

Field services

Network relocation

A network relocation moves a Chorus network element from its current location to a new location. Network elements include; poles, pillars, ducts, pits, cable terminals, cables and plinths which are connected to copper or fibre.

End users request this relocation through you, or through a contractor or developer. Chorus will accept this request on their behalf.

Chorus will provide a quote to relocate this Chorus network element from a customer's property. This is valid for 30 days.

What we do

- Chorus will provide a quote for requests, back to you. Quote details will not be provided to your customer.
- You must accept the quote before work commences.
- You'll be charged for all costs as documented within the quote, once the relocation has been completed.
- The quote is valid for 30 days. If you do not respond within 30 days, the quote will no longer be valid and the order closed. If you wish to proceed with the Chorus network relocation request after this time, a new OO&T order will need to be submitted, requesting a new quote.
- Where the network is a pole and is shared by neighbours, relocation will not occur unless permission is given by all those that are serviced by the pole. In this instance, only you will be charged. Proof of authorisation from all parties must be provided.
- Some relocations may require third party approvals e.g. local council, property owners. Chorus will obtain all necessary consents.
- After you've submitted an order, we'll investigate the request and provide you with a quote to relocate the Chorus network.

You'll need to either accept or decline the quote, if you wish to proceed with the relocation work required. Work only commences once approval is received, based on the quote provided. The quote is valid for 30 days.

Chorus network element - examples

CABINETS



FTTN Cabinet - copper network



UFB cabinet - green



UFB cabinet - beige

PLINTHS



Copper network



The black box delivers electricity



Another plinth type

POLES



MANHOLES



Availability

The service is available nationally.

We carry out installation activities during normal business hours, which are 8am to 5pm Monday to Friday, excluding public holidays.

What does the service cost?

- Network relocation is POA as pricing varies depending on the level of work required.
- A quote will be provided to the requester and is valid for 30 days. Once the quote is accepted work will commence to relocate the Chorus network.

SERVICE LEVELS

QUOTE GENERATION

| Activity | Working Day | SLA |
|------------------------------------|-------------|--|
| Receive network relocation request | 1 | Within 4 hours of receipt of call |
| Provide quote to you/your customer | 10 | Within 24 hours of receipt of quote from Service Company |

AUTHORISATION TO COMMENCE NETWORK RELOCATION

| Activity | Working Day | SLA |
|-------------------------------|-------------|---|
| Quote accepted | - | Within 30 days of quote date |
| Provide service provider date | 3 | Within 5 days receipt of service order |
| Complete network relocation | - | Within 30 days receipt of service order |

Ordering and tracking

<https://sp.chorus.co.nz/tools-and-support/online-ordering-%26-tracking>