

## **Call script for provisioning**

### **Alert Level 4 – Auckland**

Hi, it's <XXX> from Chorus,

I am calling about your fibre install scheduled for <xxxx> date.  
Do you want to go ahead with this appointment?

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

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

*Is there anyone in your home who has compromised immunity or underlying respiratory conditions? (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 if 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** we will schedule your appointment

**Please wear a mask and stay in a separate room while our technician is in your property.**

---

### **Alert Level 2 – Rest of New Zealand (excl. Auckland)**

Hi, it's <XXX> from Chorus,

I am calling about your fibre install scheduled for <xxxx> date.  
Do you want to go ahead with this appointment?

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

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

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

**If Yes**

I will reschedule your order for a date in the future

**If No**

We can agree an install date now

**Please wear a mask and stay in a separate room while our technician is in your property.**