

15 March 2021

To the occupant of [address]

## Your phone and broadband options are changing

For more than a century, the copper lines network has played an important role in telecommunications in New Zealand – supporting landline calls and more recently, allowing us to connect to the internet.

But with the arrival of new technology, like the fibre broadband network available to 87% of the country, we're now less dependent on the copper network for our communication needs. That's why in the coming months, we plan to gradually shut down the copper network in some neighbourhoods where new network technologies are available.

### What this means for you

We plan to withdraw copper at your address on **15 September 2021** (withdrawal date).

#### Your options to manage this are:

- You can move to a more modern network technology like fibre, or another service like fixed wireless or satellite, to stay connected to broadband and phone services.
- Or, you can choose to have your services disconnected – if you are moving out of your address before the planned withdrawal date, or you no longer want your phone or broadband services.

If you do nothing, please know that we can disconnect your copper from the withdrawal date and you will no longer be able to access phone and broadband services. We recommend you consider your options now and take action early on to ensure you continue to receive services.

As Chorus is the network owner and operator, we'll be working closely with phone and broadband providers to make this transition off the copper network as smooth as possible for you.

### How to move your services

To move your landline and broadband, we recommend you speak to your current provider (the company you pay your phone or landline account to) now to discuss your connection options, well in advance of copper services being withdrawn from your address.

If you are renting at your address, your property is managed by a body corporate, or someone else pays your bill, we also recommend that you speak to your landlord, the property owner, body corporate or bill payer as soon as possible to discuss copper services shutting down at your address and your connection options. If you need permission to install or connect to a new service at your address, it's a good idea to seek consent now.

### Getting connected to fibre

Switching to fibre is one of your options and fibre installation is free in most circumstances. We don't sell broadband or landline plans directly, but work with phone and broadband providers to deliver our fibre network into homes and businesses across the country. You'll find more about getting connected to fibre in the enclosed guide that forms part of this Notice.

## FIRST NOTICE:

### Planned withdrawal of copper services

#### Next steps

- 1 Contact your phone/broadband provider
- 2 Choose your new technology and plan
- 3 Order your connection and get it installed

#### Important to know

- Some equipment that uses your current landline connection, like fax machines and monitored medical and home alarms, may not operate over your new connection. We recommend you speak to your alarm provider as soon as possible to discuss your options.
- A new landline connection provided over fibre will not work in a power cut – we recommend that you have a charged mobile phone handy so you can contact 111 emergency services when the power is out. Speak to your provider if you do not have a mobile phone or there are issues with mobile connection at your address, as you may need an alternative device (like a battery back-up for your landline) for emergencies.
- To ensure your rights are protected throughout this process, we are also committed to providing the consumer protections and following the steps that are set out under the Commerce Commission's Copper Withdrawal Code. Chorus must comply with the Code before we can switch off your copper services. You can find out more about the Code on the Commission's website – <https://comcom.govt.nz/>

#### More information

Take a look at our enclosed guide for more information about the copper withdrawal process, including how to move your services, how to get connected to fibre and how to keep your important landline and alarm systems connected during the switch over. The guide forms part of this First Notice.

If you have any questions about the copper withdrawal process, please visit us at [www.chorus.co.nz](http://www.chorus.co.nz)

#### Complaints

If you wish to make a complaint about the withdrawal of copper services, please get in touch with Chorus or your provider. You can also make a complaint to the Commerce Commission (you'll find more detail in the enclosed guide).

Best regards,

Signature

[Name]

**Chorus New Zealand**