

## 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
	<b>1216</b>	<b>16118</b>	2432	32236	<b>97</b>	<b>2332</b>	<b>14%</b>	<b>30</b>	<b>235</b>
			2432	32236	<b>8%</b>	<b>14%</b>			
			2432	32236		% of total minutes			

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982



## NZVIS Monthly Report (Total Calls Inc. VRI Mins)

Period between: -1<sup>st</sup> March to 31<sup>st</sup> March 2020

Name	Value
Call Count to 31 <sup>st</sup> March	83
Billing Call Count	
SCO Call Count	
Call Minutes count to 31 <sup>st</sup> 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 <sup>st</sup> March	22

Prepared by 9(2)(a) [REDACTED]  
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: - 1<sup>st</sup> March to 31<sup>st</sup> March 2020

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

(Doctor, Lawyer, Accountant)	
Private business	
Government agency	
<b>Booking Classification by Agency</b>	
ACC	
Education	<b>3</b>
Health	<b>12</b>
Social Services	
WINZ	
Workbridge	<b>2</b>
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: -1<sup>st</sup> April to 31<sup>st</sup> April 2020

Name	Value
Call Count to 31 <sup>st</sup> April	1,545
Call Minutes count to 31 <sup>st</sup> 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 <sup>st</sup> 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: - 1<sup>st</sup> April to 31<sup>st</sup> April 2020

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



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

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: - 1<sup>st</sup> May to 31<sup>st</sup> May 2020

Name	Value
Call Count to 31 <sup>st</sup> May	1907
Call Minutes count to 31 <sup>st</sup> 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 <sup>st</sup> 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: - 1<sup>st</sup> May to 31<sup>st</sup> May 2020

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

(Doctor, Lawyer, Accountant)	
Private business	
Government agency	
<b>Booking Classification by Agency</b>	
ACC	
Education	
Health	
Social Services	
WINZ	<b>2</b>
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: - 1<sup>st</sup> June to 31<sup>st</sup> June 2020

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

Prepared by 9(2)(a)  
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: - 1<sup>st</sup> June to 31<sup>st</sup> June 2020

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

(Doctor, Lawyer, Accountant)	
Private business	0
Government agency	3
<b>Booking Classification by Agency</b>	
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: - 1<sup>st</sup> July to 31<sup>st</sup> July 2020

Name	Value
Call Count to 30 <sup>th</sup> July	1576
Call Minutes count to 31 <sup>st</sup> 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 <sup>st</sup> 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: - 1<sup>st</sup> July to 31<sup>st</sup> July 2020

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

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

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: - 1<sup>st</sup> August to 31<sup>st</sup> August 2020

Name	Value
Call Count to 30 <sup>th</sup> August	1739
Call Minutes count to 31 <sup>st</sup> 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 <sup>st</sup> 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: - 1<sup>st</sup> August to 31<sup>st</sup> August 2020

Name: VRI	Value: VRI
<b>Overall Statistics</b>	
Submitted bookings	97
Approved bookings	93
Declined bookings	4
Cancelled bookings	15
Test Calls	1
<b>Session Breakdown – Booked times</b>	
	<b>Bookings</b>
0 - 1 hour	92
1 - 2 hours	5
Over 2 hours	0
<b>Total</b>	<b>97</b>
<b>Session Breakdown – Recorded</b>	
	<b>Session count</b>
0 - 20 minutes	19
21 - 40 minutes	27
41 - 60 minutes	22
Over 60 minutes	10
<b>Total</b>	<b>78</b>
<b>Session Breakdown (Minutes Recorded)</b>	
0-20 minutes	224
21-40 minutes	815
41-60 minutes	1109
Over 60 minutes	716
<b>Total</b>	<b>2864</b>
<b>Call Outcomes (Recorded)</b>	
	<b>Bookings</b>
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
<b>Booking Classifications</b>	
	<b>Bookings</b>
Friend or Family	0
Professional	64

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

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: - 1<sup>st</sup> September to 31<sup>st</sup> September 2020

Name	Value
Call Count to 30 <sup>th</sup> September	1683
Call Minutes count to 31 <sup>st</sup> 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 <sup>st</sup> September	4

Prepared by 9(2)(a)

Creation date: 7<sup>th</sup> 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: - 1<sup>st</sup> September to 31<sup>st</sup> September 2020

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

Private business	0
Government agency	20
<b>Booking Classification by Agency</b>	
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
	<b>1579</b>	<b>25312</b>	1595	25587	<b>176</b>	<b>5458</b>	<b>22%</b>	<b>37</b>	<b>257</b>
					<b>11%</b>	<b>22%</b>	<b>% of total minutes</b>		

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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
	<b>1189</b>	<b>19236</b>	1216	19837	<b>121</b>	<b>3254</b>	<b>17%</b>	<b>21</b>	<b>121</b>
					<b>10%</b>	<b>17%</b>	<b>% of total minutes</b>		

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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
	<b>1181</b>	<b>18389</b>	<b>1201</b>	<b>14496</b>	<b>138</b>	<b>3893</b>	<b>17%</b>	<b>30</b>	<b>142</b>
					<b>12%</b>	<b>21%</b>	<b>% of total minutes</b>		

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