



**Guidelines for
Undertaking Community Engagement for
Wireless Telecommunications Sites**

(“Community Engagement Guidelines”)

**Draft
July 2009**

For Public Consultation

CONTENTS

A. PREAMBLE.....	3
B. PURPOSE	3
C. DEFINED TERMS	4
D. SCOPE	5
2. IN SCOPE	5
3. OUT OF SCOPE	5
E. PRINCIPLES.....	5
F. EVALUATION CRITERIA FOR THE PROPOSED LOCATION OF WIRELESS SITES	6
6.1. LAND USE	6
6.2. THE NATURE OF THE WORKS BEING UNDERTAKEN	7
6.3. PROXIMITY OF PUBLIC FACILITIES	7
G. ENGAGEMENT STANDARDS	7
8. LEVEL ONE ENGAGEMENT	7
9. LEVEL TWO ENGAGEMENT	8
10. LEVEL THREE ENGAGEMENT	9
H. PUBLICLY AVAILABLE CONTACT DETAILS	10
I. EXPIRY, REVOCATION AND AMENDMENT	11

A. PREAMBLE

Wireless Services have become a vital part of Telecommunications networks worldwide. Wireless Networks enable the delivery of a wide range of Telecommunications services, including voice, data and internet, to users of both fixed and mobile services. Wireless Services have improved the ability of people to communicate with each other, and are now considered necessary to assist the effective functioning of modern society.

Wireless Network Operators require Wireless Sites to deliver these Wireless Services. Some of these Wireless Sites need to be located within residential communities, so that an optimum service can be provided to the users of these Wireless Services. The absence of such Wireless Sites within these communities would limit the functions and performance of these Wireless Networks, and therefore the quality of the Wireless Services that are delivered to both the users within these communities, and all other users of that Wireless Network.

However, Wireless Network Operators are aware that some members of these residential communities are concerned about having such Wireless Sites located within their communities. As Wireless Network Operators are committed to the health and safety of the public, and their customers and employees, Wireless Network Operators need to consider how they will engage with these communities when building or Upgrading these Wireless Sites. These Guidelines for Undertaking Community Engagement (Community Engagement Guidelines) have been enacted by the Telecommunications Carriers' Forum (TCF) to help Wireless Network Operators standardise their approach to engaging with these communities, and assist with addressing these concerns through the timely provision of information regarding the location of Wireless Sites.

The TCF has striven to ensure that the public desire for consistent and timely engagement is appropriately balanced with the need for Wireless Network Operators to continually improve the coverage and quality of their Wireless Services. These Guidelines are also designed to complement rather than substitute or supersede the provisions contained within Council District Plans, the Resource Management Act, and the National Environmental Standard.

B. PURPOSE

1. The purpose of these Guidelines for Undertaking Community Engagement for New Wireless Telecommunications Sites (hereafter known as the Guidelines) are to:
 - 1.1. Standardise and enhance the approach taken by Wireless Network Operators when engaging with those members of the public that live in areas that are zoned and occupied for Primarily Residential Purposes, and managers of Public Facilities, that are adjacent or near the location of new or Upgraded Wireless Sites.
 - 1.2. Ensure that the public are provided with accurate information regarding Wireless Sites.
 - 1.3. Assist Wireless Network Operators to communicate effectively with interested parties regarding the location of new or Upgraded Wireless Sites.

C. DEFINED TERMS

In these Guidelines, unless the context otherwise requires:

“Business Day” means a day on which registered banks are open for normal banking business, excluding Saturdays, Sundays and nation-wide public holidays. Regional public holidays are considered to be Business Days.

“Co-Location” has the meaning ascribed to it in clause 6.2.2.

“Guidelines” means these Guidelines for Undertaking Community Engagement for Wireless Telecommunications Sites.

“National Environmental Standard” means The National Environmental Standards for Telecommunications Facilities.

“New Structure” has the meaning ascribed to it in clause 6.2.3.

“Primarily Residential Purposes” means that the predominant purpose of the relevant physical space is to allow for privately owned dwellings or households.

“Public Facility” means a physical premises which has a primary purpose of providing care, welfare or educational services to members of the community, and those users of these services are likely to be interested in receiving information about the location of planned Wireless Sites near the facility. Examples of such facilities are childcare centres, schools, aged care centres, hospitals and marae.

“Telecommunications Carriers Forum” or **“TCF”** means the Telecommunications Carriers’ Forum Incorporated of New Zealand.

“Telecommunication(s)” is the conveyance by electromagnetic means from one device to another of any encrypted or non-encrypted sign, signal, impulse, writing, image, sound, instruction, information, or intelligence of any nature, whether for the information of any person using the device or not; but excluding any conveyance that constitutes broadcasting.

“Upgrade, Upgraded and Upgrading” have the meanings ascribed to them in clause 6.2.1.

“Wireless Network” means any end-to-end Telecommunications network, constituted in part by multiple Wireless Sites.

“Wireless Network Operator” means the legal entity that owns controls and/or operates a Wireless Network.

“Wireless Service” means any Telecommunications service that is delivered via cellular and other wireless technologies such as, but not limited to, GSM, CDMA, W-CDMA, and WiMax.

“Wireless Site” means a combination of radio antennas, masts and equipment cabinets that is constructed for the purposes of delivering Wireless Services to a specific geographic area.

D. SCOPE

2. In Scope

These Guidelines covers:

- 2.1. Those circumstances in which Wireless Network Operators should engage with those members of the public that live in areas that are zoned and occupied for Primarily Residential Purposes, and managers of Public Facilities, that are adjacent to or near the location of new or Upgraded Wireless Sites;
- 2.2. The nature and form of that engagement, bearing in mind that while a degree of uniformity is encouraged, that each Wireless Network Operator should have the flexibility to undertake such engagement in a manner that is most appropriate to the those members of the public that live in areas that are zoned and occupied for Primarily Residential Purposes, managers of Public Facilities, or Wireless Network Operator concerned;
- 2.3. The timing of such engagement.

3. Out of Scope

These Guidelines do not:

- 3.1. Replace or supersede any requirement for engagement that Wireless Network Operators may have as a result of the provisions of any Council District Plan, the Resource Management Act, or the National Environmental Standard.
- 3.2. Require any changes to, or cessation of, the construction of any Wireless Site as a result of community engagement; though a Wireless Network Operator may decide to do so, at their discretion.

E. PRINCIPLES

4. The following principles are important to understanding and interpreting these Guidelines, and form the basis of the processes outlined in these Guidelines.

- 4.1. These Guidelines set out the minimum standards to which Wireless Network Operators will abide when engaging with those members of the public that live in areas that are zoned and occupied for Primarily Residential Purposes, and managers of Public Facilities, that are adjacent to or near the location of new or Upgraded Wireless Sites. Individual Wireless Network Operators may choose to augment the processes expressed in these Guidelines with any further actions that they see as appropriate for delivering to these principles, and to the intent of the Guidelines.
- 4.2. These Guidelines are designed to work in conjunction with the various planning regulations enacted by Councils and the Government of New Zealand. It is not intended that these Guidelines will substitute any of the obligations that these regulations place on Wireless Network Operators.

- 4.3. These Guidelines are designed to allow Wireless Network Operators the flexibility to meet the specific needs of the different communities of New Zealand, recognising that each community is unique and that a distinct approach may be required to best meet the needs of any particular community or users of a Public Facility.
 - 4.4. Wireless Network Operators recognise that they have a responsibility to improve the level of access to and quality of Wireless Services in order to contribute to the Government's vision of New Zealanders being leaders in the digital world. Wireless Network Operators may need to locate Wireless Sites adjacent to or near residential communities and Public Facilities in order to deliver to this responsibility.
 - 4.5. Wireless Network Operators are committed to ensuring the health and safety of the public, and their customers and employees; and to managing the construction of Wireless Sites in a manner that is consistent with this commitment.
 - 4.6. Wireless Network Operators recognise the World Health Organisation's recommendations for Wireless Network Operators to communicate openly with Councils and the public during the planning stages of new Wireless Sites, in order to help create public understanding and greater acceptance of the location and benefits of Wireless Sites. These Guidelines give effect to this recommendation.
 - 4.7. Wireless Network Operators recognise that despite the weight of reputable scientific evidence that shows no correlation between Wireless Sites and adverse health impacts, some people and communities in New Zealand are concerned about the location of Wireless Sites. Wireless Network Operators recognise that they have a responsibility to encourage these people and communities to consult non-biased and accurate sources of information, and to facilitate access to such sources.
 - 4.8. Wireless Network Operators recognise that as the owners and operators of Wireless Networks, and as builders of Wireless Sites in residential communities, that there is an expectation that they will act as "good neighbours", by communicating openly with these communities.
 - 4.9. Wireless Network Operators recognise that concerned members of the community should be able to engage with the Wireless Network Operator responsible for the location of a specific Wireless Site, to allow those people access to relevant information.
5. The above principles and the purposes set out in these Guidelines are reflected in the processes set out in these Guidelines as a whole. They are intended solely as aids to interpretation of these Guidelines and to assist Parties in their administration of those processes. They do not create separately enforceable rights or obligations.

F. EVALUATION CRITERIA FOR THE PROPOSED LOCATION OF WIRELESS SITES

6. Wireless Network Operators should develop their community engagement approach by first evaluating the characteristics of the proposed location of any Wireless Site, or any proposed Upgrade to an existing Wireless Site, paying regard to:

6.1. Land Use

- 6.1.1 The obligations under these Guidelines apply to those proposed Wireless Sites, or Upgrades of existing Wireless Sites, that are adjacent to or near an area

that is zoned and occupied for Primarily Residential Purposes.

6.2. The Nature of the Works being Undertaken

6.2.1 If a Wireless Site already exists, and the relevant Wireless Network Operator wishes to substantively change the nature of that Wireless Site through adding additional infrastructure such as new antennae, masts and cabinets, then for the purposes of these Guidelines this is known as an Upgrade.

6.2.2 If a Wireless Site already exists, and the Wireless Network Operator that operates that Wireless Site wishes to allow another Wireless Network Operator to place additional infrastructure such as new antennae, masts and cabinets on that same Wireless Site, then for the purposes of these Guidelines this is known as a Co-Location.

For the avoidance of doubt, when the nature of the works being undertaken is a Co-Location, these Guidelines apply to the Wireless Network Operator that is placing the additional infrastructure on this site - not the Wireless Network Operator who maintains the original Wireless Site at that location.

6.2.3 If a Wireless Site does not already exist at the proposed location, then for the purposes of these Guidelines this is known as a New Structure.

For the avoidance of doubt, a New Structure includes both sites that are their own free-standing structures and those that are located upon other buildings, light poles or other similar structures.

6.3. Proximity of Public Facilities

6.3.1 Wireless Network Operators recognise the need to evaluate the location of the Wireless Site to determine whether it is adjacent to or near a Public Facility.

G. ENGAGEMENT STANDARDS

7. As a result of the evaluation of the proposed location of a Wireless Site, conducted in accordance with Section F of these Guidelines, the Wireless Network Operator should determine which of the following levels of engagement listed in this section are appropriate for that particular site.

8. Level One Engagement

8.1. This level of engagement is appropriate when the evaluation undertaken by the Wireless Network Operator determines that:

8.1.1 The Wireless Site is located adjacent to or near an area that is zoned and occupied for Primarily Residential Purposes;

8.1.2 The type of installation is either an Upgrade or Co-Location; and

8.1.3 There are no Public Facilities adjacent to or near the proposed location.

8.2. Where the criteria for level one engagement are met, the Wireless Network Operator should:

- 8.2.1 Undertake any engagement or consultation required by the relevant Council under the Council District Plan; or required pursuant to the conditions of any Resource Consent.
- 8.2.2 Use best endeavours to ensure that those staff or contractors that are responsible for working upon the Wireless Site are willing and able to respond to public queries regarding the Wireless Network Operator responsible for the works being undertaken, and able to refer interested members of the public to the relevant Wireless Network Operator via the contact details referred to in Section H.

9. Level Two Engagement

- 9.1. This level of engagement is appropriate when the evaluation undertaken by the Wireless Network Operator determines that:
 - 9.1.1 The Wireless Site is located adjacent to or near an area that is zoned and occupied for Primarily Residential Purposes; and
 - 9.1.2 The type of installation is either a New Structure and there are no Public Facilities adjacent to or near the proposed location of the Wireless Site; or
 - 9.1.3 The type of installation is either an Upgrade or Co-Location and there is at least one Public Facility adjacent to or near the proposed location of the Wireless Site.
- 9.2. Where the criteria for level two engagement are met, the Wireless Network Operator should:
 - 9.2.1 Undertake any engagement or consultation required by the Council under the relevant Council District Plan; or required pursuant to the conditions of any Resource Consent.
 - 9.2.2 Ensure that the occupiers of those dwellings immediately adjacent to the proposed location, and the management of any Public Facilities near the proposed location, are sent a letter by the relevant Wireless Network Operator at least 10 Business Days prior to any construction commencing on the proposed Wireless Site.

This letter should contain the following information:

- a) Plans or other illustrations that show the location of the Wireless Site within the area that surrounds it, and the general nature of the works being undertaken.

It is expected that the Wireless Network Operator will use the same plans or illustrations for this purpose that may have been or will be submitted to the relevant Council, though this is at the discretion of the Wireless Network Operator concerned.

- b) Contact details for the Wireless Network Operator, in accordance with Section H.

This letter may also contain the following information:

- c) Information from authoritative and scientifically credible sources on the matters that may be of concern to members of the public.

9.2.3 Use best endeavours to ensure that those staff or contractors that are responsible for working upon the Wireless Site are willing and able to respond to public queries regarding the Wireless Network Operator responsible for the works being undertaken, and able to refer interested members of the public to the relevant Wireless Network Operator via the contact details referred to in Section H.

10. Level Three Engagement

10.1. This level of engagement is appropriate when the evaluation undertaken by the Wireless Network Operator determines that:

10.1.1 The Wireless Site is located adjacent to or near an area that is zoned and occupied for Primarily Residential Purposes; and

10.1.2 The type of installation is a New Structure; and

10.1.3 There is at least one Public Facility adjacent to or near the proposed location.

10.2. Where the criteria for level three engagement are met, the Wireless Network Operator should:

10.2.1 Undertake any engagement or consultation required by the relevant Council under the Council District Plan; or required pursuant to the conditions of any Resource Consent.

10.2.2 Ensure that the occupiers of those dwellings immediately adjacent to the proposed location, and the management of the Public Facility near the proposed location, are sent a letter by the relevant Wireless Network Operator at least 10 Business Days prior to the lodgement of any Resource Consent application or National Environmental Standard application required by the relevant Council regarding the proposed Wireless Site.

This letter should contain the following information:

- a) Detail on the type of consent, permission or application that is being made to the Council.
- b) Plans or other illustrations that show the location of the site within the area that surrounds it, and the general nature of the works being undertaken.

It is expected that the Wireless Network Operator will use the same plans or illustrations for this purpose that may have been or will be submitted to the relevant Council, though this is at the discretion of the Wireless Network Operator concerned.

- c) Contact details for the Wireless Network Operator, in accordance with Section H.

This letter may also contain the following information:

- d) Information from authoritative and scientifically credible sources on the matters that may be of concern to members of the public.

- 10.2.3 Ensure that the occupiers of those dwellings immediately adjacent to the proposed location, and the management of the Public Facility near the proposed location, are sent a letter by the relevant Wireless Network Operator at least 10 Business Days prior to any construction commencing on the proposed Wireless Site.

This letter should contain the following information:

- a) An outline of the rationale as to why this particular location was chosen for the proposed Wireless Site and the process undertaken to make this decision.
- b) Plans or other illustrations that show the location of the site within the area that surrounds it, and the general nature of the works being undertaken.

It is expected that the Wireless Network Operator will use the same plans or illustrations for this purpose that may have been or will be submitted to the relevant Council, though this is at the discretion of the Wireless Network Operator concerned.

- c) Contact details for the Wireless Network Operator, in accordance with Section H.

This letter may also contain the following information:

- d) Information from authoritative and scientifically credible sources on the matters that may be of concern to members of the public.

- 10.2.4 Use best endeavours to ensure that those staff or contractors that are responsible for working upon the Wireless Site are willing and able to respond to public queries regarding the Wireless Network Operator responsible for the works being undertaken, and able to refer interested members of the public to the relevant Wireless Network Operator via the contact details referred to in Section H.

H. PUBLICLY AVAILABLE CONTACT DETAILS

- 11. Wireless Network Operators will make publicly available the contact details for their organisations for the purposes of receiving and responding to questions and requests for information regarding the location of Wireless Sites.
- 12. Wireless Network Operators should ensure that any enquiries made via these contact details are directed to staff members who are suitably capable of responding to questions and comments made by members of the public regarding the location of Wireless Sites.
- 13. Wireless Network Operators should make the following contact details available for the purposes of further engagement regarding the location of Wireless Sites:

- 13.1. An email address.
- 14. Wireless Network Operators should also consider making the following additional contact details available for the purposes of further engagement regarding the location of Wireless Sites:
 - 14.1. A Toll-Free phone number.
 - 14.2. Content relevant to the location and impact of Wireless Sites and wireless technologies upon the health and wellbeing of the public, or links to relevant content, on a website.

I. EXPIRY, REVOCATION AND AMENDMENT

- 15. In accordance with the Telecommunications Carriers' Forum Operating Procedures Manual, any Forum Member may put a Project Proposal to the Forum Board (at any time) for the amendment or revocation of these Guidelines.