

Annex One

| # | Paper type | Provider | Reference Number | Paper date | Paper title | Withholding section |
|------|------------|----------|------------------|---------------------------------|---------------------------|---------------------|
| 1.1 | Report | CSD | Nil | 1 January – 31 January 2020 | CSD Report January 2020 | Released in full |
| 1.2 | Report | CSD | Nil | 1 February – 29 February 2020 | CSD Report February 2020 | Released in full |
| 1.3 | Report | CSD | VISMARCH2020 | 1 March – 31 March 2020 | CSD Report March 2020 | 9(2)(a) |
| 1.4 | Report | CSD | VISAPRIL2020 | 1 April – 30 April 2020 | CSD Report April 2020 | 9(2)(a) |
| 1.5 | Report | CSD | VISMAY2020 | 1 May – 31 May 2020 | CSD Report May2020 | 9(2)(a) |
| 1.6 | Report | CSD | VISJUNE2020 | 1 June – 30 June 2020 | CSD Report June 2020 | 9(2)(a) |
| 1.7 | Report | CSD | VISJULY2020 | 1 July – 31 July 2020 | CSD Report July 2020 | 9(2)(a) |
| 1.8 | Report | CSD | VISAUGUST2020 | 1 August – 31 August 2020 | CSD Report August 2020 | 9(2)(a) |
| 1.9 | Report | CSD | VISSEPTEMBER2020 | 1 September – 30 September 2020 | CSD Report September 2020 | 9(2)(a) |
| 1.10 | Report | CSD | Nil | 1 October – 31 October 2020 | CSD Report October 2020 | Released in full |
| 1.11 | Report | CSD | Nil | 1 November – 30 November 2020 | CSD Report November 2020 | Released in full |
| 1.12 | Report | CSD | Nil | 1 December – 31 December 2020 | CSD Report December 2020 | Released in full |
| 1.13 | Report | CSD | Nil | 1 January – 31 January 2021 | CSD Report January 2021 | Released in full |

| | Calls | Total Minutes(inc VRI) | REOM Calls | Minutes | VRI Calls | VRI Minutes | VRI as % of total | Voice In Calls | Voice in Mins |
|------------|-------------|------------------------|------------|---------|-----------|--------------------|-------------------|----------------|---------------|
| 1/01/2020 | 12 | 88 | 12 | 88 | 0 | 0 | 0% | 0 | 0 |
| 2/01/2020 | 17 | 119 | 29 | 207 | 1 | 9 | 8% | 0 | 0 |
| 3/01/2020 | 34 | 374 | 63 | 581 | 5 | 30 | 8% | 0 | 0 |
| 4/01/2020 | 8 | 44 | 71 | 625 | 0 | 0 | 0% | 0 | 0 |
| 5/01/2020 | 5 | 26 | 76 | 651 | 0 | 0 | 0% | 0 | 0 |
| 6/01/2020 | 59 | 894 | 135 | 1545 | 1 | 35 | 4% | 1 | 2 |
| 7/01/2020 | 47 | 498 | 182 | 2043 | 2 | 47 | 9% | 3 | 8 |
| 8/01/2020 | 53 | 491 | 235 | 2534 | 2 | 49 | 10% | 0 | 0 |
| 9/01/2020 | 49 | 722 | 284 | 3256 | 5 | 115 | 16% | 1 | 10 |
| 10/01/2020 | 41 | 343 | 325 | 3599 | 1 | 5 | 1% | 0 | 0 |
| 11/01/2020 | 11 | 64 | 336 | 3663 | 0 | 0 | 0% | 1 | 9 |
| 12/01/2020 | 9 | 74 | 345 | 3737 | 0 | 0 | 0% | 0 | 0 |
| 13/01/2020 | 62 | 731 | 407 | 4468 | 4 | 25 | 3% | 5 | 57 |
| 14/01/2020 | 61 | 1036 | 468 | 5504 | 4 | 148 | 14% | 1 | 12 |
| 15/01/2020 | 51 | 649 | 519 | 6153 | 2 | 22 | 3% | 4 | 34 |
| 16/01/2020 | 51 | 812 | 570 | 6965 | 6 | 204 | 25% | 2 | 11 |
| 17/01/2020 | 46 | 715 | 616 | 7680 | 3 | 125 | 17% | 2 | 27 |
| 18/01/2020 | 7 | 130 | 623 | 7810 | 7 | 130 | 100% | 0 | 0 |
| 19/01/2020 | 1 | 27 | 624 | 7837 | 0 | 0 | 0% | 0 | 0 |
| 20/01/2020 | 53 | 544 | 677 | 8381 | 4 | 26 | 5% | 2 | 6 |
| 21/01/2020 | 69 | 650 | 746 | 9031 | 5 | 38 | 6% | 2 | 15 |
| 22/01/2020 | 42 | 527 | 788 | 9558 | 2 | 44 | 8% | 0 | 0 |
| 23/01/2020 | 63 | 896 | 851 | 10454 | 4 | 168 | 19% | 1 | 1 |
| 24/01/2020 | 58 | 892 | 909 | 11346 | 8 | 216 | 24% | 1 | 5 |
| 25/01/2020 | 12 | 397 | 921 | 11743 | 5 | 244 | 61% | 0 | 0 |
| 26/01/2020 | 5 | 98 | 926 | 11841 | 0 | 0 | 0% | 0 | 0 |
| 27/01/2020 | 59 | 774 | 985 | 12615 | 7 | 222 | 29% | 0 | 0 |
| 28/01/2020 | 54 | 1012 | 1039 | 13627 | 6 | 146 | 14% | 1 | 5 |
| 29/01/2020 | 60 | 777 | 1099 | 14404 | 2 | 48 | 6% | 2 | 10 |
| 30/01/2020 | 54 | 750 | 1153 | 15154 | 3 | 96 | 13% | 0 | 0 |
| 31/01/2020 | 63 | 964 | 1216 | 16118 | 8 | 140 | 15% | 1 | 23 |
| | 1216 | 16118 | 2432 | 32236 | 97 | 2332 | 14% | 30 | 235 |
| | | | 2432 | 32236 | 8% | 14% | | | |
| | | | 2432 | 32236 | | % of total minutes | | | |

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NZVIS Monthly Report (Total Calls Inc. VRI Mins)

Period between: -1st March to 31st March 2020

| Name | Value |
|--|-------|
| Call Count to 31 st March | 83 |
| Billing Call Count | |
| SCO Call Count | |
| Call Minutes count to 31 st March | 2231 |
| Billing Call Minutes | 0 |
| SCO Minutes | 0 |
| Count of calls abandoned because of poor video quality | 0 |
| Requests for signing repeats | 0 |
| | |
| Total number of registered users | 953 |
| Private Users | 0 |
| Corporate users | 0 |
| H.323 | 0 |
| New Registrations 31 st March | 22 |

Prepared by 9(2)(a)
Creation date: 6 April 2020
Expanded Explanation

Total Call Count: This value is the total number of successfully established video calls to NZ VIS

Total Call Minutes: This value is the total number of minutes for successfully established video conversations with NZ VRS.

Count of calls abandoned: This value is the number of video calls abandoned by either party where unacceptably poor video quality is identified as the reason for discontinuing the call

Request for signing repeats: This value is the count of video calls where one or more requests were made for a repeated signing from either party

Total number of register users: Number of subscribers of NZ VIS.

NZVIS Booked VRI Calls

Month: March 2020

Period Between: - 1st March to 31st March 2020

| Name: VRI | Value: VRI |
|--|----------------------|
| Overall Statistics | |
| Submitted bookings | 83 |
| Approved bookings | 60 |
| Declined bookings | 2 |
| Cancelled bookings | 14 |
| Test Calls | 4 |
| Session Breakdown – Booked times | Bookings |
| 0 - 1 hour | 56 |
| 1 - 2 hours | 5 |
| Over 2 hours | 0 |
| Total | 61 |
| Session Breakdown – Recorded | Session count |
| 0 - 20 minutes | 16 |
| 21 - 40 minutes | 25 |
| 41 - 60 minutes | 13 |
| Over 60 minutes | 7 |
| Total | 61 |
| Session Breakdown (Minutes Recorded) | |
| 0-20 minutes | 196 |
| 21-40 minutes | 797 |
| 41-60 minutes | 649 |
| Over 60 minutes | 564 |
| Total | 2206 |
| Call Outcomes (Recorded) | Bookings |
| Successful calls | 60 |
| Abandoned calls (Due to video quality, interpreter preferences, etc.) | 0 |
| <i>(Abandoned due to connection lost at customer end)</i> | |
| Abandoned due to in person support required | 0 |
| Call did not occur | 5 |
| Booking Classifications | Bookings |
| Friend or Family | 0 |
| Professional | 48 |

| | |
|---|-----------|
| (Doctor, Lawyer, Accountant) | |
| Private business | |
| Government agency | |
| Booking Classification by Agency | |
| ACC | |
| Education | 3 |
| Health | 12 |
| Social Services | |
| WINZ | |
| Workbridge | 2 |
| Internal Affairs | |
| Electoral Commission | |
| Own customers | |
| Work colleagues | |

Expanded Explanation: VRI

The number of bookings lasting

- (i) 0 – 20 minutes;
- (ii) 21 – 40 minutes;
- (iii) 41 – 60 minutes;
- (iv) more than 60 minutes.

Reporting of actual session minutes rather than using bands is also acceptable

NZVIS Monthly Report (Total Calls Inc. VRI Mins)

Period between: -1st April to 31st April 2020

| Name | Value |
|--|--------|
| Call Count to 31 st April | 1,545 |
| Call Minutes count to 31 st April | 26,559 |
| Count of calls abandoned because of poor video quality | 0 |
| Requests for signing repeats | 0 |
| Total number of registered users | 960 |
| Private Users | 0 |
| Corporate users | 0 |
| H.323 | 0 |
| New Registrations 31 st April | 8 |

Prepared by 9(2)(a)
Creation date: 6 April 2020
Expanded Explanation

Total Call Count: This value is the total number of successfully established video calls to NZ VIS

Total Call Minutes: This value is the total number of minutes for successfully established video conversations with NZ VRS.

Count of calls abandoned: This value is the number of video calls abandoned by either party where unacceptably poor video quality is identified as the reason for discontinuing the call

Request for signing repeats: This value is the count of video calls where one or more requests were made for a repeated signing from either party

Total number of register users: Number of subscribers of NZ VIS.

NZVIS Booked VRI Calls

Month: April 2020

Period Between: - 1st April to 31st April 2020

| Name: VRI | Value: VRI |
|--|----------------------|
| Overall Statistics | |
| Submitted bookings | 73 |
| Approved bookings | 72 |
| Declined bookings | 1 |
| Cancelled bookings | 13 |
| Test Calls | 1 |
| Session Breakdown – Booked times | |
| | Bookings |
| 0 - 1 hour | 58 |
| 1 - 2 hours | 1 |
| Over 2 hours | 0 |
| Total | 59 |
| Session Breakdown – Recorded | |
| | Session count |
| 0 - 20 minutes | 18 |
| 21 - 40 minutes | 18 |
| 41 - 60 minutes | 21 |
| Over 60 minutes | 6 |
| Total | 63 |
| Session Breakdown (Minutes Recorded) | |
| 0-20 minutes | 202 |
| 21-40 minutes | 541 |
| 41-60 minutes | 1125 |
| Over 60 minutes | 200 |
| Total | 2068 |
| Call Outcomes (Recorded) | |
| | Bookings |
| Successful calls | 59 |
| Abandoned calls (Due to video quality, interpreter preferences, etc.) | 0 |
| <i>(Abandoned due to connection lost at customer end)</i> | |
| Abandoned due to in person support required | 0 |
| Call did not occur | 9 |
| Booking Classifications | |
| | Bookings |
| Friend or Family | 0 |
| Professional | 65 |

| | |
|---|----------|
| (Doctor, Lawyer, Accountant) | |
| Private business | 0 |
| Government agency | 1 |
| Booking Classification by Agency | |
| ACC | 0 |
| Education | 0 |
| Health | 0 |
| Social Services | 1 |
| WINZ | 2 |
| Workbridge | 0 |
| Internal Affairs | 1 |
| Electoral Commission | 0 |
| Own customers | 0 |
| Work colleagues | 0 |

Expanded Explanation: VRI

The number of bookings lasting

- (i) 0 – 20 minutes;
- (ii) 21 – 40 minutes;
- (iii) 41 – 60 minutes;
- (iv) more than 60 minutes.

Reporting of actual session minutes rather than using bands is also acceptable

NZVIS Monthly Report (Total Calls Inc. VRI Mins)

Period between: - 1st May to 31st May 2020

| Name | Value |
|--|--------|
| Call Count to 31 st May | 1907 |
| Call Minutes count to 31 st May | 31,009 |
| Count of calls abandoned because of poor video quality | 0 |
| Requests for signing repeats | 0 |
| Total number of registered users | 947 |
| Private Users | 0 |
| Corporate users | 0 |
| H.323 | 0 |
| New Registrations 31 st May | 16 |

Prepared by 9(2)(a)
Creation date: 6 May 2020
Expanded Explanation

Total Call Count: This value is the total number of successfully established video calls to NZ VIS

Total Call Minutes: This value is the total number of minutes for successfully established video conversations with NZ VRS.

Count of calls abandoned: This value is the number of video calls abandoned by either party where unacceptably poor video quality is identified as the reason for discontinuing the call

Request for signing repeats: This value is the count of video calls where one or more requests were made for a repeated signing from either party

Total number of register users: Number of subscribers of NZ VIS.

NZVIS Booked VRI Calls

Month: May 2020

Period Between: - 1st May to 31st May 2020

| Name: VRI | Value: VRI |
|--|----------------------|
| Overall Statistics | |
| Submitted bookings | 82 |
| Approved bookings | 68 |
| Declined bookings | 1 |
| Cancelled bookings | 18 |
| Test Calls | 0 |
| Session Breakdown – Booked times | |
| | Bookings |
| 0 - 1 hour | 64 |
| 1 - 2 hours | 1 |
| Over 2 hours | 0 |
| Total | 65 |
| Session Breakdown – Recorded | |
| | Session count |
| 0 - 20 minutes | 23 |
| 21 - 40 minutes | 26 |
| 41 - 60 minutes | 9 |
| Over 60 minutes | 10 |
| Total | 68 |
| Session Breakdown (Minutes Recorded) | |
| 0-20 minutes | 262.5 |
| 21-40 minutes | 820 |
| 41-60 minutes | 465 |
| Over 60 minutes | 734 |
| Total | 2281.5 |
| Call Outcomes (Recorded) | |
| | Bookings |
| Successful calls | 68 |
| Abandoned calls (Due to video quality, interpreter preferences, etc.) | 0 |
| <i>(Abandoned due to connection lost at customer end)</i> | |
| Abandoned due to in person support required | 0 |
| Call did not occur | 10 |
| Booking Classifications | |
| | Bookings |
| Friend or Family | 0 |
| Professional | 80 |

| | |
|---|----------|
| (Doctor, Lawyer, Accountant) | |
| Private business | |
| Government agency | |
| Booking Classification by Agency | |
| ACC | |
| Education | |
| Health | |
| Social Services | |
| WINZ | 2 |
| Workbridge | |
| Internal Affairs | |
| Electoral Commission | |
| Own customers | |
| Work colleagues | |

Expanded Explanation: VRI

The number of bookings lasting

- (i) 0 – 20 minutes;
- (ii) 21 – 40 minutes;
- (iii) 41 – 60 minutes;
- (iv) more than 60 minutes.

Reporting of actual session minutes rather than using bands is also acceptable

NZVIS Monthly Report (Total Calls Inc. VRI Mins)

Period between: - 1st June to 31st June 2020

| Name | Value |
|--|---------------|
| Call Count to 30 th June | 1,700 |
| Call Minutes count to 31 st June | 27,154 |
| Count of calls abandoned because of poor video quality | 0 |
| Requests for signing repeats | 0 |
| Total number of registered users | 973 |
| Private Users | 0 |
| Corporate users | 0 |
| H.323 | 0 |
| New Registrations 31 st June | 13 |

Prepared by 9(2)(a) [REDACTED]
Creation date: 6 June 2020
Expanded Explanation

Total Call Count: This value is the total number of successfully established video calls to NZ VIS

Total Call Minutes: This value is the total number of minutes for successfully established video conversations with NZ VRS.

Count of calls abandoned: This value is the number of video calls abandoned by either party where unacceptably poor video quality is identified as the reason for discontinuing the call

Request for signing repeats: This value is the count of video calls where one or more requests were made for a repeated signing from either party

Total number of register users: Number of subscribers of NZ VIS.

NZVIS Booked VRI Calls

Month: June 2020

Period Between: - 1st June to 31st June 2020

| Name: VRI | Value: VRI |
|--|----------------------|
| Overall Statistics | |
| Submitted bookings | 82 |
| Approved bookings | 69 |
| Declined bookings | 5 |
| Cancelled bookings | 8 |
| Test Calls | 1 |
| Session Breakdown – Booked times | |
| | Bookings |
| 0 - 1 hour | 73 |
| 1 - 2 hours | 0 |
| Over 2 hours | 1 |
| Total | 74 |
| Session Breakdown – Recorded | |
| | Session count |
| 0 - 20 minutes | 12 |
| 21 - 40 minutes | 21 |
| 41 - 60 minutes | 16 |
| Over 60 minutes | 14 |
| Total | 63 |
| Session Breakdown (Minutes Recorded) | |
| 0-20 minutes | 147 |
| 21-40 minutes | 636 |
| 41-60 minutes | 905 |
| Over 60 minutes | 1226 |
| Total | 2914 |
| Call Outcomes (Recorded) | |
| | Bookings |
| Successful calls | 60 |
| Abandoned calls (Due to video quality, interpreter preferences, etc.) | 0 |
| <i>(Abandoned due to connection lost at customer end)</i> | |
| Abandoned due to in person support required | 2 |
| Call did not occur | 0 |
| Booking Classifications | |
| | Bookings |
| Friend or Family | 0 |
| Professional | 63 |

| | |
|---|----------|
| (Doctor, Lawyer, Accountant) | |
| Private business | 0 |
| Government agency | 3 |
| Booking Classification by Agency | |
| ACC | 0 |
| Education | 0 |
| Health | 1 |
| Social Services | 0 |
| WINZ | 0 |
| Workbridge | 8 |
| Internal Affairs | 0 |
| Electoral Commission | 0 |
| Own customers | 0 |
| Work colleagues | 0 |

Expanded Explanation: VRI

The number of bookings lasting

- (i) 0 – 20 minutes;
- (ii) 21 – 40 minutes;
- (iii) 41 – 60 minutes;
- (iv) more than 60 minutes.

Reporting of actual session minutes rather than using bands is also acceptable

NZVIS Monthly Report (Total Calls Inc. VRI Mins)

Period between: - 1st July to 31st July 2020

| Name | Value |
|--|--------|
| Call Count to 30 th July | 1576 |
| Call Minutes count to 31 st July | 27,570 |
| Count of calls abandoned because of poor video quality | 0 |
| Requests for signing repeats | 958 |
| Total number of registered users | |
| Private Users | 0 |
| Corporate users | 0 |
| H.323 | 0 |
| New Registrations 31 st July | 11 |

Prepared by 9(2)(a)

Creation date: September 2020

Expanded Explanation**Total Call Count:** This value is the total number of successfully established video calls to NZ VIS**Total Call Minutes:** This value is the total number of minutes for successfully established video conversations with NZ VRS.**Count of calls abandoned:** This value is the number of video calls abandoned by either party where unacceptably poor video quality is identified as the reason for discontinuing the call**Request for signing repeats:** This value is the count of video calls where one or more requests were made for a repeated signing from either party**Total number of register users:** Number of subscribers of NZ VIS.

NZVIS Booked VRI Calls

Month: July 2020

Period Between: - 1st July to 31st July 2020

| Name: VRI | Value: VRI |
|--|----------------------|
| Overall Statistics | |
| Submitted bookings | 82 |
| Approved bookings | 81 |
| Declined bookings | 1 |
| Cancelled bookings | 13 |
| Test Calls | 1 |
| Session Breakdown – Booked times | |
| | Bookings |
| 0 - 1 hour | 63 |
| 1 - 2 hours | 6 |
| Over 2 hours | 0 |
| Total | 69 |
| Session Breakdown – Recorded | |
| | Session count |
| 0 - 20 minutes | 10 |
| 21 - 40 minutes | 18 |
| 41 - 60 minutes | 24 |
| Over 60 minutes | 16 |
| Total | 68 |
| Session Breakdown (Minutes Recorded) | |
| 0-20 minutes | 114 |
| 21-40 minutes | 558 |
| 41-60 minutes | 1171 |
| Over 60 minutes | 1260 |
| Total | 3004 |
| Call Outcomes (Recorded) | |
| | Bookings |
| Successful calls | 67 |
| Abandoned calls (Due to video quality, interpreter preferences, etc.) | 0 |
| <i>(Abandoned due to connection lost at customer end)</i> | |
| Abandoned due to in person support required | 0 |
| Call did not occur | 7 |
| Booking Classifications | |
| | Bookings |
| Friend or Family | 0 |
| Professional | 60 |

| | |
|---|-----------|
| (Doctor, Lawyer, Accountant) | |
| Private business | 0 |
| Government agency | 21 |
| Booking Classification by Agency | |
| ACC | 0 |
| Education | 0 |
| Health | 6 |
| Social Services | 2 |
| WINZ | 6 |
| Workbridge | 3 |
| Internal Affairs | 0 |
| Electoral Commission | 0 |
| Own customers | 0 |
| Work colleagues | 0 |

Expanded Explanation: VRI

The number of bookings lasting

- (i) 0 – 20 minutes;
- (ii) 21 – 40 minutes;
- (iii) 41 – 60 minutes;
- (iv) more than 60 minutes.

Reporting of actual session minutes rather than using bands is also acceptable

NZVIS Monthly Report (Total Calls Inc. VRI Mins)

Period between: - 1st August to 31st August 2020

| Name | Value |
|--|--------|
| Call Count to 30 th August | 1739 |
| Call Minutes count to 31 st August | 26,578 |
| Count of calls abandoned because of poor video quality | 1 |
| Requests for signing repeats | 5 |
| Total number of registered users | 970 |
| Private Users | 0 |
| Corporate users | 0 |
| H.323 | 0 |
| New Registrations 31 st August | 12 |

Prepared by 9(2)(a)

Creation date: September 2020

Expanded Explanation**Total Call Count:** This value is the total number of successfully established video calls to NZ VIS**Total Call Minutes:** This value is the total number of minutes for successfully established video conversations with NZ VRS.**Count of calls abandoned:** This value is the number of video calls abandoned by either party where unacceptably poor video quality is identified as the reason for discontinuing the call**Request for signing repeats:** This value is the count of video calls where one or more requests were made for a repeated signing from either party**Total number of register users:** Number of subscribers of NZ VIS.

NZVIS Booked VRI Calls

Month: August 2020

Period Between: - 1st August to 31st August 2020

| Name: VRI | Value: VRI |
|--|-------------|
| Overall Statistics | |
| Submitted bookings | 97 |
| Approved bookings | 93 |
| Declined bookings | 4 |
| Cancelled bookings | 15 |
| Test Calls | 1 |
| Session Breakdown – Booked times | |
| Bookings | |
| 0 - 1 hour | 92 |
| 1 - 2 hours | 5 |
| Over 2 hours | 0 |
| Total | 97 |
| Session Breakdown – Recorded | |
| Session count | |
| 0 - 20 minutes | 19 |
| 21 - 40 minutes | 27 |
| 41 - 60 minutes | 22 |
| Over 60 minutes | 10 |
| Total | 78 |
| Session Breakdown (Minutes Recorded) | |
| 0-20 minutes | 224 |
| 21-40 minutes | 815 |
| 41-60 minutes | 1109 |
| Over 60 minutes | 716 |
| Total | 2864 |
| Call Outcomes (Recorded) | |
| Bookings | |
| Successful calls | 73 |
| Abandoned calls (Due to video quality, interpreter preferences, etc.) | 1 |
| <i>(Abandoned due to connection lost at customer end)</i> | |
| Abandoned due to in person support required | 3 |
| Call did not occur | 4 |
| Booking Classifications | |
| Bookings | |
| Friend or Family | 0 |
| Professional | 64 |

| | |
|---|-----------|
| (Doctor, Lawyer, Accountant) | |
| Private business | 0 |
| Government agency | 23 |
| Booking Classification by Agency | |
| ACC | 0 |
| Education | 0 |
| Health | 5 |
| Social Services | 4 |
| WINZ | 3 |
| Workbridge | 2 |
| Internal Affairs | 1 |
| Electoral Commission | 0 |
| Own customers | 0 |
| Work colleagues | 0 |

Expanded Explanation: VRI

The number of bookings lasting

- (i) 0 – 20 minutes;
- (ii) 21 – 40 minutes;
- (iii) 41 – 60 minutes;
- (iv) more than 60 minutes.

Reporting of actual session minutes rather than using bands is also acceptable

NZVIS Monthly Report (Total Calls Inc. VRI Mins)

Period between: -1st September to 31st September 2020

| Name | Value |
|--|--------|
| Call Count to 30 th September | 1683 |
| Call Minutes count to 31 st September | 26,061 |
| Count of calls abandoned because of poor video quality | 1 |
| Requests for signing repeats | 4 |
| Total number of registered users | 974 |
| Private Users | 0 |
| Corporate users | 0 |
| H.323 | 0 |
| New Registrations 31 st September | 4 |

Prepared by 9(2)(a)

Creation date: 7th October 2020Expanded Explanation**Total Call Count:** This value is the total number of successfully established video calls to NZ VIS**Total Call Minutes:** This value is the total number of minutes for successfully established video conversations with NZ VRS.**Count of calls abandoned:** This value is the number of video calls abandoned by either party where unacceptably poor video quality is identified as the reason for discontinuing the call**Request for signing repeats:** This value is the count of video calls where one or more requests were made for a repeated signing from either party**Total number of register users:** Number of subscribers of NZ VIS.

NZVIS Booked VRI Calls

Month: September 2020

Period Between: - 1st September to 31st September 2020

| Name: VRI | Value: VRI |
|--|----------------------|
| Overall Statistics | |
| Submitted bookings | 84 |
| Approved bookings | 83 |
| Declined bookings | 1 |
| Cancelled bookings | 10 |
| Test Calls | 0 |
| Session Breakdown – Booked times | |
| | Bookings |
| 0 - 1 hour | 63 |
| 1 - 2 hours | 3 |
| Over 2 hours | 0 |
| Total | 66 |
| Session Breakdown – Recorded | |
| | Session count |
| 0 - 20 minutes | 18 |
| 21 - 40 minutes | 18 |
| 41 - 60 minutes | 22 |
| Over 60 minutes | 8 |
| Total | 66 |
| Session Breakdown (Minutes Recorded) | |
| 0-20 minutes | 256 |
| 21-40 minutes | 572 |
| 41-60 minutes | 1095 |
| Over 60 minutes | 604 |
| Total | 2527 |
| Call Outcomes (Recorded) | |
| | Bookings |
| Successful calls | 66 |
| Abandoned calls (Due to video quality, interpreter preferences, etc.) | 0 |
| Abandoned due to in person support required | 0 |
| Call did not occur | 7 |
| Booking Classifications | |
| | Bookings |
| Friend or Family | 0 |
| Professional (Doctor, Lawyer, Accountant) | 59 |

| | |
|---|----|
| Private business | 0 |
| Government agency | 20 |
| Booking Classification by Agency | |
| ACC | 0 |
| Education | 0 |
| Health | 0 |
| Social Services | 0 |
| WINZ | 1 |
| Work bridge | 1 |
| Internal Affairs | 0 |
| Electoral Commission | 4 |
| Own customers | 0 |
| Work colleagues | 0 |

Expanded Explanation: VRI

The number of bookings lasting

- (i) 0 – 20 minutes;
- (ii) 21 – 40 minutes;
- (iii) 41 – 60 minutes;
- (iv) more than 60 minutes.

Reporting of actual session minutes rather than using bands is also acceptable

| | Calls | Total Minutes(inc VRI) | REOM Calls | Minutes | VRI Calls | VRI Minutes | VRI as % of total | Voice In Calls | Voice in Mins |
|------------|-------------|------------------------|------------|---------|------------|-------------|---------------------------|----------------|---------------|
| 1/10/2020 | 52 | 938 | 52 | 938 | 10 | 273 | 29% | 1 | 2 |
| 2/10/2020 | 63 | 773 | 63 | 773 | 5 | 116 | 15% | 2 | 20 |
| 3/10/2020 | 10 | 112 | 10 | 112 | 1 | 2 | 2% | 0 | 0 |
| 4/10/2020 | 6 | 49 | 6 | 49 | 0 | 0 | 0% | 0 | 0 |
| 5/10/2020 | 82 | 1538 | 82 | 1538 | 7 | 253 | 16% | 5 | 48 |
| 6/10/2020 | 76 | 1151 | 76 | 1151 | 6 | 70 | 6% | 2 | 7 |
| 7/10/2020 | 65 | 977 | 65 | 977 | 9 | 252 | 26% | 1 | 11 |
| 8/10/2020 | 66 | 1145 | 66 | 1145 | 12 | 361 | 32% | 0 | 0 |
| 9/10/2020 | 64 | 877 | 64 | 877 | 2 | 42 | 5% | 1 | 2 |
| 10/10/2020 | 17 | 371 | 17 | 371 | 2 | 29 | 8% | 0 | 0 |
| 11/10/2020 | 7 | 52 | 7 | 52 | 1 | 16 | 31% | 1 | 3 |
| 12/10/2020 | 92 | 1544 | 92 | 1544 | 7 | 207 | 13% | 1 | 2 |
| 13/10/2020 | 72 | 1438 | 72 | 1438 | 11 | 444 | 31% | 2 | 17 |
| 14/10/2020 | 72 | 1207 | 72 | 1207 | 8 | 348 | 29% | 4 | 13 |
| 15/10/2020 | 59 | 1048 | 59 | 1048 | 5 | 75 | 7% | 2 | 8 |
| 16/10/2020 | 64 | 1292 | 64 | 1292 | 6 | 279 | 22% | 0 | 0 |
| 17/10/2020 | 22 | 413 | 22 | 413 | 4 | 56 | 14% | 2 | 4 |
| 18/10/2020 | 8 | 97 | 8 | 97 | 0 | 0 | 0% | 0 | 0 |
| 19/10/2020 | 89 | 1191 | 89 | 1191 | 5 | 85 | 7% | 1 | 6 |
| 20/10/2020 | 86 | 1110 | 86 | 1110 | 8 | 345 | 31% | 5 | 77 |
| 21/10/2020 | 53 | 831 | 53 | 831 | 5 | 220 | 26% | 2 | 7 |
| 22/10/2020 | 65 | 804 | 65 | 804 | 12 | 361 | 45% | 1 | 10 |
| 23/10/2020 | 50 | 1072 | 50 | 1072 | 14 | 449 | 42% | 0 | 0 |
| 24/10/2020 | 13 | 153 | 13 | 153 | 3 | 63 | 41% | 0 | 0 |
| 25/10/2020 | 3 | 27 | 3 | 27 | 1 | 18 | 67% | 0 | 0 |
| 26/10/2020 | 13 | 335 | 13 | 335 | 2 | 178 | 53% | 0 | 0 |
| 27/10/2020 | 92 | 1378 | 92 | 1378 | 8 | 202 | 15% | 2 | 10 |
| 28/10/2020 | 78 | 929 | 78 | 929 | 7 | 285 | 31% | 0 | 0 |
| 29/10/2020 | 64 | 1265 | 64 | 1265 | 10 | 274 | 22% | 1 | 4 |
| 30/10/2020 | 60 | 920 | 60 | 920 | 5 | 155 | 17% | 0 | 0 |
| 31/10/2020 | 16 | 275 | 16 | 275 | 0 | 0 | 0% | 1 | 6 |
| | 1579 | 25312 | 1595 | 25587 | 176 | 5458 | 22% | 37 | 257 |
| | | | | | 11% | 22% | % of total minutes | | |

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| | Calls | Total Minutes(inc VRI) | REOM Calls | Minutes | VRI Calls | VRI Minutes | VRI as % of total | Voice In Calls | Voice in Mins |
|------------|-------|------------------------|------------|---------|-----------|-------------|-------------------|----------------|---------------|
| 1/11/2020 | 8 | 98 | 8 | 98 | 0 | 0 | 0% | 0 | 0 |
| 2/11/2020 | 72 | 1529 | 72 | 1529 | 5 | 219 | 14% | 0 | 0 |
| 3/11/2020 | 68 | 1098 | 68 | 1098 | 6 | 162 | 15% | 1 | 2 |
| 4/11/2020 | 66 | 944 | 66 | 944 | 4 | 95 | 10% | 2 | 15 |
| 5/11/2020 | 54 | 946 | 54 | 946 | 5 | 180 | 19% | 5 | 36 |
| 6/11/2020 | 44 | 786 | 44 | 786 | 6 | 168 | 21% | 1 | 3 |
| 7/11/2020 | 16 | 218 | 16 | 218 | 2 | 60 | 28% | 0 | 0 |
| 8/11/2020 | 8 | 105 | 8 | 105 | 0 | 0 | 0% | 0 | 0 |
| 9/11/2020 | 56 | 1324 | 56 | 1324 | 1 | 95 | 7% | 3 | 16 |
| 10/11/2020 | 83 | 1601 | 83 | 1601 | 9 | 386 | 24% | 2 | 21 |
| 11/11/2020 | 70 | 1280 | 70 | 1280 | 10 | 437 | 34% | 2 | 22 |
| 12/11/2020 | 55 | 1042 | 55 | 1042 | 3 | 83 | 8% | 1 | 3 |
| 13/11/2020 | 51 | 810 | 51 | 810 | 6 | 360 | 44% | 1 | 6 |
| 14/11/2020 | 13 | 108 | 13 | 108 | 2 | 11 | 10% | 0 | 0 |
| 15/11/2020 | 3 | 28 | 3 | 28 | 1 | 23 | 82% | 0 | 0 |
| 16/11/2020 | 91 | 1494 | 91 | 1494 | 2 | 45 | 3% | 2 | 22 |
| 17/11/2020 | 73 | 1065 | 73 | 1065 | 11 | 347 | 33% | 0 | 0 |
| 18/11/2020 | 79 | 1261 | 79 | 1261 | 7 | 257 | 20% | 1 | 3 |
| 19/11/2020 | 60 | 1127 | 60 | 1127 | 9 | 284 | 25% | 0 | 0 |
| 20/11/2020 | 64 | 1201 | 64 | 1201 | 5 | 236 | 20% | 0 | 0 |
| 21/11/2020 | 13 | 199 | 13 | 199 | 1 | 16 | 8% | 0 | 0 |
| 22/11/2020 | 5 | 112 | 5 | 112 | 2 | 86 | 77% | 1 | 16 |
| 23/11/2020 | 96 | 1227 | 96 | 1227 | 16 | 414 | 34% | 2 | 21 |
| 24/11/2020 | 55 | 689 | 55 | 689 | 3 | 117 | 17% | 2 | 7 |
| 25/11/2020 | 83 | 1039 | 83 | 1039 | 6 | 159 | 15% | 2 | 9 |
| 26/11/2020 | 68 | 865 | 68 | 865 | 10 | 204 | 24% | 0 | 0 |
| 27/11/2020 | 62 | 752 | 62 | 752 | 4 | 29 | 4% | 1 | 40 |
| 28/11/2020 | 5 | 60 | 5 | 60 | 0 | 0 | 0% | 0 | 0 |
| 29/11/2020 | 14 | 165 | 14 | 165 | 3 | 31 | 19% | 2 | 5 |
| 30/11/2020 | 94 | 1560 | 94 | 1560 | 16 | 448 | 29% | 1 | 13 |

1529

24733

1529

24733

155

10%

4952

20%

% of total minutes

21%

32

260

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| | Calls | Total Minutes(inc VRI) | REOM Calls | Minutes | VRI Calls | VRI Minutes | VRI as % of total | Voice In Calls | Voice in Mins |
|------------|-------------|------------------------|------------|---------|------------|-------------|---------------------------|----------------|---------------|
| 1/12/2020 | 58 | 753 | 58 | 753 | 3 | 79 | 10% | 1 | 2 |
| 2/12/2020 | 58 | 955 | 58 | 955 | 4 | 107 | 11% | 0 | 0 |
| 3/12/2020 | 58 | 1182 | 58 | 1182 | 9 | 325 | 27% | 2 | 5 |
| 4/12/2020 | 56 | 786 | 56 | 786 | 4 | 31 | 4% | 0 | 0 |
| 5/12/2020 | 14 | 191 | 14 | 191 | 1 | 15 | 8% | 1 | 19 |
| 6/12/2020 | 5 | 46 | 5 | 46 | 3 | 22 | 48% | 0 | 0 |
| 7/12/2020 | 78 | 1216 | 78 | 1216 | 11 | 437 | 36% | 3 | 20 |
| 8/12/2020 | 54 | 795 | 54 | 795 | 5 | 166 | 21% | 1 | 1 |
| 9/12/2020 | 54 | 812 | 54 | 812 | 7 | 148 | 18% | 1 | 3 |
| 10/12/2020 | 41 | 641 | 41 | 641 | 8 | 204 | 32% | 0 | 0 |
| 11/12/2020 | 58 | 861 | 58 | 861 | 9 | 136 | 16% | 2 | 26 |
| 12/12/2020 | 12 | 188 | 12 | 188 | 1 | 3 | 2% | 0 | 0 |
| 13/12/2020 | 4 | 134 | 4 | 134 | 2 | 113 | 84% | 0 | 0 |
| 14/12/2020 | 70 | 1197 | 70 | 1197 | 10 | 318 | 27% | 0 | 0 |
| 15/12/2020 | 67 | 1000 | 67 | 1000 | 6 | 144 | 14% | 4 | 29 |
| 16/12/2020 | 46 | 789 | 46 | 789 | 6 | 275 | 35% | 0 | 0 |
| 17/12/2020 | 56 | 1013 | 56 | 1013 | 5 | 85 | 8% | 0 | 0 |
| 18/12/2020 | 56 | 938 | 56 | 938 | 4 | 69 | 7% | 0 | 0 |
| 19/12/2020 | 7 | 178 | 7 | 178 | 1 | 5 | 3% | 0 | 0 |
| 20/12/2020 | 7 | 35 | 7 | 35 | 1 | 3 | 9% | 0 | 0 |
| 21/12/2020 | 41 | 808 | 41 | 808 | 1 | 85 | 11% | 0 | 0 |
| 22/12/2020 | 43 | 777 | 43 | 777 | 1 | 58 | 7% | 0 | 0 |
| 23/12/2020 | 63 | 798 | 63 | 798 | 1 | 17 | 2% | 4 | 13 |
| 24/12/2020 | 38 | 758 | 38 | 758 | 0 | 0 | 0% | 0 | 0 |
| 25/12/2020 | 10 | 85 | 10 | 85 | 1 | 14 | 16% | 0 | 0 |
| 26/12/2020 | 9 | 101 | 9 | 101 | 0 | 0 | 0% | 0 | 0 |
| 27/12/2020 | 8 | 65 | 8 | 65 | 0 | 0 | 0% | 0 | 0 |
| 28/12/2020 | 22 | 307 | 22 | 307 | 3 | 66 | 21% | 0 | 0 |
| 29/12/2020 | 34 | 471 | 34 | 471 | 8 | 145 | 31% | 2 | 3 |
| 30/12/2020 | 35 | 755 | 35 | 755 | 6 | 184 | 24% | 0 | 0 |
| 31/12/2020 | 27 | 601 | 27 | 601 | 0 | 0 | 0% | 0 | 0 |
| | 1189 | 19236 | 1216 | 19837 | 121 | 3254 | 17% | 21 | 121 |
| | | | | | 10% | 17% | % of total minutes | | |

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| | Calls | Total Minutes(inc VRI) | REOM Calls | Minutes | VRI Calls | VRI Minutes | VRI as % of total | Voice In Calls | Voice in Mins |
|------------|-------------|------------------------|-------------|--------------|------------|-------------|---------------------------|----------------|---------------|
| 1/01/2021 | 17 | 183 | 17 | 161 | 1 | 22 | 12% | 0 | 0 |
| 2/01/2021 | 11 | 78 | 11 | 78 | 0 | 0 | 0% | 0 | 0 |
| 3/01/2021 | 11 | 140 | 11 | 132 | 1 | 8 | 6% | 0 | 0 |
| 4/01/2021 | 29 | 369 | 29 | 218 | 4 | 151 | 41% | 0 | 0 |
| 5/01/2021 | 72 | 1050 | 72 | 976 | 2 | 74 | 7% | 4 | 10 |
| 6/01/2021 | 43 | 433 | 43 | 244 | 8 | 189 | 44% | 3 | 7 |
| 7/01/2021 | 38 | 502 | 38 | 476 | 1 | 26 | 5% | 1 | 8 |
| 8/01/2021 | 43 | 586 | 43 | 493 | 4 | 93 | 16% | 0 | 0 |
| 9/01/2021 | 16 | 156 | 15 | 156 | 0 | 0 | 0% | 0 | 0 |
| 10/01/2021 | 11 | 103 | 11 | 103 | 0 | 0 | 0% | 1 | 4 |
| 11/01/2021 | 59 | 1007 | 59 | 701 | 8 | 306 | 30% | 1 | 4 |
| 12/01/2021 | 54 | 753 | 54 | 560 | 5 | 193 | 26% | 2 | 5 |
| 13/01/2021 | 55 | 852 | 55 | 726 | 5 | 126 | 15% | 1 | 3 |
| 14/01/2021 | 38 | 703 | 38 | 564 | 4 | 139 | 20% | 1 | 12 |
| 15/01/2021 | 50 | 781 | 49 | 111 | 46 | 670 | 86% | 0 | 0 |
| 16/01/2021 | 11 | 171 | 11 | 169 | 1 | 2 | 1% | 0 | 0 |
| 17/01/2021 | 6 | 45 | 6 | 45 | 0 | 0 | 0% | 1 | 19 |
| 18/01/2021 | 60 | 1065 | 60 | 946 | 2 | 119 | 11% | 2 | 7 |
| 19/01/2021 | 36 | 582 | 36 | 438 | 3 | 144 | 25% | 1 | 13 |
| 20/01/2021 | 60 | 1227 | 60 | 882 | 8 | 345 | 28% | 4 | 19 |
| 21/01/2021 | 43 | 755 | 43 | 576 | 4 | 179 | 24% | 1 | 6 |
| 22/01/2021 | 58 | 1075 | 58 | 896 | 4 | 179 | 17% | 2 | 7 |
| 23/01/2021 | 13 | 150 | 13 | 144 | 1 | 6 | 4% | 1 | 4 |
| 24/01/2021 | 8 | 113 | 8 | 93 | 1 | 20 | 18% | 0 | 0 |
| 25/01/2021 | 65 | 1121 | 65 | 1046 | 2 | 75 | 7% | 1 | 7 |
| 26/01/2021 | 56 | 942 | 56 | 595 | 8 | 347 | 37% | 2 | 5 |
| 27/01/2021 | 71 | 1017 | 71 | 876 | 5 | 141 | 14% | 1 | 2 |
| 28/01/2021 | 73 | 1055 | 73 | 801 | 7 | 254 | 24% | 0 | 0 |
| 29/01/2021 | 52 | 1100 | 52 | 1015 | 3 | 85 | 8% | 0 | 0 |
| 30/01/2021 | 2 | 60 | 2 | 60 | 0 | 0 | 0% | 0 | 0 |
| 31/01/2021 | 20 | 215 | 20 | 215 | 0 | 0 | 0% | 0 | 0 |
| | 1181 | 18389 | 1201 | 14496 | 138 | 3893 | 17% | 30 | 142 |
| | | | | | 12% | 21% | % of total minutes | | |

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