

Field services

Lead-in

Green pipe installation

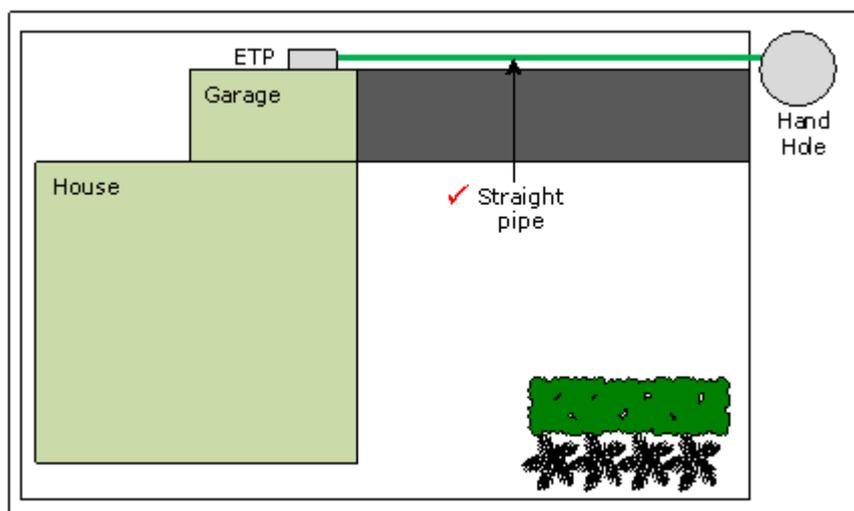
To deliver either fibre or copper services to a property, the property owner can request a Chorus technician to install a green telecommunications pipe. This delivers our services underground, while the trench used to supply water and/or power is open. This is often done before the driveway is laid.

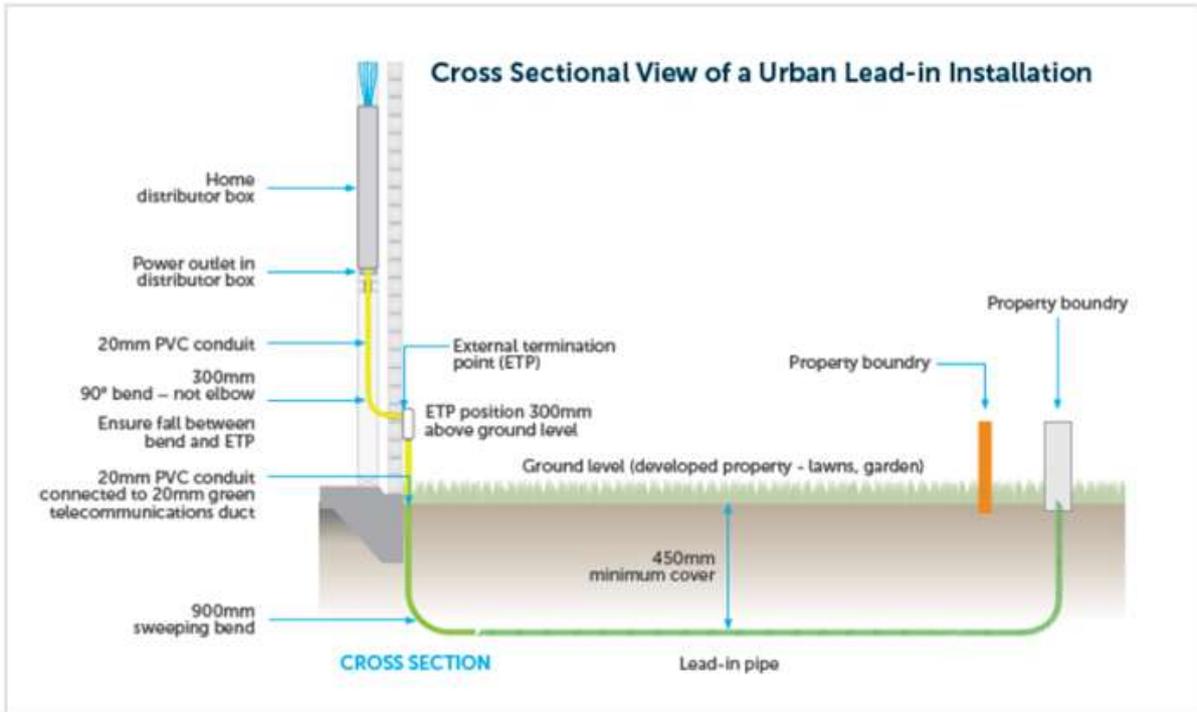
What we do

A Chorus technician will visit your customer's property at a prearranged time, while the trench from the road to the house is open. They'll lay green pipe from the communal network in the road, to the external termination point (ETP) on the property's exterior.

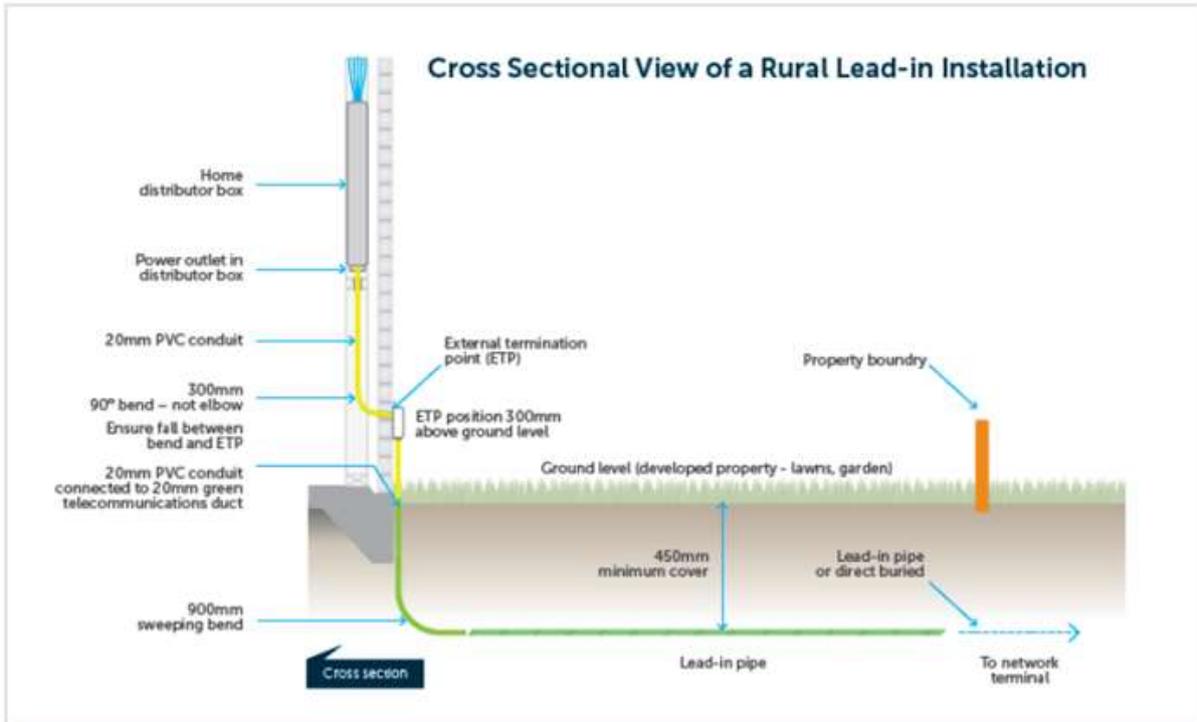
There is more information on trenching requirements and clearances of services within a shared trench. You can find out more about green pipe and lead-in requirements [on our public website](#).

The technician will include draw tape or a copper line in the pipe, to pull through the fibre/copper cable when services are connected.





Urban green pipe installation



Rural green pipe installation

What does the service cost?

If the property is inside a Chorus UFB candidate area, the green pipe service is free of charge. Outside our candidate areas, the request is treated as a [copper service](#) lead-in install and the appropriate fees apply:

- For less than 100 metres - \$195.00 ex GST
- For more than 100 metres – POA

How to order

The green pipe service is ordered via OO&T:

- [For Layer 1 products](#) enter "please install a 20mm green pipe into an existing open trench" in the Complex ARC form
- [For Layer 2 products](#) enter "please install a 20mm green pipe into an existing open trench" in the Complex ARC form

Availability

The service is available nationally.

We carry out installation activities during normal business hours, which are 8am to 5pm Monday to Friday, excluding public holidays.

Service Levels

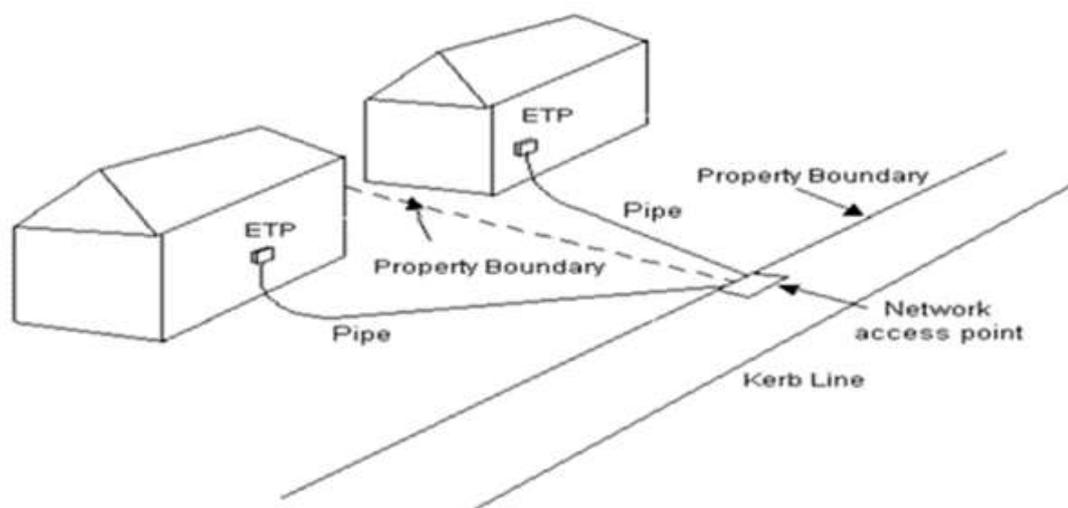
Service hours	Fulfil – processing 8am to 5pm / Mon-Fri
Provisioning targets	Rejection – 4 working hours
	Request acknowledgement – 4 working hours
	Notification of expected RFS – 6 working hours
	Condition of completion – 4 working hours after order complete
Billing targets	1 working day from when request is closed

Copper service lead-in

Installation of a new copper service lead-in is the provision of an underground Copper Service Lead into an existing open trench and/or four span of overhead Copper Service Lead between Network Access Point (pillar/terminal) and ETP.

What we do

- Install 20mm green pipe into an existing open trench;
- Install an External Termination Point (ETP); and
- Provision an underground service lead (in a 20mm pipe) and/or four span of overhead service lead between the Network Access Point and ETP.



Important points to note:

- Standard Copper Service Lead-In Installation is for distances under 100m.
- Non Standard Copper Service Lead-In Installation is for distances over 100m.
- Copper Service Lead-Ins are between the Network Access Point (pillar/terminal) at the boundary, to the ETP.
- Copper Service Lead-In is installed into an existing open trench.
 - The customer is required to provide an open trench from the ETP through to the Network Access Point (e.g. pillar outside).
 - Chorus specifications for service lead-in and trenching is available on our public website in the [Wiring for broadband section](#).
- Copper Service Lead-In can be ordered independently or in conjunction with an order for a service activation.

- If you place a new connection order and a Copper Service Lead-In is required, we will advise that a Copper Service Lead-In is chargeable. If agreed we will install the Copper Service Lead-In once they have dug the trench.
- All charges will be billed to you, to pass on to your customer.

Availability

The service is available nationally.

We carry out installation activities during normal business hours, which are 8am to 5pm Monday to Friday, excluding public holidays.

What does the service cost?

- \$195.00 will apply to this service where Chorus is to install a Standard Copper Service Lead-In that's under 100 metres.
- For Copper Service Lead-Ins over 100 metres, \$195.00 for the first 100m, plus time and materials for any additional distance.
- These charges exclude GST.

Service levels

Service hours	Fulfil – processing 8am to 5pm / Mon-Fri
Provisioning targets	Rejection – 4 working hours
	Request acknowledgement – 4 working hours
	Notification of expected RFS – 6 working hours
	Condition of completion – 4 working hours after order complete
Billing targets	1 working day from when request is closed

Copper retention

As we continue to build our fibre network, the way we manage our copper network changes. It still has an important role to play in how we deliver services to New Zealanders.

As more and more services are delivered over fibre, the need for copper is reduced. There are still places that copper is required and we have a copper investment policy to cover those scenarios.

As we are installing the UFB fibre network we have a policy to retain copper at customers' properties.

Copper Retention

As we are installing the UFB fibre network into your customers' properties, it is our policy to retain, not remove, the existing copper line.

It is important to give your customers choice on a fibre or copper-based service.

We do whatever is possible to retain the copper line into the house or business. However there are some instances where we have to do a bit more work:

1. WHERE WE ARE INSTALLING FIBRE AERIALLY ACROSS EXISTING POLES

There are often Resource Management restrictions on aerial cables, and we are not permitted to run an additional cable from the street into the property.

Where we are delivering UFB to the property overhead via poles we may have to remove the existing copper wire. However, we will replace it with a new hybrid cable which incorporates the new fibre connection and a copper cable as well.

2. WHERE THERE IS AN EXISTING DUCT CARRYING THE COPPER LINE TO THE PROPERTY

If there's already a duct carrying the copper cable to the property, our first choice is to deliver the fibre using the same duct. If there isn't room in the duct for both fibre and copper cables, we may replace the existing copper cable with a new hybrid cable. This incorporates both fibre and copper.

We estimate around 30% of existing ducts will be unsuitable to hold both copper and fibre - due to a range of factors such as size, damage and tight bends. If we can't blow the fibre through the existing duct, we may have to trench and lay a new duct to the property. The copper line will be disconnected but retained in the existing duct.

Reinstating the copper service at a later date

If your customer wants to reinstate the copper service, we can reconnect the copper line.

If we had to remove the copper cable for any reason, your customer can request a new copper cable. The exception to this is fibre-only subdivisions where there is no copper infrastructure to support a copper line.

Copper Investment

Currently we are legally obliged to provide voice services over the copper network e.g. TSO, STD, etc. We see this requirement decreasing over time. As the fibre network is deployed, it delivers all existing services over fibre. Therefore, our investment in the copper network will be a considered process. Certain criteria will need to be met before any investment is made. The criteria includes:

- When fibre will be delivered in the area
- Are there legal obligations to provide the service
- Is the connection required in a new or existing sub division/area