



**Call script for provisioning**

National - Traffic Light system

*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*

- 1. Has anyone in your household been in close contact with someone who has been diagnosed with COVID-19 (Y/N)*
- 2. Is anyone in the household unwell? (Y/N)*
- 3. Is there anyone in your home who has compromised immunity or underlying respiratory conditions? (Y/N)*
  - If Yes then ask if they consent to proceed? (Y/N) and if they do continue to confirm their order*

*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*

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