

Media release

NGCC to offer PSN Cellular Services for wider public safety and emergency management sector

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Hundreds of public safety and emergency management organisations will now have access to the emergency grade Public Safety Network (PSN) Cellular Services already being used by 25,000 frontline responders to increase coverage and reliability.

Since 2023, government entity Next Generation Critical Communications ([NGCC](#)) has been rolling-out its ‘best in breed’ cellular services to Police, Hato Hone St John, Wellington Free Ambulance, and Fire and Emergency New Zealand as part of the \$1.4b [Public Safety Network](#).

NGCC’s Director, Steve Ferguson says the [government’s decision](#) to increase the organisation’s mandate is good news for the sector with benefits flowing on to community safety and New Zealand’s socio-economic wellbeing.

“As we saw in Cyclones Gabrielle and Tam, there is a very wide network of central and local government, not for profit, and infrastructure and utilities organisations who activate in emergencies, often working alongside the emergency services. They all need to use their mobile phones and other tools to get good information to do their jobs, coordinate with each other and stay safe. We can now help them with that,” Mr Ferguson says.

The PSN Cellular Services - developed through Hourua (a Spark and One NZ joint venture) - include PSN enabled mobile phones, tablets and other emergency equipment that can roam across both Spark and One NZ networks, extending coverage and providing a back-up network if one is down. PSN enabled cellular devices also get priority access to coverage ahead of the public when there is network congestion and degradation, as can happen in large emergencies. The PSN’s cellular network visibility tool means the emergency teams coordinating responses and operations can see in real-time whether there are cellular coverage outages at a location.

“We know continuous communication is vital for organisations responding to emergencies. PSN Cellular Services will help ensure they can get the right information when and where they need it to make good decisions for people in need,” Mr Ferguson says.

“Government’s support for NGCC’s evolution establishes us as an organisation with the mandate, mission and experience to onboard others to existing services and infrastructure.

“We also offer strong potential for delivering further multi-agency projects and streamlining investment to help modernise New Zealand’s critical communications capability and sector operational performance.”

NGCC will begin to offer PSN services to eligible organisations from mid-2026.

ENDS

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More information

About Next Generation Critical Communications Poutama Whai Tikanga Pāpāho

[Next Generation Critical Communications](#) (NGCC) is the only government entity exclusively focussed on critical communications for public safety in New Zealand. NGCC’s mission is to modernise the communications capability of New Zealand’s emergency services to deliver more information, to more places in real time. It is responsible for delivering the new Public Safety Network solutions and cellular Location Information Services.

About the Public Safety Network Te Kupenga Marutau

The [Public Safety Network](#) (PSN) is a significant infrastructure project, investing \$1.4 billion over 10 years to build and operate the networks and services, and roll out new devices to emergency services staff, stations and vehicles. The PSN consists of three complementary elements: a digital Land Mobile Radio network under construction, live Cellular Roaming, Priority and Network Visibility Services, and the ongoing provision of personal alerting.