



### Need some more help?

If you have questions about how to move from copper services, you'll find more information set out in this notice, and more on our website at [www.chorus.co.nz](http://www.chorus.co.nz)



### Complaints

If you wish to make a complaint in relation to copper withdrawal you can get in touch with Chorus or your provider. If Chorus or your provider cannot resolve your issue (or you are not satisfied with the outcome of your complaint) you can take it to the Telecommunications Dispute Resolution (TDR). You can also contact the Commerce Commission at any time with a complaint and take enforcement action to the High Court (as provided for in section 156BA of the Telecommunications Act).

### Notes:

Lined area for taking notes.

# Preparing for copper withdrawal

The information in this guide forms part of the notice letter you have received.



As we begin to withdraw copper services in some areas around New Zealand, we want to make the transition off the copper network as smooth as possible for you. In this guide you'll find more information about our process for the withdrawal of copper services, how you can get connected to fibre, and how you can keep your landline, alarm and other services connected during this change.

If you've received a first notice from us about copper being withdrawn from your address, you'll need to move to fibre or another technology before the planned withdrawal date stated on your notice if you want to stay connected to broadband and landline services.

### To prepare for copper withdrawal your options are:

- Move to a fibre service, for phone and / or broadband services
- Move to a different service, for example, fixed wireless or satellite
- Disconnect your copper service without switching, if you don't want similar services using another technology
- Do nothing – if you choose to do nothing, we can disconnect your copper service at the end of the six month notice period and you will not be able to access the broadband and landline services you currently use.

Please discuss these options with your provider (that's the company you pay your phone or broadband account to). If you switch to another technology, choose to disconnect or move address, your copper service will be withdrawn at that time.

If you intend to move out of your premises before the planned withdrawal date, there is no need to arrange an alternative service at your address.



### Allow enough time to switch technologies

Take action now to keep your services running when we withdraw copper.

# Keeping you informed: what you can expect



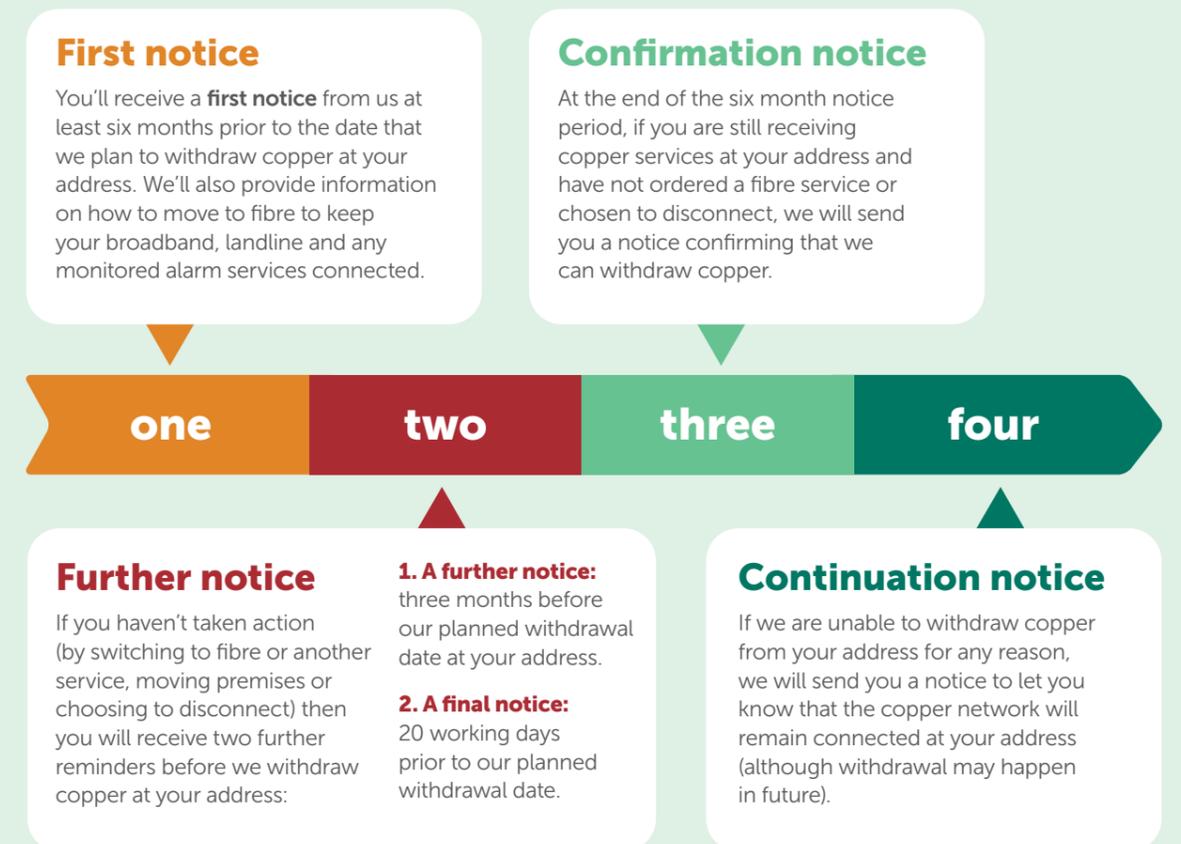
## The Copper Withdrawal Code

A Copper Withdrawal Code governs this process – it contains consumer protection requirements so that if you are affected by copper withdrawal you can:

- Understand the process
- Have a reasonable time to prepare
- Have information about switching to an alternative technology, like fibre
- Have a fibre service with similar functions installed before copper is withdrawn (if you choose to).

The Code was developed by the Commerce Commission and you can find out more about it at <https://comcom.govt.nz/regulated-industries/telecommunications/projects/copper-withdrawal-code> We need to comply with the Code before we can switch off your copper services.

## In line with the Code, we will be giving you notice at different stages of the process





# Getting connected to fibre

Fibre installation is free in most circumstances. While Chorus provides the fibre network, we don't sell broadband or landline plans directly. Instead, we work with phone and broadband providers to deliver our fibre network into homes and businesses across the country.

## Here's what you need to do to get connected:

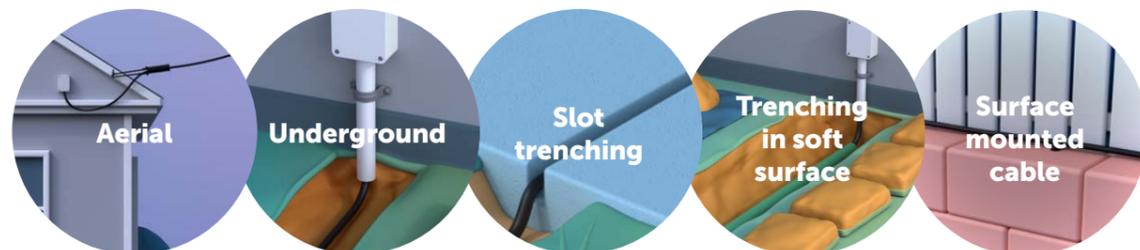
### Order a fibre connection with your preferred provider.

- Your chosen provider will guide you through ordering fibre, their monthly plans and charges, plus any other costs that may apply. They'll process your order and send it to Chorus to carry out the installation work and get you connected.
- If you're not sure where to begin, Broadband Compare is a helpful website that compares fibre plans and prices – [www.broadbandcompare.co.nz](http://www.broadbandcompare.co.nz)
- If you want a landline phone service over fibre, make sure you request integrated wiring when you order fibre with your provider. This is free and ensures your home wiring is optimal for phone service over fibre.

### Attend your fibre installation appointment and sign the agreement plan

- Once we have your fibre order, we'll be in touch to arrange an appointment with a Chorus technician. Someone who can make decisions for your property will need to be at your place for your installation appointment. They'll be asked to sign an agreement plan with our technician and they'll also need to be available for our technician to talk to, should anything need to change.
- If you rent, you also need your landlord's permission before we can install fibre at your place. Landlords have limited grounds for refusing a tenant's request for fibre under the Residential Tenancies Act – we can discuss next steps with you if your landlord doesn't consent to an install.
- At the installation appointment, our technician will talk you through the work that's required to upgrade your place to fibre. There are a few different ways we can do this – our technician will recommend the best method for your property.

### The different methods we use to install fibre



## Installing your fibre equipment

- During your appointment, our technician will bring the fibre from the network in your street to a small box installed on the outside of your house called an external termination point (ETP). The fibre will then be taken from the ETP to another small box (called the optical network terminal or ONT) inside your house.
- Think about where you'd like your ONT installed so you can let our technician know. The ONT is what your modem plugs into so where it lives in your home can affect the quality of your broadband or phone experience. For broadband, we recommend placing it in the living room, near your TV. For landline service, our technician will install the ONT near an existing phone jack. This will connect to all other phone jacks in the house. Your first choice of location may not be possible, but you do have a say.
- Once the fibre equipment has been installed, our technician will check everything is working. Then if your fibre plan is active, you can simply connect your modem to the ONT and enjoy your new fibre broadband and landline connection. If you have already received a modem from your provider, our technician will be able to assist you with this step.



## Our obligations, if you order fibre

If you've received a notice and order a fibre service, then we must install fibre within a reasonable timeframe, and (in most circumstances) at no cost to you. If this does not happen, we cannot withdraw copper unless:

- We have made at least three attempts to confirm an appointment for connection and you haven't co-operated with the process of getting connected, or
- You haven't taken reasonable steps to resolve a third party consent issue. If a third party like your landlord or neighbour (for shared driveway work) withholds consent and prevents fibre being installed, we'll advise what steps might be available to you. We can't withdraw copper if you take reasonable steps to resolve the issue, but we can withdraw copper (without a replacement fibre service) if you don't take reasonable steps.



## Your responsibilities

### Co-operate with connection process

- We will make at least three attempts to contact you, but if we are unable to reach you to confirm your installation appointment, we will regrettably have to cancel your order for fibre.

### Gaining third party consent for build work in shared areas

- To connect properties like apartments, units, and those that share driveways to our fibre network, we have to do some build work in areas that are shared by multiple residents.
- Depending on the work we need to do, we need consent from a third party, like a landlord, body corporate or neighbour who has a shared interest in your property.
- If there is an issue with obtaining third party consent over your fibre installation, you may be required to take reasonable steps to help resolve that issue so we can install fibre. We can discuss with you what that might mean in your situation.
- If we are still unable to gain consent, we may have to cancel your fibre order. If this happens and you disagree with our decision, we have a third party disputes resolution process available where you may be able to take the matter further. You can find out more at [www.chorus.co.nz/help-and-support/consent-and-access](http://www.chorus.co.nz/help-and-support/consent-and-access)



# How to keep your landline and alarm systems connected

Equipment connected to our copper network like landlines and monitored alarms will be affected when you move to a different technology like fibre.

**Follow these steps to stay connected to your important services:**

## How to stay connected during a power outage

Unlike copper connections, alarm systems and landlines connected to fibre won't operate if the power is off. This means that during a power outage you will not be able to contact emergency 111 services using your landline, unless you have a back-up power system. We recommend having a charged mobile phone available for emergencies.

### Speak to your landline and alarm system providers

- Speak to your provider if you do not have a mobile phone (or if there are issues with mobile connection at your address). Your provider may recommend an independent power source for emergencies, such as a battery back-up for your landline.
- Landline providers are required by law to ensure that vulnerable consumers can contact 111 in a power cut. Speak to your provider if you think that you, or someone else at your address, may have an increased reliance on 111.
- If you have an alarm and want to ensure it works in a power cut, ask your alarm provider about getting a wireless alarm communicator installed. This device simulates a landline using your fibre connection and/or can switch to a mobile network if no landline is available in the event of a power cut.

## Moving your landline

If you have one or more landlines, you can usually keep them connected when you move to fibre. Most existing landlines will operate over fibre, and two unique phone lines/numbers are able to be supported at one address.

Fibre landlines can be connected through integrated wiring in your home (if available), or the ONT, that's the small fibre box installed in your home. During your fibre installation appointment, be sure to let our technician know that you use your landlines and show them where your landlines are located at your address.

## Moving systems that rely on copper, like alarms

If you have a medical or home alarm operating over our copper network (or another service that relies on copper, like a fax machine), here's what you need to do to keep them connected when you move to a newer technology like fibre:

### Let your broadband provider know

When you place your order for a fibre plan with your broadband provider, be sure to let them know you have a monitored home security or medical alarm or other service that relies on your current copper connection. That way, we can take the right steps to keep them fully operational when you switch from copper to fibre.

### Get in touch with your alarm or other system provider

We recommend you also get in touch with whoever provides your alarm or other service to see if your devices will be compatible with your new fibre broadband service. Most newer devices will easily let you change connection type, but an older alarm for example, may need a small plug-in IP module from your provider to get things working over fibre. If you need to upgrade something like an alarm, it's a good idea to get it set up and ready to go before you get connected to fibre. That way we'll be able to minimise any interruptions during the move.



## Allow enough time to switch technologies

Take action now to keep your services running when we withdraw copper.