



Guidelines for Undertaking Community Engagement for Wireless Telecommunications Facilities

(“Community Engagement Guidelines”)

November 2009

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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 Telecommunications Facilities to deliver these Wireless services. Some of these Wireless Telecommunications Facilities 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 Telecommunications Facilities 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 Telecommunications Facilities located within their communities. Wireless Network Operators therefore need to consider how they will engage with these communities when building or Upgrading these Wireless Telecommunications Facilities. These Guidelines for Undertaking Community Engagement for Wireless Telecommunications Facilities have been enacted by the Telecommunications Carriers' Forum (TCF) to help Wireless Network Operators standardise their approach to engaging with these communities, and to assist with addressing their concerns through the timely provision of information regarding the location of Wireless Telecommunications Facilities.

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 work alongside the provisions contained within Council District Plans, the Resource Management Act, and the National Environmental Standards for Telecommunications Facilities.

B. PURPOSE

1. The purpose of these Guidelines for Undertaking Community Engagement for New Wireless Telecommunications Facilities (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 Telecommunications Facilities.

For the purposes of these Guidelines, the TCF suggests that operators consider which definition of "adjacent to or near" may be appropriate on a case by case basis, depending on the particular environment in which the new or Upgraded Wireless Telecommunications Facility is proposed to be located, as well as the scale of the proposed works.

1.2. Ensure that the public are provided with accurate information regarding Wireless Telecommunications Facilities.

1.3. Assist Wireless Network Operators to communicate effectively with interested parties regarding the location of new or Upgraded Wireless

Telecommunications Facilities.

C. DEFINED TERMS

In these Guidelines, unless the context otherwise requires:

“Antenna” means a device that:

- (a) receives and transmits radiocommunication or Telecommunication signals; and
- (b) is operated by a Network Operator.

“Cabinet” means a casing around equipment that is necessary to operate a Telecommunication network.

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

“Council” means the relevant territorial or unitary authority as defined in the Local Government Act 2002.

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

“National Environmental Standards” means the Resource Management (National Environmental Standards for Telecommunications Facilities) Regulations 2008.

“Network Operator” has the meaning given to it by section 5 of the Telecommunications Act 2001.

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

“Primarily Residential Purposes” means that a property or group of properties is zoned and occupied for residential use.

“Public Facility” means a physical premise which has a primary purpose of providing care, welfare or educational services to members of the community. 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 Telecommunications Facilities.

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

“Wireless” 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 Telecommunications Facility” means

- (a) an Antenna; and/or
- (b) a Cabinet;

which provide Wireless services.

“Working Day” means any day except:

- (a) a Saturday, a Sunday, Good Friday, Easter Monday, ANZAC Day, Labour Day, the Sovereign’s birthday and Waitangi Day; and
- (b) a day in the period beginning on 20 December in any year and ending with 10 January in the following year.

D. SCOPE

2. In Scope

These Guidelines:

- 2.1. Provide a set of principles that Wireless Network Operators have committed to when initiating engagement with the public on the topic of Wireless Telecommunications Facilities.
- 2.2. Set 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 the managers of Public Facilities, that are adjacent to or near the location of new, Upgraded or co-located Wireless Telecommunications Facilities.

3. Out of Scope

These Guidelines do not:

- 3.1. Outline any additional and ongoing engagement activities that Wireless Network Operators may undertake that is appropriate to the circumstances and level of interest, following the initiation of engagement in accordance with these Guidelines.
- 3.2. 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 Standards. Wireless Network Operators are committed to meeting their obligations under these provisions, as well as the additional commitments made in these Guidelines.
- 3.3. Require any changes to, or cessation of, the construction of any Wireless Telecommunications Facility as a result of community engagement. However, a Wireless Network Operator remains free to amend their plans for any Wireless Telecommunications Facility following any such community engagement.

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 are designed to work in conjunction with the various planning regulations enacted by Councils and the Government of New Zealand; and with the standards set in regulation for Wireless Telecommunications Facilities radio frequency fields. These Guidelines do not replace or supersede any of the obligations that these regulations place on Wireless Network Operators.
- 4.2. 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.
- 4.3. Wireless Network Operators are committed to acting in good faith and as

“good neighbours”; and to ensuring the health and safety of the public, their customers and their employees. Wireless Network Operators will manage the construction of Wireless Telecommunications Facilities in a manner that is consistent with this commitment.

- 4.4. Wireless Network Operators recognise the World Health Organization’s recommendations for Wireless Network Operators to communicate openly with Councils and the public during the planning stages of new Wireless Telecommunications Facilities, in order to help create public understanding and greater acceptance of the location and benefits of Wireless Telecommunications Facilities. These Guidelines help give effect to this recommendation.
 - 4.5. Wireless Network Operators recognise that they have a responsibility to encourage those people and communities that have concerns about the impacts upon health of Wireless Telecommunications Facilities to consult information that is recognised by national and international public health authorities; such as the Ministry of Health and the World Health Organization; and to facilitate access to such sources.
 - 4.6. Wireless Network Operators recognise that members of the community should be able to engage with them regarding the location of Wireless Telecommunications Facilities, should they require more specific 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 TELECOMMUNICATIONS FACILITIES

6. Wireless Network Operators should develop their community engagement approach by first evaluating the characteristics of the proposed location of any Wireless Telecommunications Facility, or any proposed Upgrade to an existing Wireless Telecommunications Facility, paying regard to:
 - 6.1. **Land Use**
 - 6.1.1 The obligations under these Guidelines apply to those proposed Wireless Telecommunications Facilities, or Upgrades of existing Wireless Telecommunications Facilities, 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 Telecommunications Facility already exists, and the relevant Wireless Network Operator wishes to substantively change the nature of that Wireless Telecommunications Facility through adding additional infrastructure such as new Antenna, masts and Cabinets, then for the purposes of these Guidelines this is known as an Upgrade.
 - 6.2.2 If a Wireless Telecommunications Facility already exists, and the Wireless Network Operator that operates that Wireless Telecommunications Facility wishes to allow another Wireless

Network Operator to place additional infrastructure such as new Antenna, masts and Cabinets on that same Wireless Telecommunications Facility, 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 Telecommunications Facility at that location.

- 6.2.3 If a Wireless Telecommunications Facility 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 Telecommunications Facility 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 Telecommunications Facility, 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 is appropriate.

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 Telecommunications Facility is located adjacent to or near an area that is zoned and occupied for Primarily Residential Purposes; or there is at least one Public Facility adjacent to or near the proposed location of the Wireless Telecommunications Facility; and

- 8.1.2 The type of installation is either an Upgrade or Co-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 Council under the relevant Council District Plan; or required pursuant to the conditions of any Resource Consent.

- 8.2.2 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 20 Working Days prior to any construction commencing on the proposed Wireless

Telecommunications Facility.

This letter should contain the following information:

- a) An outline of the rationale as to why an Upgrade or Co-Location is required at this particular location.
- b) Plans or other illustrations that show the location of the Wireless Telecommunications Facility 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) General Information that is recognised by national and international public health authorities; such as the Ministry of Health and the World Health Organization.

- 8.2.3 Ensure that those staff or contractors that are responsible for working upon the Wireless Telecommunications Facility 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 Telecommunications Facility is located adjacent to or near an area that is zoned and occupied for Primarily Residential Purposes; or there is at least one Public Facility adjacent to or near the proposed location; and

- 9.1.2 The type of installation is a New Structure.

- 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 relevant Council under the 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 the Public Facility near the proposed location, are sent a letter by the relevant Wireless Network Operator prior to the lodgement of any Resource Consent application or National Environmental Standard

application required by the relevant Council regarding the proposed Wireless Telecommunications Facility.

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) An outline of the rationale as to why this particular location was chosen for the proposed Wireless Telecommunications Facility and the process undertaken to make this decision.
- c) 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.

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

This letter may also contain the following information:

- e) General Information that is recognised by national and international public health authorities; such as the Ministry of Health and the World Health Organization.

- 9.2.3 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 Working Days prior to any construction commencing on the proposed Wireless Telecommunications Facility.

This letter should contain the following information:

- a) Confirmation of the particular location that has been chosen for the proposed Wireless Telecommunications Facility and the process undertaken to make this decision.
- b) Updated 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 submitted to and approved by the relevant Council, though this is at the discretion of the Wireless Network Operator concerned.

- c) Estimated timeframe for commencement and completion of construction of the Wireless Telecommunications Facility.
- d) Contact details for the Wireless Network Operator, in accordance with Section H.

This letter may also contain the following information:

- e) General Information that is recognised by national and international public health authorities; such as the Ministry of Health and the World Health Organization.

9.2.4 Ensure that those staff or contractors that are responsible for working upon the Wireless Telecommunications Facility 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

- 10. 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 Telecommunications Facilities.
- 11. 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 Telecommunications Facilities.
- 12. Wireless Network Operators should make the following contact details available for the purposes of further engagement regarding the location of Wireless Telecommunications Facilities:
 - 12.1. An email address.
- 13. Wireless Network Operators should also consider making the following additional contact details available for the purposes of further engagement regarding the location of Wireless Telecommunications Facilities:
 - 13.1. A Toll-Free phone number.
 - 13.2. Content relevant to the location and impact of Wireless Telecommunications Facilities and Wireless technologies upon the health and wellbeing of the public, or links to relevant content, on a website.

I. EXPIRY, REVOCATION AND AMENDMENT

- 14. 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.