

Contents

Select a Cancellation Reason	2
When to use	2
About.....	2
Cancellation Categories	3
Consent Not Gained	4
Customer Cancelled	5
LFC Cancelled.....	7
Order Acceptance	8
RSP Cancelled	9

Select a Cancellation Reason

When to use

Use this procedure to identify and apply the correct cancellation reason when initiating cancellation of an order in Chorus Portal. This may be Chorus-driven, or performed on behalf of the customer or RSP.

About

The available cancellation reasons are divided into five categories. It is important to select a cancellation reason from the correct category, along with the code which most closely reflects the original cause for cancellation of the order.

If there is no specific code for the cancellation reason supplied, select the closest applicable reason from the category which reflects who has initiated the cancellation (E.g. Customer, LFC or RSP) and leave a note in the Summary tab.

Failure to properly investigate and apply the correct reason affects our ability to analysis the cause of cancellations and to accurately report on cancellations to Crown Infrastructure Partners (formerly Crown Fibre Holdings).

Cancellation Categories

Pre-Order

This reason category should only be used by the Service Providers. The reasons correspond to specific drivers of cancellation from the RSP order process and are only included in this document for completeness.

Reasons from this category must not be selected by Chorus teams.

Portal Reason	When to use
Number Portability Issue	<ul style="list-style-type: none">Order cannot proceed due to issues with porting of associated PSTN telephone number
Credit declined	<ul style="list-style-type: none">Order cannot proceed as end customer has failed service provider credit check
In flight change	<ul style="list-style-type: none">Order replaced with another request in service provider system before order was placed with Chorus

Consent Not Gained

This reason category should only be used by the Consents team. The reasons correspond to specific drivers of cancellation from the MDU/ROW consent, design & build process.

Reasons from this category must not be selected by NGA Provisioning.

Portal Reason	When to use
Building owner didn't respond	<ul style="list-style-type: none"> MDU Building Owner (including body corp or building manager) didn't respond to request for consent within allotted time <p>Note: <i>this reason may be used where consent category is '3' i.e. full consent required.</i></p>
Neighbour declined ROW consent	<ul style="list-style-type: none"> ROW neighbour declined access consent (e.g. for ROW communal build, 3rd party land access) <p>Note: <i>this reason may be used where consent category is either '2' and a valid objection was placed or '3' and consent declined.</i></p>
Neighbour didn't respond	<ul style="list-style-type: none"> ROW neighbour didn't respond to request for consent within allotted time <p>Note: <i>this reason may be used where consent category is '3' i.e. full consent required.</i></p>
Building owner decline consent due to contribution costs	<ul style="list-style-type: none"> MDU Building Owner (including body corp or building manager) declined access consent due to request for contribution <p>Note: <i>this reason may be used where consent category is either '2' and a valid objection was placed or '3' and consent declined due to contribution cost.</i></p>
Building/premises under renovation	<ul style="list-style-type: none"> MDU Building Owner (including body corp or building manager) declined or delayed access consent due to planned renovation of premises <p>Note: <i>this reason may be used where consent category is either '2' and a valid objection was placed or '3' and consent declined due to planned renovation of premises.</i></p>
Building owner rejected design	<ul style="list-style-type: none"> MDU Building Owner (including body corp or building manager) declined access consent due to proposed cabling design <p>Note: <i>this reason may be used where consent category is either '2' and a valid objection was placed or '3' and consent declined due to proposed cabling design.</i></p>

Customer Cancelled

This reason category reflects scenarios where the end customer has requested cancellation of the order, either directly to Chorus, with the Service Company or via the RSP.

Use these reasons where either a customer conversation (for inbound call teams), communication from the RSP (e.g. email, MCI, Wireline flag) or notes in ICMS or iTools indicate that the customer has initiated cancellation of their order. This may be indicated before, during or after any CSE visits by the Service Company.

Note: if the RSP has specified that the customer wishes to cancel but has not provided a specific reason, choose the closest applicable reason from the correct category. Add a note to the Summary tab advising that no cancellation reason was supplied.

Portal Reason	When to use
Excessive delay for RFS	<ul style="list-style-type: none"> Customer requested cancellation due to excessive appointment lead-time (i.e. "wait is too long") Customer requested cancellation as the ECD for necessary build work (e.g. remediation, augmentation) is too far in the future
Premise not ready for fibre installation	<ul style="list-style-type: none"> Customer cannot proceed with the order until site renovations or building work is complete Customer activity is required before order can proceed (e.g. tree trimming, self-dug trenching, running internal or external conduit) and has not been completed
Fibre not requested	<ul style="list-style-type: none"> Customer did not place an order for fibre with any RSP <p>Note: <i>this reason must only be used for the scenario specified above. Unless a customer conversation or order notes specifically state that fibre was not ordered, an alternative reason should be selected where possible</i></p>
Now moving address	<ul style="list-style-type: none"> Customer has advised that they wish to cancel the order as they will be moving out of the address against which the order was placed before installation date.
Landlord declined permission	<ul style="list-style-type: none"> Customer in a rented property has been denied permission to proceed by their landlord or the property owner, and is not authorised to sign the End User Terms (EUT) <p>Note: <i>this reason also applies to individual tenancies in an MDU where tenancy landlord declined permission even though MDU has consent.</i></p>

Portal Reason	When to use
Access Denied	<ul style="list-style-type: none"> • Customer refused to allow technician to access their premise for scope or installation appointment • Access to a shared area or comms room necessary for order progress was denied by a 3rd party (e.g. building manager) after consent has been gained <p>Note: <i>this reason may be used where a customer requests cancellation of their order during a CSE, but no reason has been provided.</i></p>
Unhappy with internal scoping options (installation)	<ul style="list-style-type: none"> • Customer does not wish to proceed due to work requirements on the inside of their property, as discussed during the scope • Customer does not wish to proceed due to concerns about appearance/cosmetics of network on the inside of their premise
Unhappy with external scoping options (installation)	<ul style="list-style-type: none"> • Customer does not wish to proceed due to work requirements on the outside of their property, as discussed during the scope • Customer could not agree lead-in methodology during scope appointment (e.g. refuses to proceed with trenching or surface mounting from boundary to ETP) • Customer does not wish to proceed due to concerns about appearance/cosmetics of network on the outside of their premise
Customer did not accept contribution cost	<ul style="list-style-type: none"> • Customer declined to pay a required contribution (e.g. for Last Step Fibre, 3rd ONT, OHUG) and does not wish to proceed with an alternative install method
Competitive offer taken up by customer (same RSP)	<ul style="list-style-type: none"> • Service Provider cancelled order and replaced it with new order for different plan because Customer changed to competitive offer e.g. change from 30/10 to 100/20.

LFC Cancelled

These reasons should be used in scenarios where Chorus, or a Chorus Service Company, has initiated the cancellation directly.

Portal Reason	When to use
Unable to contact customer	<ul style="list-style-type: none"> Install Support or Service Company have been unable to reach the customer to confirm appointments <p>Note: <i>this reason should <u>not</u> be used for PTA scenarios where no response has been provided within allocated time, unless the order originally went to PTA due to our being unable to contact the customer</i></p> <p><i>If you are cancelling an order due to no response by COB, select the reason which corresponds to why the order originally went on hold</i></p>
Incorrect pre-qual - service not available	<ul style="list-style-type: none"> Order cannot proceed because it is not possible to provide an NGA service at the address despite pre-qual indicating it was available, detected once order is received by service company (e.g. no UFB network at location)
Security alarm not compatible	<ul style="list-style-type: none"> Customer security alarm or equipment is not compatible with NGA and they have asked that order not proceed.
Medical dependency issue e.g. customer hasn't checked with alarm company	<ul style="list-style-type: none"> Vital customer medical alarm or equipment is not compatible with NGA, no alternative arrangements have been made and order cannot proceed
Health and Safety	<ul style="list-style-type: none"> Order cannot proceed because there is a Health and Safety issue at the address and issue cannot be mitigated or order rescheduled (e.g. aggressive dogs or people, unsafe site, etc.) <p>Note: <i>this reason should <u>not</u> be used for a temporary issue e.g. flooding or pole issues where pole replacement or OHUG options are available</i></p>
Chorus error	<ul style="list-style-type: none"> Chorus user error when swivelling from Wireline requires creation of a replacement order Order created by Chorus in error

Order Acceptance

The cancellation reasons should be applied where we cannot accept the order as submitted. This would generally be after the order is initially submitted but before any CSE takes place, although there are some exceptions.

Portal Reason	When to use
Primary fibre service already on site (and primary requested)	<ul style="list-style-type: none"> Connect Primary order has been submitted where a primary service already exists Incorrect order type - Connect Primary / Additional ONT order has been submitted where Connect secondary, Transfer Primary, Change Offer or Modify Attribute was required
Incorrect pre-qual information	<ul style="list-style-type: none"> Order was accepted on the basis of incorrect pre-qualification results detected at order processing, e.g. records incorrectly indicating that UFB was available in an under-build or non-UFB zone
Missing order information	<ul style="list-style-type: none"> Information required to progress the order has not been supplied by the RSP, e.g. End Customer Name, Contact Details Records or other system information required to perform a valid feasibility are missing, necessitating cancellation and resubmission of the order <p>Note: <i>this is only to be used where information is missing and has not been provide after request to RSP. If details have been supplied but are incorrect, use the RSP Cancelled - Incorrect Details code</i></p>
Duplicate order removed	<ul style="list-style-type: none"> Order is a duplicate of another in-flight request and is not required. Unless advised directly via an RSP interaction or flag, this should be confirmed with the RSP via a comment on the related Wireline request or the PTA process <p>Note: <i>if the order is a duplicate submitted in error by Chorus, use the LFC Cancelled - Chorus Error code</i></p>
Incorrect Address - No new order submitted	<ul style="list-style-type: none"> Order was submitted against the incorrect TLC, and a replacement order for the customer has not been submitted by Chorus or the RSP Order was submitted against a TLC which is not suitable for service - refer to procedure Verify Address Type
Incorrect Address - New order submitted	<ul style="list-style-type: none"> Order was submitted against the incorrect TLC, and a replacement order has already been submitted against the correct TLC by Chorus or the RSP

RSP Cancelled

These reasons should be used where the RSP has requested cancellation directly. Where the RSP is informing us that the customer wishes to cancel the order, select the appropriate reason from the Customer Cancelled tab.

These reasons should only be selected by NGA Provisioning where the RSP has requested that Chorus cancel the order on their behalf via an interaction, email, Wireline flag or inbound call.

Note: if the RSP has specified that the customer wishes to cancel but has not provided a reason, choose the closest applicable reason available. Add a note to the Summary tab advising that no cancellation reason was supplied.

Portal Reason	When to use
Intent to Disconnect notification was rejected	<p>Auto-populated where an abandonment or change (Secondary to Primary) notification is rejected by the incumbent RSP</p> <p>Note: <i>this code should not be used by Chorus or the Service Company teams. Mapped to Data error for industry reports.</i></p>
Incorrect Details	<ul style="list-style-type: none"> RSP initiated cancellation due to incorrect details being entered that cannot be corrected in order (e.g. address, customer name or contact information) <p>Note: <i>this code is specifically for use where the RSP is requesting that we cancel the order on their behalf, for example due to a system issue. Otherwise, the RSP should initiate cancellation themselves via the Cancel button.</i></p> <p><i>If Chorus or the Service Company have established that order information is incorrect & cancellation is required, the appropriate code under LFC Cancelled or Order Acceptance should be applied.</i></p>
Submitted in error	<ul style="list-style-type: none"> RSP has advised that the order was submitted by mistake and is not required
Feasibility/Quote rejected by customer	<ul style="list-style-type: none"> RSP initiated cancellation due to rejection of contribution costs for in boundary work by the customer, and have requested that we cancel on their behalf <p>Note: <i>this code should not be used for consent communal build cost rejection.</i></p>