MARAE DIGITAL CONNECTIVITY
FREQUENTLY ASKED QUESTIONS

Thinking about getting your Marae digitally connected?

Question	Answer
1. What if we want to talk to someone about our Marae?	For direct enquiries about getting your Marae connected, please email us at maraeconnectivity@tpk.govt.nz. For all other enquiries about your Marae, please contact your local Te Puni Kōkiri office.
2. How much funding is available for our Marae specifically for Digital Connectivity?	Crown Infrastructure Partners are working on that. Because the full roll-out hasn't been fully implemented we have limited understanding of how much it will cost to provide the full package across all eligible Marae.
3. Is there additional funding available to our Marae for other services? eg. building repairs, refurbishment, wānanga.	Te Puni Kōkiri offers a range of support and funding for Marae and can advise Marae about other funding available. For some further information, please see https://www.tpk.govt.nz/whakamahia/oranga-marae/marae#head1.

Applying for funding

Question	Answer
4. How do we know if we are eligible?	The criteria are on the Te Puni Kōkiri website. Te Puni Kōkiri regional staff are also able to assist you if you are unsure.
5. When we apply, do we just complete the forms?	Yes. Complete the forms and send them to maraeconnectivity@tpk.govt.nz.
6. What is the process once we've submitted the forms?	Once the forms are submitted, the following process will occur: a) Your application will be checked to ensure all relevant parts are completed. b) The application is sent to Crown Infrastructure Partners who will let te Puni Kōkiri know whether there is 1) a provider available for your Marae, 2) a service provider, 3) a hardware provider. Once we have that information you will then be informed of installation process. c) Your identified **key contact person** will be notified that your application has been successful or that there is additional information required. d) A provider will come to visit your Marae and will check that the necessary lines are in place. If yes, they will install the modem, if no, they will go back and explore options and come back to you.
7. Are there any risks to us if we sign up to this project?	So far, no risks have been identified however, once installed it will be the responsibility of the Marae to manage access to the internet

		through the install. What is limited / restricted in terms of access will need to be a consideration of the Marae.
8.	We already have a connection, but we are paying for it ourselves. Are we still able to apply?	Yes, you can apply.
9.	Are there any exclusions?	You can check the Te Puni Kōkiri website for exclusions.

Getting connected

Question	Answer
10. How long before we need to start paying for anything? i.e. connection, hardware etc.	There is no cost to the Marae for the equipment and hardware for a period of 5 years.
11. If we were to sign up, how long before the installation?	The time from sign up to installation depends on three things: 1) The Marae is within the broadband network coverage. To see whether your Marae could be in the network, please see https://broadbandmap.nz/home. 2) The Marae is connected to the broadband network through an internet service provider. 3) A provider is available to install the hardware. It is expected those Marae who have applied and where the three listed above are met will be contacted by the end of November (for some it may be sooner).
12. What if we don't have everything needed to do the install and we don't hear anything from the provider?	Email maraeconnectivity@tpk.govt.nz, if you don't hear back from a provider two weeks after being informed on the installation process. As this is a 'new' initiative, it is important Te Puni Kōkiri are informed of how efficient the process is. Although Te Puni Kōkiri are not responsible for the funding or the installation, we want to understand how best to influence partners agencies to ensure they are responsive.
13. What if we don't need some of the hardware and want to have other options, is that something we can do?	There are a set of hardware options. For anything outside of what is outlined Provincial Development Unit would need to make the decision. Te Puni Kōkiri would provide your feedback to PDU no matter how unlikely the request you make.

Once you're connected

Question	Answer
14. Do we get training on how to use the internet?	You receive helpdesk support. Training on internet use options is out of scope and not currently offered as part of this programme of work.
15. Is the training about how to use the internet tools better?	That is yet to be confirmed by Provincial Development Unit. We will let you know as soon as this is confirmed.

16. So, do we as a Marae have control over who can access the internet via this connection?	Yes. Like a home connection, you will be given a password. Who you choose to give that to will be entirely up to you. At the time of install if your nominated person is not familiar with changing password this would be a really good question to ask the installer. You can provide access to the connection via the password but can also limit that access by changing the password.
17. Who is responsible for the equipment?	Once installed, the Marae is responsible for the equipment. For example, security and maintenance.
18. So, once installed, is there any other expectation of us?	Te Puni Kōkiri would like to understand how the Marae Digital Connectivity fund has supported Marae to further their aspirations. As such there is an expectation that Marae would work with Te Puni Kōkiri to evaluate the fund, not individual Marae. We hope whānau will be an active participant in this to ensure we reflect their experiences.
19. Is there a minimum term of contract?	No.
20. Technology changes all the time. Are we able to upgrade?	This is outside the scope of the policy setting.
21. We have a lot of tourists and are exploring a number of options to generate income for our Marae. Are we able to provide and charge for access?	Once the equipment, coverage and connection is provided, Marae are able to determine how they manage this service.
22. What if we decide that we don't want the internet anymore?	You call the provider and ask they come and take it away very similar to what you would do at home.