

Call script for provisioning in Auckland and Coromandel

Hi, its <xxx> from Chorus,

I am calling about your fibre install scheduled for <xxxx> date.

With the Level 4 COVID lockdown we can only complete your install if you have a medical condition that means you must have a fibre connection or if you need the connection for a medical facility.

Is that the case for you?

If yes

Confirm the appointment

If no

Reschedule with HC and a fictitious date

Call script for provisioning – all other areas

Hi, its <xxx> from Chorus,

I am calling about your install scheduled for <xxx> date.

Do you want to go ahead with this appointment?

If no

Reschedule with HC and a fictitious date.

If yes

With the COVID-19 lockdown, I just need to ask you a few questions to ensure the safety of you and your family.

Have you or anyone else in the house in the last 14 days returned from a trip overseas?
(Y/N)

Has anyone in your household been to a location of interest on the date and during the timeframe listed, or been in close contact with someone who has been diagnosed with COVID-19? (Y/N)

Is there anyone in your household who is any form of casual or close covid contact?
(Y/N)

Is anyone in the household unwell? (Y/N)

Is there anyone in your home who is over 70? (Y/N)

Is there anyone in your home who has compromised immunity or underlying respiratory conditions? (Y/N)

Is there anyone in your home who is pregnant? (Y/N)

If Yes

I will reschedule your order for a date in the future

If No

In the interest of everyone's wellbeing, and with the current COVID-19 situation, I can only schedule your order if you have **no Broadband service or your broadband plays an important role in the delivery of an essential service or you have online learning needs for primary, secondary or tertiary education**

Do you currently have a Broadband connection?

If No

We can agree an install date now

If Yes

Are you an essential service or do you have online learning needs for primary, secondary or tertiary education?

(Essential businesses, and those that support them, are those that provide food, medicine, healthcare, energy, fuel, waste-removal and financial support)

If No

We are unable to complete your connection at this time and will reschedule it for a date in the future

If Yes

What kind of broadband set up do you have?

- VDSL – copper not fibre
- Other for example fixed wireless or cable
- DSL – copper not fibre

If VDSL

Is your current speed less than 30Mbps?

If Yes

We can agree an install date now

If No

We are unable to complete your connection at this time and will reschedule it for a date in the future

If fixed wireless or cable

Is your current speed less than 30Mbps?

If Yes

We can agree an install date now

If No

We are unable to complete your connection at this time and will reschedule your order to a date in the future

If DSL

We can agree an install date now

C H ● R U S