

Field services

Next Generation Home Services

THIS SERVICE HELPS YOUR CUSTOMERS IMPROVE THEIR HOME AND SMALL BUSINESS NETWORK, AND MAKE THE MOST OF HIGH SPEED BROADBAND

When it comes to installing new equipment in your customer's home or business, it's important to get it right the first time. We support your Customer Premise Equipment (CPE) with the right installation, and ensure the technician present has the right training to deliver an outstanding service to your customer.

This service establishes the wiring, installation and configuration requirements for your device, so we can deliver the service you need. It's a pre-requisite to ordering our Install Next Generation CPE service.

Once approved, your device will be added to your List of Approved CPE that our technicians can install.

What we do

Supply us with your CPE device, including installation and configuration instructions. We will make sure we understand how it works, and how to wire and install it correctly.

Once we've finalised your requirements, we will develop and roll out a training programme that ensures our technicians know how to use your device. This will be completed within 30 working days after approval.

Benefits

- A comprehensive training programme that provides our technicians with a detailed understanding of your installation and configuration requirements.
- A change control process that allows you to refine your device installation and configuration requirements.
- Confidence in a consistent customer service experience that meets your requirements, each and every time.

Related Services

- **Services Integration Lab & Connectivity Testing**
Our Services Integration Lab can provide the expertise and a secure facility to

test services or equipment, designed to interconnect with the local access network.

- **Install Next Generation CPE**

Once your CPE device has been approved, one of our technicians can visit your customer's premises to install and provide basic training on how it operates. The technician will be able to connect it with other equipment (up to four additional devices) such as PCs and VoIP handsets.

To find out more about these related services please contact your Chorus Account Manager.

Availability

This service is available to all Chorus customers.

How to order

To apply for this service, please contact your Chorus account manager.

You will need to supply samples of the device to be tested and its supporting documentation before we can begin the approval process.

CPE devices must be telepermitted for the Chorus network before they can be submitted for approval.

What does the service cost?

A one-off transaction fee of \$1,500.00 (GST exclusive) is payable following the approval of the device. There is no charge for a device which does not achieve approval.

Find out more

Talk to your Chorus account manager and visit our website www.chorus.co.nz/NGHS for product profiles covering installation of delivery points and NGHS Wiring Add.