

Level 18, Chorus House
66 Wyndham Street
Auckland 1010
New Zealand

26th July 2019

Agreement to participate in Chorus' fault resolution satisfaction survey

Chorus is introducing a survey of consumers to gain insight into their experience of fault resolution. The survey will cover the experience of fault restoration in relation to both copper and fibre based services.

The purpose of this survey is to measure all aspects of the customer experience of fault resolution and identify areas for continuous improvement that would benefit all stakeholders involved. It is not intended to be used for comparative marketing or promotional purposes.

For clarity and transparency, we are asking all participating service providers to agree to the terms set out below in relation to the survey research. This will ensure confidence in the integrity of the process and results and provide certainty to all parties on how the research will be used.

Accordingly, Chorus seeks your agreement to the following terms:

1. You consent to Chorus or its survey contractors contacting your customers for the purpose of surveying their experience and opinions on all aspects of the fault restoration process.
2. The survey will be conducted periodically and will be undertaken in respect of both copper and fibre based services.
3. So as to keep the survey up to date, Chorus may amend the survey questions from time to time. Chorus will consult with participating service providers in relation to any changes to the form of the survey.
4. Chorus will retain ownership of, and all rights in, the survey responses and any information generated from the research.
5. Chorus will treat individual results and details of each service provider's customers as confidential.
6. Chorus will share results from the survey relevant to your customer base when base sizes are large enough (i.e. greater than 100 in a given 3 month period)
7. Chorus will share the aggregated industry results with other participating service providers, with key industry stakeholders such as MBIE and CIP, but will not identify the results from individual participating service providers or their customers.
8. You agree to use the results from your customers and the industry benchmark for internal purposes only.
9. You agree not to use the results from your customers or the industry benchmark for marketing or promotional purposes.
10. You agree to Chorus using the results from the research:
 - a. For internal purposes;
 - b. To improve or otherwise modify our services and processes;
 - c. To develop new services; and
 - d. To develop and use media or other collateral to key stakeholders, such as investors, CIP, MBIE, the Commerce Commission, TCF or industry bodies.
11. Chorus will not otherwise use the information obtained from the research for marketing or promotional purposes.

Please confirm that you agree to the terms above by countersigning a copy of this letter and returning it to Chorus.

Yours faithfully,



Mandy Tait, Head of Customer Experience

Signed on behalf of Retail Service Provider

Name:

Position:

Retail Service Provider:

Date:

Signature: