

NGA No Fault Found

Introducing Fibre No Fault Found Fees

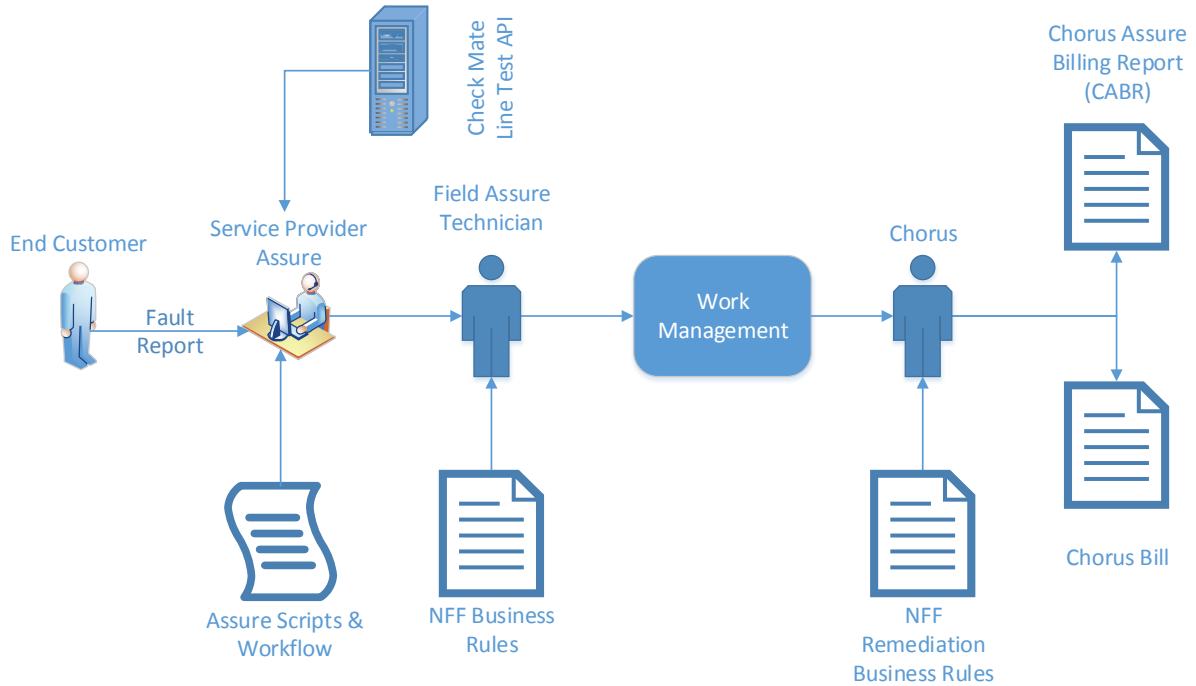
Chorus is only responsible for faults that are within Chorus' network or services. If Chorus investigates a submitted fault ticket and no fault for which Chorus is responsible is found, i.e. the Chorus service is working within specification at the agreed demarcation points, Chorus will charge a No Fault Found fee.

Chorus has provided diagnostic tools that will enable you to confirm that a fault in the service is a Chorus fault. Chorus expects you to triage End Customer faults and only pass faults on to us once you have ascertained that the problem is within the Chorus service. If this is not done, i.e. you submit fault tickets where the Chorus service is working as specified, then this will drive cost into Chorus, absorb resources that could be fixing other customer services and potentially delay the resolution of the End Customer's problem.

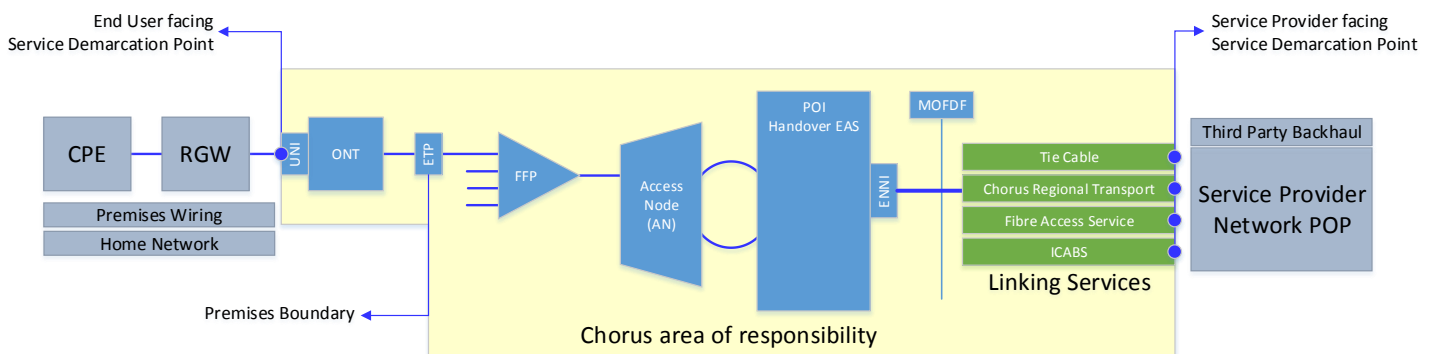
It is therefore important that you implement robust assure processes to diagnose faults prior to submitting them to Chorus. This not only reduces the likelihood of No Fault Found (NFF) charges, but will ensure a better End Customer Experience by making sure their issues are resolved quickly and efficiently.

How NFF fees are applied

Your Assure desk can triage customer issues using a combination of assure scripts, workflows and both internal and Chorus' diagnostic tools, such as Check Mate or Line Test API.



Our field assure technicians investigate faults and if the fault is found to be outside the Chorus area of responsibility, based on the prescribed NFF Business Rules, they submit a NFF response. We validate these responses to ensure that the NFF business rules have been applied correctly, before updating the Chorus Assure Billing Report and apply the charges.



Chorus provides guidelines for minimising the risk of NFF incidents and we recommend you look at how to integrate these with your assure process.

Business Rules

Core business rules:

- NFF is currently only applied if a truck roll has been incurred by Chorus;
- Only one charge will be applied to a single incident, e.g. if the fault is within the premises wiring then we would either charge a NFF or, if work has been specifically authorised, an Assure Premises Wiring charge, but not both.

NFF will be applied under the following scenarios:

- A fault is identified within the existing Copper premises wiring, such as the restoration of an existing jack or internal wiring that has worked, but has become faulty, and repair work has not been specifically authorised as part of the fault submission;
- Chorus service is working to specification, as verified by Chorus online test;
- Service is not available due to a general or local power failure, not attributable to the Chorus network equipment;
- CPE or Wireless issue, where the Customer does not have service, or service is degraded, but the service network is working to specification at the demarcation point;
- Problems with connectivity to your BNG, including authentication issues, configuration issues or handover congestion;

Note that Field Assure technicians will not resolve faults beyond the Chorus demarcation point unless specifically authorised to do so by you. Charges may apply for such activities.

There may be circumstances where a Check Mate or Line test API test is not sufficient in itself to indicate there is an issue with the Chorus area of responsibility. For example, a power outage would show the ONT as being unavailable but if power is restored and the service is working when the Field Assure Technician investigates the reported fault then a NFF charge would be applied. This should be part of your diagnostics.

NFF will not be applied under the following circumstances:

- Physical damage, including ONT or broken fibres, up to the Chorus demarcation. However, other charges may apply if this damage was caused by malicious intent or insufficient care or attention;
- Customer cancelled. However, other charges may apply if a truck roll has been initiated.
- A fault is identified within the Chorus network, including ONT failures, ONT power supply unit failures, failed installs and repeat faults;
- The Chorus service is incorrectly configured, i.e. does not match what was ordered;
- Premises wiring faults, where the assure technician has been authorised to repair faults beyond the Chorus demarcation point. Other charges may apply.

Querying NFF charges

NFF disputes are managed through Chorus' TED (tell me, educate me, describe to me) portal.

As part of any dispute. You need to provide the following information:

- The invoice being disputed;
- The disputed amount;
- The grounds for your belief that the NFF charge should not apply;
- Supporting evidence. As a minimum, this would be any Check Mate or Line Test API test reference id that shows the Chorus service was not working correctly.

Chorus provides the following information to assist your understanding of these charges:

- The Chorus Assure Billing Report (CABR), which lists all mediated assure charges applicable to your fault request, including NFF and Restore Premises Wiring Fault charges;
 - Check Mate assure portal, which allows you to test services as part of your assure process and shows a recent history of all tests initiated against each service;
 - Line test API, which provides an API equivalent of Check Mate than can be integrated directly with your internal systems and processes.
 - Monthly Port Utilisation reports, which advise if any of Chorus' internal network links exceed the allowable port utilisation thresholds, measured every five minutes. Summary reports are available now at <https://sp.chorus.co.nz/sla-reports> under UFB Link Reports, with detailed reports available mid 2018;
 - Monthly Handover Utilisation reports. These show the peak utilisation for each of your handovers for the month. This should mirror your internal handover utilisation reporting.
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Chorus NGA No Fault Found End to End Procedure

