a background in resource management law and holds a BA/LLB.

ORGANISATIONAL CHART



CONTACT US

We look forward to continuing our valuable relationship with you, our client. You can contact us or find out more information as follows:

Phone: 0508 RSM INFO (0508 776 463)
E-mail: rsm@med.govt.nz
Fax: 03 962 6255
Website: www.rsm.govt.nz
Addresses: PO Box 2847, Wellington
Level 4, 33 Bowen Street, Wellington



www.rsm.govt.nz

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