



CSA Service Appendix - Schedule 4

Operations Manual for the Baseband (non FTTH) Service

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PART 1 - DOCUMENT INFORMATION

1 Introduction

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| 1.1 Purpose | 1.1.1 | This Operations Manual (Manual) is part of the CSA and sets out the operational processes and procedures for supply of the Baseband Service. |
| 1.2 Relationship with the Baseband Service Terms | 1.2.1 | This Manual should be read in conjunction with the other documents which make up the Baseband Service Appendix and the General Terms. |
| 1.3 Change Mechanism and Distribution | 1.3.1 | This Manual may be changed in accordance with the change mechanism set out in the General Terms. |
| 1.4 Definitions | 1.4.1 | The definitions set out the General Terms and relevant Special Terms apply to the extent that they are not expressly modified by or inconsistent with the context of this Manual. The Glossary (Appendix A) sets out definitions for terms used in this Manual that are not otherwise defined. |
| 1.5 | 1.5.1 | References to clauses or sections are references to clauses or sections in this Manual unless expressly provided otherwise. References to the Special Terms, Price List and Service Description are references to those documents under the Baseband Service Appendix. |
| 1.6 | 1.6.1 | References to Chorus' website are to the secure web portal that Chorus makes available to the Service Provider. |

2 People and Contact Details

- | | | |
|--------------------|-------|---|
| 2.1 General | 2.1.1 | Unless established contacts already exist between the parties, the Service Provider and Chorus must provide each other with the people and contact details set out below immediately following the issue of the first Order. |
| 2.2 | 2.2.1 | Any change to the people and contact details must be advised in writing to the other Party's principal point of contact. All people and contact details will remain valid until a Party has advised the other in writing of any change (and provided an updated list of people and contact details). In addition, the Service Provider must use any Chorus contact details that are specified in the body of this Manual. |
| | 2.2.2 | If for any reason a party is prevented from giving any Notice to the relevant person or contact advised by the other party, the same Notice may be given to the other Party's principal point of contact. If for any reason the other Party's principal point of contact is unavailable or his or her identity and contact details have not been advised, the same Notice may be given by serving it either: <ul style="list-style-type: none"> (a) at the other Party's contact address set out at the beginning of the General Terms; (b) personally (if the other Party is a natural person); or (c) at the other Party's registered office (if the other Party is incorporated). |

2.3 People and Contact Details	<i>Contact and detail required</i>	<i>Purpose</i>
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Both parties provide

Contact address for giving Notice under the Baseband Service Terms. (This must include an email address, street address and a fax number.)

This is the contact's email address, street address and fax number that Notices can be sent to under the Baseband Service Terms by the other party.

Both parties provide

Principal point of contact. (This must include the principal point of contact's email address, mobile and work (if available) telephone numbers.)

This is the person responsible for the overall relationship between the parties with respect to the Baseband Service. For Chorus this will usually be the account manager for the relevant Service Provider.

Chorus only provides

Service Delivery Manager. (This must include the Service Delivery Manager's email address, mobile and work (if available) telephone numbers.)

This is the person responsible for service delivery of the Baseband Service to the Service Provider.

Chorus only provides

Contact details for the Provisioning Team will be available at Chorus' website.

This will include the contact details on a product category basis as the contacts for any issues the Service Provider has in relation to the provisioning of a Service.

Service Provider only provides

Provisioning and forecasting manager. (This must include the provisioning and forecasting manager's email address, mobile and work telephone numbers.)

This is the Service Provider's counterpart to the Chorus provisioning manager.

Service Provider only provides

Email address for Chorus to send cabinetisation forecasts.

This is the email address to which Chorus will send the cabinetisation forecasts described in section 7 below.

Service Provider only provides

Names and email addresses of one or two people to become OO&T and OFM user administrators.

These people will manage the creating and disabling of Service Provider staff accounts to access the OO&T and OFM websites.

Service Provider only provides

People who are authorised to download eBill files.

These are the people who will be set up with access to Chorus' secure HTTP site from which the Service Provider's eBills can be viewed and downloaded.

Service Provider only provides

People who are authorised to download the Price List file.

These are the people who will be set up with access to Chorus' secure web portal where the Price List file can be viewed and downloaded.

Service Provider only provides

Order confirmation email address.

This is the email address to which Chorus will send confirmation of Orders in cases where the Service Provider has submitted a provisioning request via email.

Chorus only provides

Fault reporting contact details. (This must

These are the contact details the Service Provider must use for the reporting of faults in

include an 0800 fault reporting service number.)	instances where Chorus has advised that OFM is unavailable under clause 10.3.6 below.
<i>Chorus only provides</i> Business continuity email address.	This is the email address to send forms to under clause 8.1.28.
<i>Chorus only provides</i> Billing team email address.	This is the email address to which the Service Provider will send billing queries under clause 12.3 below.
<i>Service Provider only provides</i> Name, email address, mobile and work telephone number of person Chorus should respond to for billing queries.	This is the email address to which Chorus will respond in relation to billing queries.
<i>Service Provider only provides</i> Contact with respect to faults - name, email address, mobile and work telephone numbers.	This is the contact Chorus will deal with in respect of faults.
<i>Service Provider only provides</i> Contact for Operational Performance Reports. (This must include a name, email address and mobile and landline telephone numbers.)	This is the contact to whom Chorus will send Operational Performance Reports.

3 Technical Manuals and User Guides

3.1 General

- 3.1.1 This Manual refers to various technical manuals (including published New Zealand and international standards) and user guides that contain technical and procedural detail. Such reference is necessary for both the Service Provider and Chorus so that:
- (a) uniform standards of best practice are set;
 - (b) the performance of the Chorus Network is maintained;
 - (c) the health and safety of the Service Provider's and Chorus' employees, contractors and other agents can be protected;
 - (d) systems are in place for the management of outages, faults and any work the Service Provider or Chorus need to undertake; and
 - (e) the Service Provider's and Chorus' employees, contractors and other agents have access to uniform technical instructions.
- 3.1.2 To the extent that this Manual creates any obligation to comply with a technical manual or user guide, the Service Provider and Chorus must:
- (a) apply the technical manual or user guide in good faith;
 - (b) interpret the technical manual or user guide consistently with the Baseband Service Appendix; and
 - (c) comply with the technical and/or procedural detail the technical manual or user guide contains.

- 3.1.3 Electronic copies of all the relevant technical manuals and user guides will be available to the Service Provider via Chorus' website. New Zealand and international standards are available from appropriate suppliers in New Zealand and around the world.

4 Good Faith and Dispute Resolution

4.1 General

- 4.1.1 The parties will deal with each other in good faith in relation to this Manual. The parties will act co-operatively and in good faith to facilitate the procedures required for supply of the Baseband Service.
- 4.1.2 Any dispute, question or difference (including a dispute, question or difference under clause 3 above) that arises between the parties must be dealt with in accordance with the Escalation Protocol in Appendix B. The parties must use all reasonable endeavours to resolve the issue in this way before giving a Dispute Notice under section 39 of the General Terms.
- 4.1.3 In some parts this Manual provides that any Dispute in relation to a particular issue will be of a technical, operational or implementational nature which requires significant investigation of factual matters, and therefore, in the event of a Deadlock, must be resolved by an expert determination. However, nothing in this Manual will prevent the Service Provider or Chorus from seeking any remedies available under the Telecommunications Act 2001.

5 Prerequisites

5.1 Overview

- 5.1.1 In addition to the prerequisites set out in the General Terms or the Special Terms, the Service Provider must satisfy the following operational prerequisites in relation to the Baseband Service.

5.2 Operational

- 5.2.1 Prior to placing the first Forecast with Chorus, Chorus must have granted to the Service Provider, and the Service Provider has verified it has access to, the Chorus operational support systems required for the provision of the Baseband Service forecasts, namely the secure web portal (this is required in order to download soft copies of the forecasting spreadsheet).
- 5.2.2 Prior to placing its first Order with Chorus in relation to any Exchange, the following prerequisites must be met:
- (a) Chorus has granted to the Service Provider, and the Service Provider has verified it has access to, Chorus' Operational Support Systems required for the provision for the Baseband Service, including:
 - (i) the Baseband Pre-qualification system;
 - (ii) Chorus' online ordering and tracking system (**OO&T**); and
 - (iii) Chorus' online fault management system (**OFM**);
 - (b) the Service Provider must have the capability at the required Exchange to access and interconnect with the Local Loop Network (whether by co-locating its equipment at the Exchange or otherwise or for Baseband IP by establishing a handover connection); and
 - (c) the Service Provider must have submitted a Forecast for the relevant Forecast Cluster.
- 5.2.3 The Baseband PCM and Baseband Remote variants are based on legacy technology and it is understood that Service Providers are unlikely to use these legacy

technologies. As a result, the default setting for the Service Provider's access to OO&T will exclude those variants:

- 5.2.4 In addition, the Service Provider must ensure that the prerequisites specified in this clause are complied with on an ongoing basis in respect of each connection to the Baseband Service while that Service Provider continues to receive the Baseband Service.

PART 2 - FORECASTING

6 Service Provider Forecasting

6.1 Service Provider Forecasting

Overview

- 6.1.1 The Service Provider must use all reasonable endeavours to provide Chorus with Forecasts of the volumes of its expected Orders as outlined below.
- 6.1.2 There are three Forecast types that Service Providers must provide:
- (a) Bulk Transfer Forecasts;
 - (b) BAU Forecasts;
 - (c) Exception to BAU Forecasts; and
 - (d) Remote Tie Cable Forecasts.
- 6.1.3 A Forecasting Template will be provided by Chorus with a separate worksheet for each Forecast type. The Forecasting Template will be published on a Chorus website and available at the time the Forecast is required. Each time the Service Provider is required to submit a Forecast, it must email to Chorus a copy of the Forecasting Template with all information in the relevant worksheets completed in full. Chorus may update the Forecasting Template from time to time as may be reasonably necessary or appropriate for providing the Baseband Service. In the event that Chorus updates the Forecasting Template, it will email a copy of the updated Forecasting Template to the Service Provider's provisioning and forecast manager 20 Working Days prior to the date on which forecast managers will be expected to make use of the revised Forecasting Template, and update the Forecasting Template on its website.
- 6.1.4 Where the Service Provider fails to submit the required BAU Forecasts, Chorus will use all reasonable endeavours to process any relevant orders but there will be no requirement for Chorus to meet the Service Levels in respect of the services or transactions to which the missing Forecast should have related.

Bulk Transfer Forecasts

Definition of Bulk Transfer

- 6.1.5 A Bulk Transfer is the transfer, in a coordinated manner, of 20 or more lines or 20 or more End Users onto services based on the Baseband Service supplied to the Service Provider. Bulk Transfer involves a number of Baseband Transfer Orders and/or Other Service to Baseband Transfer Orders that may need to be synchronised, and resources co-ordinated, in order to meet the specific requirements of the Service Provider and may involve dedicated or additional resource at the Exchange.

- 6.1.6 Subject to clause 6.1.7, there are three circumstances where a Service Provider may request a Bulk Transfer:
- (a) initial migration of the Service Provider's End Users from other Chorus provided services to the Baseband Service;
 - (b) subsequent Bulk Transfers as Service Providers build End Users on other Chorus provided services, and then migrate them to the Baseband Service; and
 - (c) transfers of End Users between an Other Service Provider and the Service Provider as the result of a mass acquisition.
- 6.1.7 Bulk Transfers:
- (a) must be a planned and managed event with representatives from Chorus, the Service Provider (and in the case of Bulk Transfers as the result of mass acquisition, the Losing Service Provider) working through an agreed process;
 - (b) must involve End Users all fed from the same Exchange;
 - (c) must not include new End User connections (i.e. End Users that were not End Users of either the Service Provider or, in the case of Bulk Transfers as the result of a mass acquisition, the Losing Service Provider, prior to the Bulk Transfer);
 - (d) must not include Baseband Move Address or Baseband Relinquishment Orders; and
 - (e) must not include any requests for additional services on a connection as part of the process.
- 6.1.8 Bulk Transfers are carried out in accordance with an agreed plan and are not subject to the Service Levels set out in the Special Terms.

Forecasting Requirements

- 6.1.9 For any proposed Bulk Transfer the Service Provider must submit to Chorus a Bulk Transfer Forecast at least three months and two Working Days before the first day of the month in which the Service Provider requests the Bulk Transfer to commence. The date the Service Provider requests the Bulk Transfer to commence is referred to below as Day Zero. Further, more detailed Bulk Transfer Forecasts for that Bulk Transfer must then be submitted:
- (a) two months and two Working Days before the first day of the month of Day Zero; and
 - (b) one month and two Working Days before the first day of the month of Day Zero.

A Service Provider can request a Bulk Transfer of less than the 20 lines specified in clause 6.1.5, however the transfer must be a planned and managed event in accordance with clause 6.1.7(a). The Service Provider must forecast a Bulk Transfer of less than the 20 lines along with other Bulk Transfer of 20 lines or more noting that Chorus will charge for this managed service and below 20 lines there will be no economies of scale in the transfer fee.

- 6.1.10 The detail required in the Bulk Transfer Forecasts increases as Day Zero is approached. All Bulk Transfer Forecasts must contain all of the information indicated in the relevant worksheet of the Forecasting Template and must include the date the Bulk Transfer Forecast is submitted, the date of Day Zero and the Exchange at which the Bulk Transfer is to take place. In addition:

- (a) the Bulk Transfer Forecast submitted three months and two Working Days before the first day of the month of Day Zero must show the number of proposed Baseband Transfer Orders and Other Service to Baseband Transfer Orders at each Exchange for the month of Day Zero;
- (b) the Bulk Transfer Forecast submitted two months and two Working Days before the first day of the month of Day Zero must show the number of proposed Baseband Transfer Orders and Other Service to Baseband Transfer Orders at each Exchange for each week in the month of Day Zero; and
- (c) the Bulk Transfer Forecast submitted one month and two Working Days before the first day of the month of Day Zero must show the number of proposed Baseband Transfer Orders and Other Service to Baseband Transfer Orders at each Exchange for each Working Day in the month of Day Zero.

BAU Forecasts

Definition

6.1.11 BAU Forecasts involve the ongoing every day forecasting of any of the following categories of Orders:

- (a) Baseband New Connection Orders;
- (b) Baseband Transfer Orders;
- (c) Other Service to Baseband Transfer Orders (if any);

6.1.12 Bulk transfer for a single End User as part of the Baseband Service is considered part of BAU Forecasting. However, Service Providers may, at their cost, request additional capacity to support the business customer situation where there are multiple lines to be transferred in a coordinated manner (provided at least 10 lines are involved). Where Service Providers wish to make such a request, they should contact their Chorus Service Delivery Manager. Chorus and the Service Provider will agree any additional capacity required. Any additional capacity will be charged for in accordance with the Price List.

Forecasting Requirements

6.1.13 The Service Provider must each month submit to Chorus a BAU Forecast of its expected volumes of each of the following:

- (a) Baseband New Connection Orders;
- (b) Baseband Transfer Orders;
- (c) Other Service to Baseband Transfer Orders (if any);

at each Forecast Cluster for each month in the following 12 month BAU Forecast period. BAU Forecasts are therefore rolling forecasts that are submitted each month. For the avoidance of doubt and for the purposes of the joint forecasting arrangements, the Service Provider is not required to submit:

- (ai) BAU Forecasts for subclauses (iii) to (iv) where the Service Provider is not intending to take the Baseband Copper, Baseband PCM, and Baseband Remote Services

Joint BAU Forecasts for the Baseband Service and the Baseband Copper, Baseband PCM, and Baseband Remote Services under this clause 6.1.13 and any other joint forecasts required by this Manual:

- (i) are designed to reduce compliance costs for Service Providers and Chorus, because Service Providers are required to produce a combined forecast for all Baseband Services; and
- (ii) must comply with the terms and conditions of the operations manual of the relevant Service to which the Forecast relates (being this Manual or the Baseband Copper Operations Manual).

6.1.14 Each BAU Forecast must be provided at least one month and two Working Days before the start of the 12 month BAU Forecast period to which it relates. A BAU Forecast must contain all of the information indicated in the relevant worksheet of the Forecasting Template including the date it is submitted to Chorus.

Exception to BAU Forecasts

Definition

- 6.1.15 These are Forecasts of Baseband New Connection Orders and Baseband Transfer Orders, submitted for a one-off market event and have the following characteristics:
- (a) they are separate from (and in excess of) BAU Forecasts; and
 - (b) they may require increased resource at the Exchange.
- 6.1.16 The key requirement is for Chorus to provide a capability such as a 'Rapid Response' churn of End Users, resulting from initiatives such as a door knock selling campaign, whereby Baseband New Connection Orders and Baseband Transfer Orders can be processed immediately and service swung over in a relatively short timeframe.
- 6.1.17 The additional capacity required to meet the requirements of an Exception to BAU Forecast will be agreed by Chorus and the Service Provider. Any additional capacity will be charged for at the price determined in accordance with the Baseband Price List.
- 6.1.18 Exception to BAU Orders are not subject to the Service Levels as defined in the Special Terms. The earlier the Service Provider's Exception to BAU Forecast is submitted to Chorus, the more likely it will be that Chorus will be able to provide capability that meets the Service Provider's requirements.

Forecasting Requirements

- 6.1.19 For any proposed Exception to BAU Order, the Service Provider must submit to Chorus an Exception to BAU Forecast at least three months and two Working Days before the first Working Day of the month in which the Service Provider requests the Exception to BAU to commence. The date the Service Provider requests the Exception to BAU to commence is referred to below as Exception to BAU Day Zero. Further, more detailed Exception to BAU Forecasts for that Exception to BAU must then be submitted:
- (a) two months and two Working Days before the first day of the month of Exception to BAU Day Zero; and
 - (b) one month and two Working Days before the first day of the month of Exception to BAU Day Zero.
- 6.1.20 The detail required in the Exception to BAU Forecasts increases as Exception to BAU Day Zero is approached. All Exception to BAU Forecasts must contain all of the information indicated in the relevant worksheet of the Forecasting Template and must include the date the Exception to BAU Forecast is submitted, the date of Exception to BAU Day Zero and the Forecast Cluster at which the Exception to BAU Order is to take place. In addition:

- (a) the Exception to BAU Forecast submitted three months and two Working Days before the first day of the month of Exception to BAU Day Zero must show the number of proposed Baseband New Connection Orders and Baseband Transfer Orders at each Exchange Cluster for the month of Exception to BAU Day Zero;
- (b) the Exception to BAU Forecast submitted two months and two Working Days before the first day of the month of Exception to BAU Day Zero must show the number of proposed Baseband New Connection Orders and Baseband Transfer Orders at each Forecast Cluster for each week in the month of Exception to BAU Day Zero; and
- (c) the Exception to BAU Forecast submitted one month and two Working Days before the first day of the month of Exception to BAU Day Zero must show the number of proposed Baseband New Connection Orders and Baseband Transfer Orders at each Forecast Cluster for each Working Day in the month of Exception to BAU Day Zero.

Remote Tie Cable Forecasts

Definition

- 6.1.21 Tie Cable Forecasts involve the monthly forecasting of Remote Tie Cable Service Orders. Only one Remote Tie Cable Forecast is required for all Remote Tie Cables associated with the Baseband Service. Forecasts for Intra-Exchange Tie cables are provided as part of the Co-Location Forecasts described in the UCLL and UCLF Co-location Operations Manual.

Forecasting Requirements

- 6.1.22 The Service Provider must each month submit to Chorus a Remote Tie Cable Forecast of its expected volumes of Remote Tie Cable Orders at each Exchange for each month in the following 12 month Tie Cable Forecast period. Remote Tie Cable Forecasts are therefore rolling forecasts that are submitted each month.
- 6.1.23 Each Remote Tie Cable Forecast must be provided at least one month and two Working Days before the start of the 12 month Remote Tie Cable Forecast period to which it relates. A Remote Tie Cable Forecast must contain all of the information in the relevant worksheet of the Forecasting Template including the date it is submitted to Chorus.

Forecasting Submission

Forecasting Submission Process

- 6.1.24 Each Forecast will be emailed to the email address advised by Chorus from time to time.
- 6.1.25 The Service Provider will ensure each Forecast is as accurate as possible.
- 6.1.26 The Service Provider will ensure that each Forecast is received by the dates specified above, as applicable.

6.1.27

- (a) Chorus may make a reasonable request of the Service Provider to provide additional information relating to a Forecast already provided. The Service Provider must prepare the requested information with reasonable care and provide the information promptly.
- (b) The Service Provider's Forecast is Confidential Information for the purposes of section 36 of the General Terms.

BAU Underforecast/overforecast

6.1.28 A Service Provider may forecast any level of BAU Orders it considers appropriate subject to this section 6. The intent of the following provisions is to progressively increase the accuracy of forecasts and to limit variations in Forecasts during the 12 month period of BAU Forecasts leading up to the Order Month.

6.1.29 In this clause 6.1:

- (a) **All Orders** means together, (i) Baseband New Connection Orders; (ii) Baseband Transfer Orders; (iii) Other Service to Baseband Transfer Orders (if any);
- (b) **Previous Forecast** means the total of All Orders forecasted for the relevant Order Month in the BAU Forecast submitted in respect of the previous month;
- (c) **Order Month** means the month in which All Orders are made, or which forecasts relate to, as applicable;
- (d) **Order Volume** means the total volume of All Orders forecasted by the Service Provider;
- (e) **Month [x]** means the month that is x months before the relevant Order Month. For example, Month 2 means the month that is two months before the relevant Order Month.

6.1.30 BAU Forecasts submitted in respect of Months 1 and 12 shall include forecast of All Orders on a per Forecast Cluster basis. A Service Provider must submit BAU Forecasts for months 7 to 12 even though BAU Forecasts for these months are not governed by clause 6.1.31. Where the Service Provider is aware that volume is not likely to be evenly distributed within any Forecast Cluster over the month or across weeks within the month, BAU Forecasts submitted in respect of:

- (a) Month 2 shall include Forecasts of All Orders on a per week, per Forecast Cluster basis across all Forecast Clusters; and
- (b) Month 1 shall include Forecasts of All Orders on a per day, per Forecast Cluster basis across all Forecast Clusters.

for the Order Month.

6.1.31 Where the Service Provider provides a BAU Forecast of 10 or more connections for any Order Month, the Order Volume for that Order Month must be:

- (a) where the BAU Forecast is for Month 6 or Month 5 (inclusive) (in this paragraph (a), "relevant month") no greater than 120% and no less than 80% of the total of the Previous Forecast (if any); and where the Order Volume for the relevant month is:
 - (i) greater than 120%; or
 - (ii) less than 80%

of the Previous Forecast (or deemed to be forecasted under this clause 6.1.31), then the BAU Forecast submitted in respect of the relevant month will be deemed to be a forecast for an amount of All Orders equal to:

- (iii) 120% of the total of the All Orders forecasted where paragraph (i) above applies; or
- (iv) 80% of the total of the All Orders forecasted where paragraph (ii) above applies;

(b) where the BAU Forecast is for Month 4 or Month 3 (inclusive) (in this paragraph (b), "relevant month"), no greater than 115% and no less than 85% of the Previous Forecast; and where the Order Volume for that Order Month is:

- (i) greater than 115%; or
- (ii) less than 85%

of the Previous Forecast (or deemed to be forecasted under this clause 6.1.31), then the BAU Forecast submitted in respect of the relevant month will be deemed to be a forecast for an amount of All Orders equal to:

- (iii) 115% of the total of the All Orders forecasted where paragraph (i) above applies; or
- (iv) 85% of the total of the All Orders forecasted where paragraph (ii) above applies;

(c) where the BAU Forecast is for Month 2 (in this paragraph (c), "relevant month"), no greater than 110% and no less than 90% of the Previous Forecast, per Forecast Service Area and where the Order Volume for the relevant month for a Forecast Service Area is:

- (i) greater than 110%; or
- (ii) less than 90%

of the Previous Forecast for that Forecast Service Area (or deemed to be forecasted under this clause 6.1.31), then the BAU Forecast submitted in respect of the relevant month will be deemed to be a forecast for an amount of All Orders equal to:

- (iii) 110% of the total of the All Orders forecast for that Forecast Service Area where paragraph (i) above applies; or
- (iv) 90% of the total of the All Orders forecast for that Forecast Service Area where paragraph (ii) above applies

(d) Where the BAU Forecast is for Month 1 (in this paragraph (d), "relevant month"), no greater than 105% and no less than 95% of the Previous Forecast, per Forecast Service Area and where the Order Volume for the relevant month for a Forecast Service Area is:

- (i) greater than 105%; or
- (ii) less than 95%

of the Previous Forecast for that Forecast Service Area (or deemed to be forecasted under this clause 6.1.31), then the BAU Forecast submitted in respect of the relevant month will be deemed to be a forecast for an amount of All Orders equal to:

- (iii) 105% of the total of the All Orders forecast for that Forecast Service Area, where paragraph (i) above applies; and
- (iv) 95% of the total of the All Orders forecast for that Forecast Service Area, where paragraph (ii) above applies.

Chorus will notify the Service Provider of the deeming effects of paragraphs (a) to (d) and the reallocation provisions of paragraph (f) of this clause 6.1.31 so that the Service Provider is aware of its then current BAU Forecast for a month.

6.1.32 The volume of All Orders actually made in an Order Month should be no greater than 105% or no less than 95% of the Previous Forecast per Forecast Service Area, and in the case of each day of the Order Month per Forecast Service Area:

- (a) no greater than 130% of the Forecast submitted in respect of Month 1 for that same day of the Forecast Service Area, if such Forecast is submitted in accordance with clause 6.1.30(b); or
- (b) if no such Forecast is submitted for that same day in accordance with clause 6.1.30(b), no greater than 130% of the average daily forecast of Month 1 (i.e. when the Forecast for Month 1 is divided by the number of Working Days in the month and rounded to the nearest whole number) for the Forecast Service Area.

The +/-5% is the “tolerance level”, and the +30% is the “daily tolerance level”. If the tolerance level for a Forecast Service Area is exceeded, the provisions of clause 6.1.33 or 6.1.34 apply.

6.1.33 Where the volume of All Orders actually made (excluding those orders that have been cancelled or rejected as at the end of the month) by the Service Provider for an Order Month for a Forecast Area is less than 95% of the Previous Forecast for that Forecast Service Area (or deemed to be forecasted under clause 6.1.31) for that Order Month (**Overforecast**) then, if requested by Chorus, the Service Provider will pay to Chorus the sum of \$20 per All Orders for each of the All Orders which fall between All Orders actually made and the 95% threshold, (**Overforecast Reimbursement**), unless the Service Provider has paid the Overforecast Reimbursement under another determination in which case the Overforecast Reimbursement under clause 6.1.33(A) is not payable.

6.1.34 Where the volume of All Orders actually made (excluding those orders that have been cancelled or rejected as at the end of the month) by the Service Provider for an Order Month for a Forecast Service Area is greater than 105% of the Previous Forecast for that Forecast Service Area (or deemed to be forecasted under clause 6.1.31) for that Order Month (**Underforecast**), then there will be no requirement for Chorus to meet the relevant service levels to the extent that they relate to Orders within the volume of All Orders that exceed the 105% threshold that applies.

6.1.35 Where the volume of All Orders actually made (excluding those orders that have been cancelled or rejected as at the end of the month) for a day of an Order Month for Forecast Service Area (in this clause 6.1.35, “the relevant day”):

- (a) Is greater than 130% of the Forecast submitted in respect of Month 1 for that same day for the Forecast Service Area, if such Forecast is submitted in accordance with clause 6.1.30(b); or
- (b) if no such Forecast is submitted for that same day in accordance with clause 6.1.30(b), is no greater than 130% of the average daily forecast of Month 1 (i.e. when the Forecast for Month 1 is divided by the number of Working Days in the month and rounded to the nearest whole number) for the Forecast Service Area;

(**Excess Orders**),

there will be no requirement for Chorus to meet the Service Levels set out in the SLA to the extent that they relate to Orders that are Excess Orders.

- 6.1.36 To the extent that clause 6.1.34 or 6.1.35 applies, and so far as is practicable, Chorus will consult with the Service Provider about any All Orders actually made during a week of a month that:
- (a) exceed the Month 1 BAU Forecast; or
 - (b) exceed the daily tolerance level (as described under clause 6.1.32).
- 6.1.37 Chorus will notify the Service Provider of:
- (a) any sum claimed by Chorus in respect of any Overforecast under clause 6.1.33; and
 - (b) the extent to which Chorus was unable to meet the Service Levels in the SLA as the result of any Underforecast or any Excess Orders in accordance with clauses 6.1.34 or 6.1.35.
- 6.1.38 The parties acknowledge that:
- (a) for the purposes of clauses 6.1.30 to 6.1.31, a Forecast “in respect” of a month shall in practice be submitted 1 month and 2 Working Days before that month;
 - (b) where the volume of All Orders actually made (as calculated at the end of the Order Month) by the Service Provider for a Forecast Service Area for an Order Month as compared against the Previous Forecast for that Forecast Service Area (or deemed to be forecasted under clause 6.1.31) for that Order Month has a variance of less than 10, the consequences for inaccurate forecasting set out in clauses 6.1.33 to 6.1.34 will not apply; and
 - (c) where the volume of All Orders actually made (as calculated at the end of the Order Month) by the Service Provider for a Forecast Service Area for an Order Month is less than 10, the consequences for inaccurate forecasting set out in clause 6.1.35 will not apply.
- 6.1.39 Until the Service Provider has provided at least two consecutive months of monthly BAU Forecasts, Chorus will use all reasonable endeavours to process any Orders but there will be no requirement for Chorus to meet the relevant Service Levels set out in the SLA.

7 Cabinetisation Forecasting

7.1 Cabinetisation Forecasting

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- 7.1.1 Chorus will provide the Service Provider a written rolling three year cabinetisation forecast in accordance with section 11 of the Special Terms.
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PART 3 - PROVISIONING

8 Provisioning

8.1 OO&T

Overview

- 8.1.1 Subject to the provisions below relating to business continuity all Orders for the Baseband Service must be placed using OO&T. Any Orders that the Service Provider attempts to place by other means (for example, by email or by fax) will be invalid and may be disregarded by Chorus. If a Service Provider does place an invalid Order Chorus will use all reasonable endeavours to notify the Service Provider if such Orders have been received.
- 8.1.2 OO&T allows the Service Provider to:
- (a) submit and track the status of Orders; and
 - (b) update existing Orders (up to the time they are accepted).
- 8.1.3 Service Providers requesting:
- (a) Bulk transfer for a single End User as described in clause 6.1.12; or
 - (b) Exception to BAU Orders as described in clauses 6.1.15 and 6.1.16,
- must contact their Chorus Service Delivery Manager to agree what additional capacity is required, how Orders relating to that capacity will be processed, and how the additional capacity will be delivered.
- 8.1.4 Service Providers requesting Bulk Transfers as described in clauses 6.1.5 to 6.1.8 or the Tie Cable Service must, prior to submitting Orders through OO&T, contact their Chorus Service Delivery Manager, to begin discussing the relevant details.

Terms of Provision

- 8.1.5 OO&T is a Chorus System provided by Chorus in accordance with the General Terms and this Manual.

B2B

- 8.1.6 The Service Provider can choose to directly integrate its systems with OO&T via the OO&T Business to Business Web Services Interface (**B2B**). If the Service Provider is interested in B2B it can contact its account manager for documentation describing the development required to interact with B2B. A trial agreement must be signed before access to a test site, after which an Integration Access Agreement is required to be executed prior to migrating to a production instance.

Training and Support

- 8.1.7 Chorus will provide reasonable initial set up training on OO&T.
- 8.1.8 "Reasonable initial set up training" in this context consists of a workshop held at a Chorus location. The workshop will address:
- (a) overview of forms for forecasting;
 - (b) overview of forms for ordering;
 - (c) basic details of the OO&T system (including demonstration of the system);

- (d) overview of billing and accounts; and
- (e) Q&A.

8.1.9 The Service Provider will ensure that a reasonable number of staff (up to a maximum number of 10) attend any training provided.

8.1.10 Any additional training required by the Service Provider beyond reasonable initial set up training will be charged for by Chorus in accordance with the Baseband Price List.

Access to OO&T

Description of OO&T

8.1.11 OO&T allows the Service Provider to log on to a secure site for placing and monitoring Orders with Chorus.

Access for Authorised Personnel

8.1.12 The Service Provider will provide Chorus with the names of one or two people to become OO&T user administrators. These people will then manage the creating and disabling of Service Provider staff accounts to access OO&T.

8.1.13 On request from the Service Provider, Chorus will reset, disable or alter the user administrator accounts.

Right to Restrict or Prohibit Use of OO&T

8.1.14 Subject to clause 8.1.15, Chorus reserves the right to restrict or prohibit access to OO&T if any of the Service Provider's staff or systems:

- (a) perform malicious or unintentional actions that damage or may potentially damage OO&T; or
- (b) use OO&T in an unauthorised manner or in such a way that causes or may cause material performance issues,

provided that Chorus will restrict or prohibit access to the minimum extent practicable to protect OO&T and any related system.

8.1.15 Chorus must use all reasonable endeavours to provide the Service Provider with reasonable prior Notice of such restrictions or prohibitions. Where this is not practicable in the circumstances, Chorus will give the Service Provider Notice of the restriction or prohibition as soon as practicable after the event.

Additional Functionalities or Enhancements to OO&T

8.1.16 Where Chorus creates any additional functionality within OO&T or makes any enhancement to it, Chorus will give Notice to the Service Provider. The Service Provider will modify its own provisioning systems and/or operational procedures to the extent required. Chorus must consult with the Service Providers before notifying Service Providers of any additional functionality or enhancements to OO&T which affect the use of OO&T in relation to the Baseband Service.

8.1.17 The Service Provider will utilise the additional functionalities or enhancements to OO&T as notified by Chorus from the date specified in Chorus' Notice (at the latest).

8.1.18 The Service Provider is responsible for ensuring that its own systems are configured in accordance with its use of OO&T and complies with the requirements in the Chorus Web Services Interface Software Development Kit and the OO&T User Guide (reference ASD-001).

Costs

Chorus Costs

- 8.1.19 Chorus will be solely responsible for Chorus' costs of designing and developing OO&T, including any modifications and enhancements.

Service Provider's Costs

- 8.1.20 The Service Provider will be solely responsible for the costs of modifying its systems to interface with OO&T and B2B and for participating in the consultation and implementation process.

OO&T Fees

- 8.1.21 Chorus will charge a monthly licence fee for OO&T as set out in the Baseband Price List, provided that Chorus will not charge the monthly licence fee for any Chorus System where the same fee is already separately charged by Chorus under another commercial services agreement or pursuant to an STD.

Terms of Use

Use of OO&T

- 8.1.22 The Service Provider must only use OO&T for purposes authorised by Chorus .

Availability

- 8.1.23 Chorus will use all reasonable endeavours to ensure that OO&T is available to Service Providers 24 hours a day, 7 days a week.
- 8.1.24 Although Chorus intends to take reasonable steps to prevent the introduction of viruses or other destructive features to OO&T, Chorus does not guarantee that it is free of such viruses or other destructive features.

Business Continuity

- 8.1.25 If Chorus advises the Service Provider OO&T is unavailable the Service Provider may submit provisioning requests by emailing the relevant form to Chorus as outlined below.
- 8.1.26 Chorus will make the following business continuity forms available to the Service Provider:
- (a) Pre-qualification form;
 - (b) Baseband New Connection form;
 - (c) Baseband Transfer form;
 - (d) Other Service to Baseband Transfer form;
 - (e) Bulk Transfer form;
 - (f) Baseband Relinquishment form;
 - (g) Baseband Move Address form;
 - (h) Tie Cable Service form; and
 - (i) Baseband Pair Change and Re-termination form.

8.1.27 All business continuity forms submitted in accordance with this clause should come from a generic mailbox. This mailbox must include the Service Provider's name in the email subject line as below:

- (a) [Baseband Form Name] - [Service Provider Name] - [Service Provider reference number]

8.1.28 Once completed, business continuity forms must be sent to the business continuity email address advised by Chorus in accordance with section 2.

8.2 Order Processing

Order Types

8.2.1 The following types of Orders may be made and each will be processed as outlined below:

- (a) Pre-qualification;
- (b) Baseband New Connection;
- (c) Baseband Transfer;
- (d) Other service to Baseband Transfer;
- (e) Bulk Transfer;
- (f) Baseband Relinquishment;
- (g) Baseband Move Address;
- (h) Remote Tie Cable Service; and
- (i) Baseband Pair Change or Re-termination.

Mandatory Fields

8.2.2 For each Order that is submitted either via OO&T or by email as outlined in clauses 8.1.25 to 8.1.28, the Service Provider must complete all of the fields on the relevant form that are marked as mandatory.

Order Acknowledgement

8.2.3 For each Order that is submitted either via OO&T, or by email as outlined in clauses 8.1.25 to 8.1.28, Chorus will provide the Service Provider with acknowledgement of receipt of that Order.

Business Hours

8.2.4 Orders will only be provisioned by Chorus during Business Hours.

8.2.5 Chorus will use all reasonable endeavours to ensure that all Orders entered into OO&T by Service Providers outside of Business Hours on any Working Day are processed in the first Business Hour on the next Working Day. For the purpose of determining whether Chorus has met any relevant Service Levels as defined in the SLA for dealing with Orders, any Orders submitted to Chorus outside of Business Hours will be deemed to have been received by Chorus in the first Business Hour of the following Working Day.

Order Validation

8.2.6 An Order will be deemed invalid and may be rejected by Chorus if:

- (a) it is not submitted in accordance with this Manual; or

- (b) one or more of the rejection criteria listed in Appendix C apply; or
- (c) it is otherwise defective; or
- (d) the Service Provider will not have capability at the required Exchange to access and interconnect with the Baseband Service (whether by co-locating their equipment at the Exchange or otherwise).

8.2.7 Chorus will perform a validation check of each Order that it receives. That validation check will determine whether the Order complies with the requirements of clause 8.2.6.

8.2.8 If an Order is rejected, Chorus will advise the Service Provider of that rejection and provide the Service Provider with the applicable rejection reason.

Irregularities

8.2.9 Chorus will waive immaterial irregularities and process Orders where the intention is unambiguous. Examples of such irregularities include:

- (a) use of different conjunctions (e.g. "&" instead of "and");
- (b) improper application or omission of apostrophes;
- (c) variations in letter case;
- (d) use of initials instead of first names, or vice versa; and
- (e) names where letters have been accidentally transposed but the meaning is still clear (e.g. Dominoin = Dominion).

RFS Date

8.2.10 If an Order is accepted, Chorus will advise the Service Provider of an expected Ready For Service (**RFS**) Date (where applicable to the type of Order involved).

8.2.11 Where Chorus becomes aware that it will be unable to meet the expected RFS Date notified under clause 8.2.10, Chorus will use all reasonable endeavours to advise the Service Provider as soon as possible.

Updating an Order

8.2.12 The Service Provider may change an existing Order that has been submitted using OO&T provided that:

- (a) changes to an existing Order by a Service Provider can only be made within three Working Days of the RFS Date if Chorus has given its consent in writing to the change and that consent is not unreasonably withheld; and
- (b) if the Service Provider changes an existing Order under this clause 8.2.12, all of the relevant Service Levels for that Order as defined in the SLA will be restarted as from the date of change of the Order and will be measured against the amended Order.

Local and Mobile Number Portability

8.2.13 Where an Order is raised by a Service Provider that is associated with a number portability request, the Service Provider may request that the Order is completed within a morning or afternoon time slot on a particular date that corresponds with the date and timeslot within which the number portability request related to that line is to be completed.

8.2.14 When a Service Provider requests that Chorus completes a request for an Order in accordance with clause 8.2.13, Chorus will use reasonable endeavours to

ensure that the Order is actioned on the date and within the time slot agreed with the Service Provider.

- 8.2.15 If the date and time slot agreed between Chorus and the Service Provider is outside the Standard Lead-Time in the Baseband Special Terms, actioning of the Order within the agreed time slot will not constitute a failure to meet the Standard Lead-Time specified in the Baseband Special Terms. Completion of the Order by Chorus on the date and within the time slot agreed between Chorus and the Service Provider will not constitute a failure to meet Service Level 5 (meeting the expected RFS date) in the Baseband Special Terms.

Confirmations

- 8.2.16 Chorus will provide the Service Provider with confirmation that provisioning of an Order has been completed.
- 8.2.17 Order confirmations submitted to the Service Provider outside of Business Hours will be deemed to have been received by the Service Provider in the first Business Hour of the following Working Day.

8.3 Charges

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- 8.3.1 Charges for all the transactions, processes and services referred to in this Part are set out in the Baseband Price List. Charges may only be made for valid Orders following the validation provided for in clause 8.2.7.

8.4 Ordering Baseband Pre-qualification

Overview

- 8.4.1 Pre-qualification is a service that enables the Service Provider to:
- (a) confirm the Exchange that serves a given address or existing line to ensure the Service Provider has co-location or remote co-location capacity at that Exchange;
 - (b) receive estimated line attenuation ranges or actual electrical characteristics for an address or line; and
 - (c) receive information on the lines potentially available to an End User's site.
- 8.4.2 There are four types of pre-qualification:
- (a) unauthorised automatic pre-qualification;
 - (b) authorised automatic pre-qualification;
 - (c) special manual pre-qualification investigation; and
 - (d) manual line testing.

Pre-qualification Acknowledgement

- 8.4.3 For each pre-qualification Order that is received by Chorus, Chorus will provide the Service Provider with acknowledgement of receipt of the Order.

8.5 Unauthorised Automatic Pre-qualification

Overview

- 8.5.1 Unauthorised automatic pre-qualification is available when the Service Provider does not have End User authorisation to supply services to the End User's service address.

Information Supplied

- 8.5.2 The Service Provider will supply the item to be pre-qualified. That item may either be a service address or an existing line.
- 8.5.3 For a service address entry to be pre-qualified, a single address needs to be identified by selection from the existing Chorus address list using OO&T.
- 8.5.4 For an existing line entry to be pre-qualified, the associated ASID needs to be supplied.

Information Returned

- 8.5.5 The information returned by OO&T may include:
 - (a) a single, total count of all lines currently working at the address plus all lines that are either present at the address but not working or that could be connected to the address with jumpering and, if necessary, extra service leads to the address;
 - (b) the theoretical estimated line attenuation range for each line;
 - (c) the identifier for the Exchange that serves the address; and
 - (d) a flag indicating if and when a line will be impacted by a planned cabinetisation.
- 8.5.6 If items in the unauthorised automatic qualification results are not populated (and this is not due to the End User's line terminating at a cabinet), Chorus will automatically do a manual population of the data and the results will be returned to the Service Provider.
- 8.5.7 Note that for service address entry where the End User's line terminates at a cabinet, this will be indicated by Chorus in the information returned.

8.6 Authorised Automatic Pre-qualification

Overview

- 8.6.1 Authorised automatic pre-qualification is available where the Service Provider has obtained End User authorisation to investigate the supply of services to the End User's service address.

Information Supplied

- 8.6.2 The Service Provider will supply the item to be pre-qualified. That item may either be a service address or an existing line.
- 8.6.3 For a service address entry to be pre-qualified, a single address needs to be identified by selection from the existing Chorus address list using OO&T. (Note that if the service address is absent, a new address can be submitted and Pre-qualification would be manual - see below on special manual Pre-qualification investigations.)
- 8.6.4 For an existing line entry to be pre-qualified, the associated ASID needs to be supplied.
- 8.6.5 The Service Provider must also indicate confirmation that the End User has authorised the Service Provider to investigate the supply of services to the End User's service address.
- 8.6.6 The Service Provider must retain for a period of one year, and produce to Chorus or another Service Provider on demand, evidence that the End Customer has authorised the Service Provider to make an investigation into the supply of services in accordance with clause 8.6.1.

Information Returned

8.6.7 The information returned by OO&T may include:

- (a) a count of all lines currently working at the address;
- (b) a count of all lines that are either present but not working or that could be connected with jumpering and, if necessary, extra service leads to the service address;
- (c) the theoretical estimated line attenuation range for each line; and
- (d) the identifier for the Exchange that serves the address.

8.6.8 If items in the authorised automatic Pre-qualification results are not populated (and this is not due to the End User's line terminating at a cabinet), Chorus will automatically do a manual population of the data and the results will be returned to the Service Provider.

8.6.9 Note that for service address entry where the End User's line terminates at a cabinet, this will be indicated in the information returned.

**8.7 Special Manual
Pre-qualification
Investigation**

Overview

8.7.1 A special manual pre-qualification investigation is carried out in circumstances where the Service Provider wishes to obtain information about a new address.

Information Supplied

8.7.2 The Service Provider must submit the new address with all address elements provided (street name, number etc).

8.7.3 The Service Provider must also supply confirmation that the End User has authorised the Service Provider to supply services to the End User's service address.

Information Returned

8.7.4 OO&T will return the following information:

- (a) a count of all lines currently working at the address;
- (b) a count of all lines that are either present but not working or that could be connected with jumpering and, if necessary, extra service leads to the service address;
- (c) the theoretical estimated line attenuation range for each line; and
- (d) the identifier for the Exchange that serves the address.

**8.8 Manual Line
Testing**

Overview

8.8.1 Manual line testing pre-qualification is available for Service Providers to ascertain actual rather than theoretical estimated line electrical characteristics, such as might be required when an estimated result has returned a value that is marginal for an intended service. Measurements will be performed by a specialist group of service company staff and will be subject to scheduling according to their availability.

Information Supplied

- 8.8.2 The Service Provider will supply:
- (a) the address or if available the ASID for the existing line to be measured;
 - (b) confirmation that the End User has authorised the Service Provider to supply services to the End User's service address and that the current service can be disrupted while measurement is carried out;
 - (c) details of which of the following items should be included in the physical measurement of the line 's electrical characteristics (from one end):
 - A&B earth and battery;
 - insertion loss at 160kHz;
 - A&B capacitance to earth;
 - loop capacitance;
 - loop resistance (to NTE termination);
 - Testing will not include the End User's premises wiring, only the Chorus network path from ETP to MDF.

Information Returned

- 8.8.3 OO&T will return the information requested in accordance with 8.8.2(c) once the site visit has been completed and the data captured in the system.

8.9 Authorisation for Transfer Orders

Overview

- 8.9.1 This section 8.9 applies to Baseband Transfer Orders and Other Service to Baseband Transfer Orders, where an End User is transferring from one Service Provider to another Service Provider.
- 8.9.2 Service Providers must obtain the Customer Authorisation to these transfers, in accordance with the terms of the Customer Transfer Code, before the relevant Order is submitted.
- 8.9.3 Chorus is entitled to rely on the Transfer Order as evidence that a valid Customer Authorisation has been obtained in accordance with the Customer Transfer Code. Chorus is not liable in the event that authorisation is found to be invalid or not in accordance with the Customer Transfer Code.
- 8.9.4 Chorus and the Service Provider will comply with the Customer Transfer Code.

8.10 Orders

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- 8.10.1 Orders for the following must be placed in OO&T using the relevant webform or B2B interface:
- (a) Baseband New Connection;
 - (b) Baseband Transfer;
 - (c) Other Service to Baseband Transfer;
 - (d) Baseband Relinquishment;
 - (e) Baseband Move Address;
 - (f) Baseband Pair Change and Re-termination;
 - (g) Remote Tie Cable Service.

8.10.2 These Orders will be processed in accordance with clause 8.2.

8.11 Bulk Transfer Orders

Overview

8.11.1 Bulk Transfers enable a Service Provider to transfer large volumes of End Users or MPFs onto the Baseband Service in a co-ordinated manner. Details of what a Bulk Transfer is and when a Bulk Transfer can be requested are set out in clauses 6.1.5 to 6.1.8 above.

Submitting Bulk Transfer Orders

8.11.2 Service Providers should contact their Chorus Service Delivery Manager to discuss the requirements and timeframes of any Bulk Transfer before placing a Bulk Transfer Order.

8.11.3 All Bulk Transfer Orders are to be entered in the OO&T system at least 20 Working Days before the date on which the Service Provider requests the first individual transfer included in the Bulk Transfer to occur.

8.11.4 Once a Bulk Transfer Order has been placed, Chorus and the Service Provider must agree on a Bulk Transfer Plan that:

- (a) describes how the Bulk Transfer will be managed and carried out (including details of the dates on which the relevant batches of individual transfers will take place and, where appropriate, the resources to be used); and
- (b) states the price to be paid (excluding the charges for the individual transfers) by the Service Provider for the provision of the Bulk Transfer service by Chorus. This price must be determined in accordance with the Baseband Price List.

8.11.5 Where there are resource contention issues in relation to the carrying out of the Bulk Transfer, the Bulk Transfer Plan must be consistent with the application of the priority rules set out in section 9 and Chorus can specify (without the agreement of the Service Provider) the details of the plan (including individual transfer dates) to the extent necessary to enable compliance with those rules.

8.11.6 Once the Bulk Transfer Plan has been agreed, any necessary changes to the Bulk Transfer Order will be made and this order will be accepted and allocated an accepted bulk transfer order number. The Service Provider must then submit an individual Order for each transfer included in the Bulk Transfer. Each such individual Order must state that it is part of a Bulk Transfer and include the accepted bulk transfer order number for that Bulk Transfer.

8.11.7 If the Parties cannot agree on the terms of the Bulk Transfer Plan, either Party may refer the issue to the dispute procedure in section 40 of the General Terms. Any such dispute will be treated as a technical or operational dispute and in the event of a Deadlock, must be resolved by expert determination. Chorus is not required to undertake any Bulk Transfer until a Bulk Transfer Plan has been agreed by the Service Provider and Chorus or determined by an expert.

8.11.8 Bulk Transfer Orders are not able to be cancelled within 10 Working Days of the date on which the first relevant individual transfer will take place. Cancellations made earlier than 10 Working Days before the date on which the first relevant individual transfer will take place will be subject to the cancellation fee as set out in the Baseband Price List.

8.11.9 Chorus is entitled to rely on a Bulk Transfer Order as evidence that valid Customer Authorisations have been obtained in accordance with the requirements of the Customer Transfer Code. Chorus is not liable in the event that the Customer

Authorisations are found to be invalid or not in accordance with the Customer Transfer Code.

- 8.11.10 Service Providers should note that the individual transfers covered by a Bulk Transfer Order are subject to the same processes, systems and rules as other transfers.
- 8.11.11 Chorus will use all reasonable endeavours to ensure that individual transfers covered by a Bulk Transfer Order will be completed in a timely manner. However workflow will be managed separately and Service Levels under the SLA will not apply to individual transfers covered by a Bulk Transfer Order.

9 Prioritisation of Bulk Transfers , allocation of space on Exchange MDF and Prioritisation of New Connections Orders

9.1 Overview

9.1.1 Where there is contention for resources in relation to:

- (a) space resource constraints at distribution frames for Bulk Transfers or MPF New Connections Order;
- (b) space resource constraints at distribution frames during initial build activity;
- (c) resource constraints during Bulk Transfers or resource constraints during processing of Baseband New Connections Order;
- (d) circumstances where Bulk Transfer activity poses a risk to BAU provisioning activity; or
- (e) circumstances where there is limited capacity on the copper feeder in the Exchange and multiple Baseband New Connection Orders are received at the same time,

then, Chorus will apply the following prioritisation rules.

Where there is no contention for resources, supply of the Baseband Service is essentially made on a "first come, first served" basis.

9.2 Prioritisation rules

9.2.1 BAU capability must be preserved above all other requirements.

9.2.2 Chorus will endeavour to give feedback to, and consult with, Service Providers with the aim of reaching agreement on the prioritisation of Bulk Transfers and /or Baseband New Connection Orders.

9.2.3 The order in which Bulk Transfers and/or Baseband New Connections Orders will be carried out will be the order in which the Bulk Transfer Orders and/or Baseband New Connections are received. However, where two or more Service Providers submit a Bulk Transfer Order and/ or Baseband New Connection Order on the same day, and this gives rise to contention for resources, the order in which the Bulk Transfers and/or Baseband New Connections Orders will be carried out will be decided by the "throw of a coin" where agreement on prioritisation cannot be reached.

9.2.4 Resources will be used in a serial fashion in a pre determined order (that matches the order of the relevant Bulk Transfers and Baseband New Connection Orders). For example, if there is capacity to complete 100 transfers per day at an Exchange or 5 New Connections per day at an Exchange, then that resource would work only on transfers and other orders for a single Service Provider and when all their planned batches of transfers and orders are complete, start the work for the next Service Provider.

9.2.5 In a case where more resource is available to perform transfers and other orders than is able to be supported by the Service Provider (a Service Provider cannot manage the volume of transfers or other orders possible per day at their end), the additional resource may be able to be used performing transfers and other orders for the next Service Provider on the priority list.

9.3 Space allocation on Exchange MDF for Tie Cable termination

9.3.1 The allocation of space on the Exchange MDF to terminate Tie Cable pairs required to use the Baseband Service will be allocated on a first come first served basis. However if total demand for such space exceeds supply in the short term Chorus will scale down all Orders for both the Remote Tie Cable Service and the Intra-Exchange Tie Cable proportionately with a minimum allocation per Service Provider of MDF space to terminate 400 Tie Cable pairs. Orders for less than 400 Tie Cable pairs will not be scaled down.

9.3.2 The maximum amount of Tie Cable pair space that can be ordered at any one time (as part of an Order for either the Remote Tie Cable Service or an Intra-Exchange Tie Cable) will be space for 1000 pairs, unless the Service Provider can provide evidence of a demonstrable greater demand, in which case that Service Provider can order space for as many Tie Cable pairs as they require.

9.4 Prioritisation and Allocation Disputes

9.4.1 In relation to any prioritisation or allocation issue, in the event that a Service Provider feels the relevant prioritisation or allocation rules have not been correctly applied they may refer the issue to the dispute procedure in the General Terms. Any such dispute will be treated as a technical or operational dispute and in the event of a Deadlock, must be resolved by expert determination.

PART 4 - PROBLEM MANAGEMENT

10 Problem Management

10.1 Overview

10.1.1 This section covers the following:

- (a) OFM;
- (b) faults within the Baseband Service; and
- (c) interference.

10.2 OFM

Overview

10.2.1 Chorus has a web-based fault management system (OFM). OFM allows Service Providers to:

- (a) create a new trouble ticket;
- (b) retrieve a trouble ticket;
- (c) update a trouble ticket; and
- (d) report basic faults.

Terms of Provision

10.2.2 In relation to the Baseband Service, OFM is a Chorus System provided by Chorus in accordance with the General Terms, the SLA and this Manual.

Training and Support

10.2.3 Chorus will provide reasonable initial set up training on OFM.

10.2.4 "Reasonable initial set up training" in this context consists of a workshop held at a Chorus location. The workshop will address:

- (a) overview of forms for fault reporting;
- (b) basic details of the OFM system (including demonstration of the system); and
- (c) Q&A.

10.2.5 Service Providers will ensure that a reasonable number of staff (up to a maximum of 10) attend any training provided to the Service Provider in respect of OFM.

10.2.6 Any additional training required by the Service Provider beyond reasonable initial set up training will be charged for by Chorus in accordance with the Baseband Price List.

Additional Functionalities or Enhancements to OFM

- 10.2.7 Where Chorus creates any additional functionality within OFM or makes any enhancement to it, Chorus will give Notice to the Service Provider. The Service Provider will modify its own fault systems and its own operational procedures to the extent required. Chorus must consult with the Service Providers before notifying Service Providers of any additional functionality or enhancements to OFM which affect the use of OFM in relation to the Baseband Service.
- 10.2.8 The Service Provider will utilise the additional functionalities or enhancements to OFM as notified by Chorus from the date specified in Chorus' Notice (at the latest).

Costs

Chorus Costs

- 10.2.9 Chorus will be solely responsible for Chorus' costs of designing and developing OFM, including any modifications and enhancements.

Service Provider's Costs

- 10.2.10 Service Providers will be solely responsible for the costs of modifying their processes to work with OFM and their systems to interface with OFM (if applicable).

OFM Fees

- 10.2.11 Chorus will charge a monthly licence fee for OFM as set out in the Baseband Price List, provided that Chorus will not charge the monthly licence fee for any Chorus System where the same fee is already separately charged by Chorus under another commercial services agreement or pursuant to an STD.

Terms of Use

Use of OFM

- 10.2.12 The Service Provider must only use OFM for purposes authorised by Chorus.

Availability

- 10.2.13 Chorus will use all reasonable endeavours to ensure that OFM is available to Service Providers 24 hours a day, 7 days a week.
- 10.2.14 Although Chorus intends to take reasonable steps to prevent the introduction of viruses or other distinctive features to OFM, Chorus does not guarantee that it is free of such viruses or other distinctive features.

10.3 Faults within the Baseband Service

Responsibility for faults

- 10.3.1 Chorus is only responsible for faults that are within Chorus' responsibility, as set out the General Terms. If Chorus investigates and no fault is found or no fault for which Chorus is responsible is found, Chorus will charge the Service Provider the No Fault Found fee as set out in the Baseband Price List. Where Chorus is responsible for the fault, no No Fault Found fee will be charged.
- 10.3.2 When the Tie Cable Service is being provided Chorus is not responsible for any fault in the Tie Cable (regardless of whether or not Chorus supplied the Tie Cable).

Initial Diagnosis by the Service Provider

- 10.3.3 It is the Service Provider's responsibility to provide initial fault diagnosis on all faults reported to it by its End Users.

10.3.4 The requirements for this initial fault diagnosis are set out in the General Terms.

Reporting Faults to Chorus

10.3.5 Subject to clause 10.3.6 the Service Provider must use OFM for reporting all faults regarding the Baseband Service. If the Service Provider uses any other method to report a fault, the relevant Service Levels as defined in the SLA will not apply to that fault.

10.3.6 Where Chorus advises the Service Provider OFM is unavailable, the Service Provider must submit fault reports to Chorus by calling the 0800 fault reporting service number provided by Chorus. Chorus must use all reasonable endeavours to advise Service Providers immediately upon becoming aware that the OFM is unavailable.

10.3.7 Once the Service Provider has provided initial fault diagnosis, complied with clause 10.3.4 and determined that it requires Chorus' assistance to resolve the fault, the following information is required when reporting a fault:

- (a) confirmation that the initial fault diagnosis has been completed;
- (b) contact name and phone number of the Service Provider staff member logging the fault;
- (c) contact name, phone number, and alternate phone number of the End User experiencing the fault (where appropriate);
- (d) End User's circuit/line number/ASID that is experiencing the fault (where appropriate);
- (e) fault type and description;
- (f) time the fault occurred;
- (g) address and contact details for the site of the fault (where appropriate); and
- (h) any other relevant information.

10.3.8 If any of the above information is not provided, the relevant Service Levels in the SLA will not apply.

Irregularities

10.3.9 Chorus will waive immaterial irregularities and process fault reports where the intention is unambiguous. Examples of such irregularities include:

- (a) use of different conjunctions (e.g. "&" instead of "and");
- (b) improper application or omission of apostrophes;
- (c) variations in letter case;
- (d) use of initials instead of first names, or vice versa; and
- (e) names where letters have been accidentally transposed but the meaning is still clear (e.g. Dominoin = Dominion).

Hours of Operation

10.3.10 Faults can be logged 24 hours a day, seven days a week.

10.3.11 Faults that are Chorus' responsibility will be fixed by Chorus representatives during Fault Restoration Hours. If a fault is logged outside of those hours, it is possible

Chorus will only start working on the fault as from 7.00am the following day.
Extended fault restoration hours apply for emergency faults.

- 10.3.12 For the purpose of determining whether Chorus has met any relevant Service Levels for dealing with Faults, any Faults submitted to Chorus outside of Fault Restoration Hours will be deemed to have been received by Chorus in the first Fault Restoration Hour of the following day.

Fault Report Acknowledgement

- 10.3.13 When a fault report is received, Chorus will advise the Service Provider, acknowledging receipt of the fault report.

Fault Tracking

- 10.3.14 All faults will be logged in OFM and the Service Provider will be given a fault reference number and an expected fault restoration time. The expected fault restoration time will be provided in accordance with Chorus' fault prioritisation systems.
- 10.3.15 Chorus will use all reasonable endeavours to meet the notified expected fault restoration time as provided in clause 10.3.14.
- 10.3.16 Where Chorus has allocated an expected fault restoration time to a fault and it subsequently becomes apparent that the fault restoration time cannot be met, Chorus will advise the Service Provider of a revised fault restoration time. In that situation the Service Levels in the SLA will continue to apply to the originally notified expected restoration time, rather than the revised fault restoration time.
- 10.3.17 The Service Provider will be able to check the progress of a fault via OFM. The fault reference number is to be used in all communications regarding the fault.

Chorus Contractor Work

- 10.3.18 If Chorus identifies the need to send a faults contractor, Chorus will update OFM.
- 10.3.19 The Service Provider's helpdesk is responsible for coordinating site access and any required outage window with the End User.

Fault Closure

- 10.3.20 Once the fault has been resolved, Chorus will notify the Service Provider via OFM (or other means) that the fault has been resolved, confirm the fault reference number and, where available, provide the cause of the fault and any actions taken to reach resolution.

Emergency Faults

- 10.3.21 Emergency faults reported to Chorus outside of the hours of operation set out in clause 10.3.11 will be treated on a case by case basis.
- 10.3.22 In the first instance, Chorus will propose a temporary solution. However, in the absence of a viable temporary solution, Chorus may schedule a callout to respond to emergency faults in relation to:
- (a) medical emergencies;
 - (b) where the End User provides an essential community service (e.g. police or a doctor's residence); or
 - (c) where there is a mass outage that has the potential to impact on 200 or more Customers across all Service Providers, including Chorus.

Escalation Protocol

10.3.23 The Escalation Protocol is provided in Appendix B.

10.4 Interference

Overview

10.4.1 Chorus and the Service Provider must comply with the Interference Management Plan.

Investigating Interference by Others

10.4.2 If the Service Provider considers that their ability to fully utilise the Baseband Service is being materially impaired by a failure by another Service Provider that is using the Baseband Service in the relevant Exchange to comply with the Interference Management Plan (**possible third party interference**) the Service Provider may notify Chorus in writing.

10.4.3 That notice may request Chorus to ask the other relevant Service Provider(s) to provide Chorus with any information reasonably required to assist Chorus to establish whether a breach of the Interference Management Plan by the other Service Provider is causing the possible third party interference, and in the light of that information to investigate the cause of the possible third party interference.

10.4.4 Chorus will comply with any reasonable request under clause 10.4.3 and the Third Party Interference Investigation Charge set out in the Baseband Price List will apply. Chorus will advise the Service Provider of the conclusion reached by its investigation.

10.4.5 If interference is found and was caused by any Service Provider's equipment that breaches the Interference Management Plan, this Charge will apply to that Service Provider that caused the interference. If interference is not found, or was caused by either any Service Provider's equipment that does not breach the Interference Management Plan or equipment owned by another person who is not a Service Provider, this Charge will apply to the Service Provider that claimed there was interference.

10.4.6 Chorus will provide details of why its conclusion was reached if it is able to do so. Chorus will not be required to provide any details regarding the conclusion reached if to do so would require it to disclose confidential information of other Service Providers.

10.4.7 If Chorus concludes as a result of its investigation that a failure by another Service Provider (Defaulting Service Provider) to comply with the Interference Management Plan when using the Baseband Service is causing the impairment, then Chorus must use all reasonable endeavours to ensure that the Defaulting Service Provider remedies that failure and complies with the Interference Management Plan as soon as reasonably practicable.

Investigation Assistance

10.4.8 A Service Provider must provide (at its own cost) all information (including confidential information) and all other assistance reasonably required by Chorus to enable Chorus to determine whether the Interference Management Plan is being complied with by the Service Provider.

Liability

10.4.9 For the avoidance of doubt, Chorus has no liability to the Service Provider for any failure to comply with its obligations under the CSA Terms when that failure is caused by another Service Provider not complying with the Interference Management Plan.

PART 5 - TIE CABLING FOR REMOTE CO-LOCATION

11 Tie Cabling for Remote Co-location

11.1 Overview

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- 11.1.1 Where the Service Provider's equipment used to provide access to and interconnection with the Baseband Service is located outside of a Chorus Exchange (whether in the Service Provider's building or a third party's building), the Service Provider can purchase the Remote Tie Cable Service. Under the Remote Tie Cable Service, copper Remote Tie Cable pairs will be used to connect the HDP block on Chorus' MDF and the remotely co-located Service Provider equipment. The Remote Tie Cable Service installation and space rental charges set out in the Baseband Price List will apply.
- 11.1.2 A Service Provider may supply its own Tie Cables or the Service Provider may ask Chorus to supply the Tie Cables. In either case the Tie Cables must meet the specification set out in Chorus' Cable Specification document (located on Chorus's website). Where Chorus supplies the Tie Cable the Service Provider will purchase that Tie Cable from Chorus for a commercially agreed price.

11.2 Tie Cabling Pair

Identifier

- 11.2.1 As Tie Cables for remote co-location are external cables, designations (names) will be assigned by Chorus to each tie pair in accordance with the normal Chorus network practice. For instance, the normal Chorus network name ELL 102-099 identifies cable 102, pair 99 at the Ellerslie Exchange building and the related Remote Tie Cable equipment number assigned and specified on service requests would be:
- (a) LWC=ELL, tie pair=LR-102-0099. (LR means remote co-location Remote Tie Cable, 102 is the cable number and 0099 is the pair number padded to the maximum size with leading zeros).
- 11.2.2 The naming standard is contained in the Chorus document "Network Naming Standard for Local Loop Unbundling Requirements" (reference ND0459).

Chorus Responsibilities

- 11.2.3 Chorus will name all remote co-location cable pairs and record these in Chorus' system for managing copper inventory.
- 11.2.4 Chorus will identify the route that the Remote Tie Cable will take within the Exchange (including Chorus ducts and Chorus manhole) and install any required cable racking to support the Tie Cable.
- 11.2.5 Chorus will install the Remote Tie Cable between the Service Provider's network cable and the HDP.
- 11.2.6 For Chorus supplied Remote Tie Cable, the Remote Tie Cable will be delivered to the Service Provider outside and adjacent to Chorus' Exchange Entry Point. For Service Provider supplied Remote Tie Cable, a length of cable advised by Chorus will be received at Chorus' Exchange Entry Point. In either case, Chorus and the Service Provider will work together to get cable from Chorus' Exchange Entry Point to the Service Provider's manholes and ducts with Chorus performing any work in its Exchange Manhole.
- 11.2.7 Chorus will supply and record the necessary space on the HDP block.
- 11.2.8 Chorus will terminate Remote Tie Cable pairs on the HDP block.

11.2.9 Chorus is responsible for the repair and/or replacement of faulty termination at the HDP.

Service Provider Responsibilities

11.2.10 The Service Provider will deliver its (or a third party's) network cable to the Chorus Exchange Entry Point (with Chorus performing any work in its Exchange Manhole).

11.2.11 The Service Provider will complete the joint between its network cable and the remote co-location Remote Tie Cable outside the Chorus Exchange Entry Point.

11.2.12 The Service Provider will own the Remote Tie Cable and will be responsible for its maintenance. However, because Remote Tie Cables will be located within the Chorus Exchange, the Service Provider must request Chorus to carry out any maintenance. Where a Service Provider requests Chorus to carry out any maintenance on a Remote Tie Cable Chorus must do so and the Remote Tie Cable Maintenance Charge set out in the Baseband Price List will apply. If Chorus reasonably considers that any maintenance work needs to be carried out on a Remote Tie Cable Chorus may (after giving the Service Provider prior notice of its intention to do so) carry out that work and apply the Remote Tie Cable Maintenance Charge.

11.2.13 The Service Provider must maintain and be responsible for its own Remote Tie Cable inventory system. This system must be able to record the following:

- (a) the termination of each Tie Cable pair;
- (b) the Service Provider's own assignments or reassignments of Remote Tie Cable pairs; and
- (c) changes to Remote Tie Cable pairs when service has been transferred (e.g. for fault resolution).

Resolution of Inconsistency

11.2.14 Where Chorus' records and the Service Provider's records differ with regard to the status of a Remote Tie Cable pair, the Service Provider must confirm the accuracy of the status of the Tie Cable pair in its inventory system.

11.2.15 If this does not resolve the difference, the Service Provider must liaise with Chorus' Provisioning Manager.

11.2.16 After the Remote Tie Cable is jointed to the network cable by the Service Provider and is terminated at the HDP by Chorus, Chorus and the Service Provider will jointly carry out end-to-end testing between the HDP and the Service Provider's remote equipment location.

11.3 Recording and Data Management

Overview

11.3.1 Where the Remote Tie Cable Service is being supplied, Service Providers must ensure that information regarding their sub ducts and cabling is supplied to Chorus for recording. Service Providers should check subsequent as-built records to ensure accuracy of detail. Chorus requires Service Providers to mark or label cables/plant in the field.

11.3.2 Chorus will keep floor plans up to date with changes.

11.3.3 Service Providers are to ensure that all connections made are recorded with Chorus including the:

- (a) location of cables within the Exchange;

- (b) connections made to the MDF, identified and coded for billing information on the Chorus Provisioning, Billings and Support systems; and
- (c) assignments/allocations of fibres within cable sheaths.

11.3.4 Information about Service Provider connections is required to enable Chorus to manage the delivery of the Baseband Service. This information is Confidential Information under the General Terms.

PART 6 - BILLING

12 Billing

12.1 Overview

12.1.1 Billing is driven by Orders for the Baseband Service made by the Service Provider.

12.1.2 This section covers:

- (a) invoicing; and
- (b) billing enquiries.

12.2 Invoicing

12.2.1 Chorus will invoice the Service Provider for all Charges on the basis specified in the Baseband Price List. Invoices will be in an electronic bill format (**eBill**). eBill will replace the provision of a paper invoice, except that a printed GST summary will be provided to the Service Provider. A hard copy paper invoice will be available to Service Providers at the price set out in the Baseband Price List.

12.2.2 Chorus will make eBill files available using a secure HTTPS gateway. eBills can be accessed via an HTTPS site through a web browser. Alternatively, the Service Provider can arrange with the secure HTTPS gateway provider (as advised by Chorus) to write their own scripts and access the eBill through a script platform.

12.2.3 The Service Provider will provide Chorus with the list of people that are authorised to download eBills. Chorus will set up access rights for these people on the HTTPS gateway.

12.2.4 Chorus will provide eBills and printed GST summaries to the Service Provider free of charge.

12.2.5 Chorus will maintain one or more separate Service Provider accounts for services provided to the Service Provider. Chorus may alter the account structure as it considers appropriate.

12.3 Billing Enquiries

12.3.1 If the Service Provider wishes to raise a billing enquiry, it may do so by emailing the Chorus billing team in the first instance at the billing email address supplied by Chorus under section 2 above.

12.3.2 The email must include the following information:

- (a) a header reading "Billing Query"; and
- (b) a completed "Billing Enquiry Form" (reference ASF-004).

12.3.3 Chorus will acknowledge the query and will use all reasonable endeavours to respond within the current billing period. Any billing enquiries submitted without the use of a Billing Enquiry Form will be rejected.

12.3.4 Additional billing information, over and above that reasonable required to assist Service Providers in interpreting invoices, will be charged in accordance with the Baseband Price List. The Service Provider may require Chorus to provide a quote for any such request for further information.

12.3.5 The process set out in this clause is an informal enquiry process that does not limit the General Terms. If the Service Provider wishes to initiate an Invoice Error Dispute in relation to an invoice, it must follow the procedure set out in section 20 of the General Terms.

PART 7 - REQUIREMENTS FOR END USER SITE VISITS

12.4 Arranging Time for End User Site Visits	12.4.1 Fault and provisioning related site visits will be arranged by appointment under OO&T and need not be confirmed. Chorus will not be required to consult the Service Provider or End User when work at a site does not require entry to a premises or contact with an End User. Where entry to a premises or contact with an End User is required then the Service Provider will make arrangements for the site visit with the End User and the relevant Chorus representative.
12.5 Field Force	12.5.1 Chorus representatives will carry Chorus identification and wear appropriate clothing.
12.6 Arriving on Time	12.6.1 The Chorus representative will use all reasonable endeavours to start all visits to a Service Provider End User's site at the scheduled time.
12.7 Courtesy	12.7.1 When interacting with any Service Provider End User, Chorus representatives will always act in a professional and courteous manner, and they will not use that interaction for sales and marketing purposes.
12.8 Confirming Details and Outcomes of Visit	12.8.1 At the completion of all site visits, the relevant Chorus representative will record the details in appropriate systems.
12.9 Abortive End User Site Visit Fee	12.9.1 When for any reason outside Chorus' control it is unable to complete a visit at the scheduled time (eg an End User is unavailable), Chorus will charge the Service Provider an abortive End User Site Visit Fee in accordance with the Baseband Price List.

PART 8 – OTHER

13 Outages

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| 13.1 General | 13.1.1 The responsibilities and obligations in respect of outages are set out in section 25 of the General Terms. |
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14 Tenure

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| 14.1 Cabinetisation | 14.1.2 The responsibilities and obligations arising from cabinetisation are set out in section 6 of the Special Terms. |
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15 AVAILABILITY OF THE BASEBAND SERVICE

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| 15.1 Availability of the Baseband Service | <p>15.1.1 Chorus will provide Service Providers with an updated list of Distribution Cabinets and Exchanges from which the Baseband Service is available on a standalone basis or in combination with the Broadband Service. Chorus will provide this updated list within 20 Working Days of any change to the availability of the Baseband Service. Chorus will publish the updated list on a publicly available Chorus website.</p> <p>15.1.2 An updated list will be required whenever there are changes in Chorus' network architecture, such as the installation of new Distribution Cabinets or the removal of the copper feeder between the Exchange and the Distribution Cabinet, which have an effect on the availability of the Baseband Service or particular Baseband Services received by the Service Providers.</p> |
| 15.2 Other notice requirements | <p>15.2.1 Chorus will notify Service Providers within 20 Working Days of any situation arising where the Baseband Service is not available on a standalone basis or in conjunction with the Broadband Service. Chorus will also provide Service Providers with the reasons explaining the particular circumstances of the non-availability of the relevant service. Chorus will publish the information required by this clause on a publicly available Chorus website.</p> <p>15.2.2 The reasons for the non-availability in the circumstances specified in clause 15.2.1 may extend to include:</p> <ul style="list-style-type: none">(a) the absence of equipment catering for the Broadband Service at the Distribution Cabinet, or the physical hard wiring of the broadband equipment to the voice equipment, makes the provision of the Baseband Service in combination with the Broadband Service unfeasible;(b) the Distribution Cabinet, which does not have a copper connection to the Exchange, does not support the Baseband Copper or Baseband PCM Services;(c) the copper feeder between the Exchange and the Distribution Cabinet, which is only used as an access copper bearer for the equipment in the Distribution Cabinet, does not support the Baseband Copper or Baseband PCM Services. |
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- (d) certain other engineering purposes (eg order-wire) prevent the delivery of the Baseband Service from the Distribution Cabinet.
 - (e) The Distribution Cabinet which has limited capacity on the copper feeder does not support the Baseband Copper or Baseband PCM Services.
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15.3 Publications

- 15.3.1 Chorus may choose to publish the information required to be released under clause 15.1.1 and 15.2.2 in a single notice.
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15.4 Baseband IP Extended

Expressions of Interest

- 15.4.1 Chorus may, from time to time, request Expressions of Interest from the Service Provider in obtaining the Baseband IP Extended option from available or planned Exchanges and/or Distribution Cabinets. These requests are intended to allow Chorus to aggregate demand. Any information received in response to these requests will be treated as Customer Confidential Information.
- 15.4.2 Following receipt of responses from any Expression of Interest Chorus will advise the Service Provider of any changes it intends to make to the geographic coverage areas which the Service Provider has expressed an interest in and invite the Service Provider to provide a forecast.

Baseband IP Extended Forecasts and Migrations

- 15.4.3 The Service Provider may, at any time, provide Chorus with a Baseband IP Extended forecast advising that it wishes to obtain the Baseband IP Extended option from particular Exchanges and/or Distribution Cabinets.
- 15.4.4 Such request will be a Baseband IP Extended multi-site migration forecast.
- 15.4.5 Within 10 working days of receipt of the Baseband IP Extended multi-site migration forecast Chorus will confirm to the Service Provider:
- (a) the Exchanges and/or Distribution Cabinets which will be made Baseband IP Extended capable; and
 - (b) Chorus has the resources required to support the proposed delivery timeframe; or
 - (c) Where Chorus is unable to meet the delivery timeframe, propose a new timeframe for the migration.
- 15.4.6 Once agreed, the Baseband IP Extended forecast and subsequent multi-site migration will be considered to be "Chorus initiated" and the transfer charges will be waived in accordance with service component 1.11 in the Price List.
- 15.4.7 Chorus and the Service Provider will work together to process the Baseband IP Extended multi-site migration for those Exchanges and/or Distribution Cabinets which are confirmed by Chorus.

Baseband IP Extended Bulk Transfer Charges

- 15.4.8 Waived charges, for "Chorus initiated" transfers will apply to the extent the Baseband IP Extended multi-site migration volumes and timeframes are adhered to.
- 15.4.9 The Service Provider will notify Chorus immediately it becomes aware that it is unable to meet the agreed volumes and timeframes.
- 15.4.10 Chorus will notify the Service Provider if any changes to the proposed volumes and timeframes results in a change to the Charges.
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APPENDIX A - GLOSSARY

Term	Meaning
ASID	Means Access Service Identifier.
B2B	Has the meaning given in clause 8.1.6
BAU	Means Business as usual in relation to the Baseband Service.
BAU Forecast	Means a Forecast as described at clauses 6.1.11 to 6.1.14.
Binder	Means a group of liness bound (twisted) together in a cable.
Bulk Transfer	Is described in clauses 6.1.5 to 6.1.8.
Bulk Transfer Forecast	Means a Service Provider Forecast as described at clauses 6.1.9 and 6.1.10.
Bulk Transfer Plan	Means a bulk transfer plan agreed between Chorus and the Service Provider under clause 8.11.4.
Business Hours	Means 8:00am to 5:00pm on any Working Day.
Customer Authorisation	Means a valid authorisation for a Transfer Order by a customer or a customer's duly appointed agent that meets the requirements of the Customer Transfer Code.
Customer Transfer Code	Means the Code for the Transfer of Telecommunications Services approved by the Commission on 12 October 2006 and any equivalent replacement Code.
eBill	Means Invoices will be in an electronic bill format (eBill). eBill will replace the provision of a paper invoice, except that a printed GST summary will be provided to the Service Provider.
ETP	Means External Termination Point for telecommunications services at an End User's premises or, where there is no termination point external to the premises, either the first jack on the premises wiring or, alternatively, the building distribution frame.
Exception to BAU	Is described in clauses 6.1.15 and 6.1.168.
Exception to BAU Day Zero	Means the date the Service Provider requests an Exception to BAU to commence.
Exception to BAU Forecast	Means a Forecast as described in clause 6.1.19 and 6.1.20.
Fault Restoration Hours	means 7:00am to 7:00pm, seven days a week and Fault Restoration Hour means one hour within this period.
Forecast	Means any or all (as the context requires) of the forecasts required to be provided by the Service Provider in this Manual.
Forecast Cluster	Means a group of Exchanges and distribution cabinets (which group has sufficient relationship to the management and deployment of field resource to enable Chorus to meet the Baseband Service Level Terms) in a geographic area as shown in the table in Appendix D.
Forecast Service Area	Means a group of Forecast Clusters as identified in Appendix D.
Forecasting Template	Means the template provided by Chorus with a separate worksheet for each Forecast type.
HDP	Means Handover Distribution Point on the Exchange MDF.
Losing Service Provider	Means the Service Provider or Other Service Provider (as the case may be) that is losing the telecommunications service (from the point of view of a customer).

Term	Meaning
MDF	Means a main distribution frame, being the place where copper lines from customers are laid out in an array to enable transmission equipment to be connected.
Order	Means any order for the Baseband Service.
Order Month	Means the month in which Orders are actually made.
Other Service to Baseband Transfer	Means the transfer of an End User from services (other than the Baseband Service or variant provided) provided over Chorus' Local Loop Network to a Baseband Service, as authorised by the End User.
Possible third party interference	Has the meaning in clause 10.4.2.
Pre-qualification	Has the meaning in clause 8.4.1.
Remote Tie Cable Service	Means the Tie Cable Service as described in the Baseband Service Description and as outlined in more detail in section 11 of this Manual.
RFS	Means Ready For Service.
RFS Date	Means the date advised by Chorus in accordance with clause 8.2.10.
SLA	Means the Service Levels set out in the Special Terms as schedule 1 of the Service Appendix.
Tie Cable	Means collectively the Intra-Exchange Tie Cable and the Remote Tie Cable.
Transfer Order	Means an MPF Transfer Order, an Other Service to MPF Transfer Order and/or a Bulk Transfer Order as the context requires.

APPENDIX B - ESCALATION PROTOCOL

Rule No.	Escalation Rule	Further Explanation
1	Identify correct escalation path.	Before any issue is escalated, sufficient investigation should be undertaken to ensure that the functional group that will most likely be responsible for resolving the issue has been correctly identified.
2	Attempt to resolve issues at BAU level before escalating them.	Every effort should first be made to resolve an operational issue at the BAU level, i.e. direct communication between the originator and the recipient.
3	First escalation should be via e-mail.	In the first instance an escalation at BAU level should be received via e-mail and clearly labelled as such with the email subject line beginning with "ESCALATION". The email should contain the relevant history of the issue, including the escalation history and when applicable the customer name, ASID/circuit numbers and fault/service order numbers.
4	Level One and Two escalations shall be peer to peer.	If an operational issue cannot be resolved at the BAU level it must first be raised by the team member with their own team leader/manager. If the team leader/manager agrees that the issue warrants being escalated to the other party they shall contact their peer in the other organisation and endeavour to resolve the issue between them - this would normally be the level one escalation point. Under no circumstance should this step in the escalation path be bypassed unless every reasonable attempt to communicate with their peer in the other organisation has failed. Only then should the level one contact in party A attempt to escalate the issue to the level two contacts in party B. Subject to the above, level two escalations should also be peer to peer.
5	A mutually agreed plan of action to resolve an issue shall not be interfered with by other individuals.	If a plan of action to address an escalated issue has been agreed to by both parties then no other individual from either organisation should attempt to interfere with that agreement. If another individual has a concern with an already agreed plan of action they should raise it in the first instance with the person in their own organisation that was party to the original agreement.
6	People who do not follow the above rules will be redirected to the correct point of escalation.	If, as part of an escalation, an individual is contacted by a person from the other company and it is discovered that that person has not followed the protocol described above, then that individual can at their discretion respectfully redirect that person to the correct escalation contact person.

APPENDIX C - REJECTION CRITERIA

Reject Code	Description	Explanation
011	Open service order	There is an existing open service order in relation to the relevant service / line / circuit
012	Disconnection pending	A disconnection of the relevant service / line / circuit is pending
014	Invalid account number	The customer account number specified on the form is incorrect or does not match the information in Chorus' records
015	Invalid line or address	The customer line number or address specified on the form is incorrect or does not match the information in Chorus' records
020	Incomplete information	The form does not contain all of the required information
021	Corrupt or unreadable	The form is wholly or partially corrupted or unreadable
023	Other incorrect information	The form contains other information that is incorrect or that does not match the information in Chorus' records
030	Disconnected line	The relevant line / circuit has been disconnected
043	Number not compatible	Number provided is not the main phone number for the customer's line
047	Contact details	No site contact or contact details
099	Not otherwise specified	Rejection does not fit into specific codes above
[TBA]	Line has already been transferred	The requested line has already been transferred to the Service Provider
[TBA]	Incorrect Order type	The incorrect Order type has been used.

APPENDIX D – FORECAST CLUSTERS AND FORECAST SERVICE AREAS

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
AIREDALE STREET	FC06	AK CBD	CSA08	Auckland Central
AUCKLAND CENTRAL	FC06	AK CBD	CSA08	Auckland Central
AVONDALE	FC07	AK Central	CSA08	Auckland Central
BLOCKHOUSE BAY	FC07	AK Central	CSA08	Auckland Central
ELLERSLIE	FC07	AK Central	CSA08	Auckland Central
GLENDOWIE	FC07	AK Central	CSA08	Auckland Central
MT ALBERT	FC06	AK CBD	CSA08	Auckland Central
MAYORAL DRIVE	FC06	AK CBD	CSA08	Auckland Central
MT EDEN	FC06	AK CBD	CSA08	Auckland Central
MT ROSKILL	FC07	AK Central	CSA08	Auckland Central
NEW LYNN	FC07	AK Central	CSA08	Auckland Central
ONEHUNGA	FC07	AK Central	CSA08	Auckland Central
PONSONBY	FC06	AK CBD	CSA08	Auckland Central
REMUERA	FC06	AK CBD	CSA08	Auckland Central
ST HELIERS BAY	FC07	AK Central	CSA08	Auckland Central
THREE KINGS	FC07	AK Central	CSA08	Auckland Central
TAMAKI	FC07	AK Central	CSA08	Auckland Central
WAIHEKE	FC07	AK Central	CSA08	Auckland Central
ALBANY	FC03	Glenfield	CSA09	Auckland North
BIRKENHEAD	FC04	Northshore	CSA09	Auckland North
BIRKDALE	FC04	Northshore	CSA09	Auckland North
BROWNS BAY	FC03	Glenfield	CSA09	Auckland North
DEVONPORT	FC04	Northshore	CSA09	Auckland North
FORREST HILL	FC04	Northshore	CSA09	Auckland North
GLEN EDEN	FC05	Henderson	CSA09	Auckland North
GLENFIELD	FC03	Glenfield	CSA09	Auckland North
GREENHITHE	FC03	Glenfield	CSA09	Auckland North
HELENSVILLE	FC03	Glenfield	CSA09	Auckland North
HUIA	FC05	Henderson	CSA09	Auckland North
HENDERSON	FC05	Henderson	CSA09	Auckland North
KUMEU	FC03	Glenfield	CSA09	Auckland North
MASSEY	FC05	Henderson	CSA09	Auckland North
TE ATATU	FC05	Henderson	CSA09	Auckland North
TORBAY	FC03	Glenfield	CSA09	Auckland North

TITIRANGI	FC05	Henderson	CSA09	Auckland North
TAKAPUNA	FC04	Northshore	CSA09	Auckland North
WAITAKERE	FC05	Henderson	CSA09	Auckland North
WHENUAPAI	FC03	Glenfield	CSA09	Auckland North
WAIMAUKU	FC03	Glenfield	CSA09	Auckland North
WAIATARUA	FC05	Henderson	CSA09	Auckland North
AWHITU	FC10	Counties	CSA07	Auckland South
BEACHLANDS	FC08	Howick	CSA07	Auckland South
BOMBAY	FC10	Counties	CSA07	Auckland South
CLEVEDON	FC10	Counties	CSA07	Auckland South
EAST TAMAKI	FC08	Howick	CSA07	Auckland South
GLENBROOK	FC10	Counties	CSA07	Auckland South
GLEN MURRAY	FC10	Counties	CSA07	Auckland South
HOWICK	FC08	Howick	CSA07	Auckland South
HUNUA	FC10	Counties	CSA07	Auckland South
KARAKA	FC10	Counties	CSA07	Auckland South
KAIAUA	FC10	Counties	CSA07	Auckland South
MANUKAU CITY	FC09	Papatoetoe	CSA07	Auckland South
MARAMARUA	FC10	Counties	CSA07	Auckland South
MANUREWA	FC10	Counties	CSA07	Auckland South
MANGERE	FC09	Papatoetoe	CSA07	Auckland South
MANGATANGI	FC10	Counties	CSA07	Auckland South
MT WELLINGTON	FC09	Papatoetoe	CSA07	Auckland South
OTARA	FC08	Howick	CSA07	Auckland South
OTAHUHU	FC09	Papatoetoe	CSA07	Auckland South
ONEHERO	FC10	Counties	CSA07	Auckland South
PAPAKURA	FC10	Counties	CSA07	Auckland South
PAKURANGA	FC08	Howick	CSA07	Auckland South
PATUMAHOE	FC10	Counties	CSA07	Auckland South
POKENO	FC10	Counties	CSA07	Auckland South
PAPATOETOE	FC09	Papatoetoe	CSA07	Auckland South
PORT WAIKATO	FC10	Counties	CSA07	Auckland South
PUKEKOHE	FC10	Counties	CSA07	Auckland South
PUKEKAWA	FC10	Counties	CSA07	Auckland South
RUNCIMAN	FC10	Counties	CSA07	Auckland South
RUAKAWAKAWA	FC10	Counties	CSA07	Auckland South
TUAKAU	FC10	Counties	CSA07	Auckland South
WAIAPU	FC10	Counties	CSA07	Auckland South
WHITFORD	FC08	Howick	CSA07	Auckland South
WAIUKU	FC10	Counties	CSA07	Auckland South
MERCER	FC10	Counties	CSA07	Auckland South
ASHHURST	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
ALICETOWN	FC22	Hutt Valley	CSA04	Eastern North Island
BELMONT	FC22	Hutt Valley	CSA04	Eastern North Island
BUNNYTHORPE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
BAY VIEW	FC17	Hawkes Bay	CSA04	Eastern North Island

CHELTENHAM	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
CLIVE	FC17	Hawkes Bay	CSA04	Eastern North Island
CARTERTON	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
CLOVERLEA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
DANNEVIRKE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
EASTBOURNE	FC22	Hutt Valley	CSA04	Eastern North Island
EKETAHUNA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
FEILDING	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
FLAXMERE	FC17	Hawkes Bay	CSA04	Eastern North Island
FEATHERSTON	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
GLADSTONE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
GREYTOWN	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
GLEN OROUA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
GISBORNE	FC16	Gisborne	CSA04	Eastern North Island
HALCOMBE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
HASTINGS	FC17	Hawkes Bay	CSA04	Eastern North Island
HIMATANGI	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
HAUMOANA	FC17	Hawkes Bay	CSA04	Eastern North Island
HAVELOCK NORTH	FC17	Hawkes Bay	CSA04	Eastern North Island
JOHN F KENNEDY	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
KAIRANGA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
KELVIN GROVE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
KIMBOLTON	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
LOWER HUTT	FC22	Hutt Valley	CSA04	Eastern North Island
LINTON	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
LYTTON WEST	FC16	Gisborne	CSA04	Eastern North Island
MAREWA	FC17	Hawkes Bay	CSA04	Eastern North Island
MARTINBOROUGH	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
MAHIA	FC17	Hawkes Bay	CSA04	Eastern North Island
MANUTUKE	FC16	Gisborne	CSA04	Eastern North Island
MARAEKAKAHO	FC17	Hawkes Bay	CSA04	Eastern North Island
MASTERTON	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
MAURICEVILLE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
MATAWAI	FC16	Gisborne	CSA04	Eastern North Island
MAXWELLS LINE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
NAPIER	FC17	Hawkes Bay	CSA04	Eastern North Island
NAENAE	FC22	Hutt Valley	CSA04	Eastern North Island
NUHAKA	FC17	Hawkes Bay	CSA04	Eastern North Island
NORSEWOOD	FC20	Manawatu/Wairarapa	CSA04	Easter North Island
ONGA ONGA	FC17	Hawkes Bay	CSA04	Eastern North Island
OTAMAURI	FC17	Hawkes Bay	CSA04	Eastern North Island
OKAWA	FC17	Hawkes Bay	CSA04	Eastern North Island
OPIKI	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
ORMOND	FC16	Gisborne	CSA04	Eastern North Island
OTANE	FC17	Hawkes Bay	CSA04	Eastern North Island
PORANGAHAU	FC17	Hawkes Bay	CSA04	Eastern North Island

PAHIATUA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
PATUTAHU	FC16	Gisborne	CSA04	Eastern North Island
PIRINOA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
PALMERSTON NORTH	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
PETONE	FC22	Hutt Valley	CSA04	Eastern North Island
RANGIOTU	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
RONGOTEA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
RUATORIA	FC16	Gisborne	CSA04	Eastern North Island
SANSON	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
STOKES VALLEY	FC22	Hutt Valley	CSA04	Eastern North Island
TARADALE	FC17	Hawkes Bay	CSA04	Eastern North Island
TOLAGA BAY	FC16	Gisborne	CSA04	Eastern North Island
TIKITIKI	FC16	Gisborne	CSA04	Eastern North Island
TE KARAKA	FC16	Gisborne	CSA04	Eastern North Island
TIKOKINO	FC17	Hawkes Bay	CSA04	Eastern North Island
TOKOMARU BAY	FC16	Gisborne	CSA04	Eastern North Island
TOKOMARU	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
TE PUIA SPRINGS	FC16	Gisborne	CSA04	Eastern North Island
TAKAPAU	FC17	Hawkes Bay	CSA04	Eastern North Island
TURITEA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
TE ARAROA	FC16	Gisborne	CSA04	Eastern North Island
UPPER HUTT	FC22	Hutt Valley	CSA04	Eastern North Island
UPPER HUTT NORTH	FC22	Hutt Valley	CSA04	Eastern North Island
WAIROA	FC17	Hawkes Bay	CSA04	Eastern North Island
WOODVILLE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
WHANGARA	FC16	Gisborne	CSA04	Eastern North Island
WAIPAWA	FC17	Hawkes Bay	CSA04	Eastern North Island
WAITUNA WEST	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
WAINUIOMATA	FC22	Hutt Valley	CSA04	Eastern North Island
WAIMARAMA	FC17	Hawkes Bay	CSA04	Eastern North Island
WANSTEAD	FC17	Hawkes Bay	CSA04	Eastern North Island
WAIPUKURAU	FC17	Hawkes Bay	CSA04	Eastern North Island
ANDERSONS BAY	FC33	Otago	CSA01	Lower South Island
ALBURY	FC32	South Canterbury	CSA01	Lower South Island
ATAAHUA	FC31	Christchurch South	CSA01	Lower South Island
ALEXANDRA	FC33	Otago	CSA01	Lower South Island
AKAROA	FC31	Christchurch South	CSA01	Lower South Island
ASHBURTON	FC32	South Canterbury	CSA01	Lower South Island
ARUNDEL	FC32	South Canterbury	CSA01	Lower South Island
ARROWTOWN	FC34	Southland	CSA01	Lower South Island
ASHWICK FLAT	FC32	South Canterbury	CSA01	Lower South Island
BALFOUR	FC34	Southland	CSA01	Lower South Island
BRIGHTON	FC33	Otago	CSA01	Lower South Island
BECKENHAM	FC31	Christchurch South	CSA01	Lower South Island
BALCLUTHA	FC33	Otago	CSA01	Lower South Island
BLUFF	FC34	Southland	CSA01	Lower South Island

CAVE	FC32	South Canterbury	CSA01	Lower South Island
CROMWELL	FC33	Otago	CSA01	Lower South Island
CLINTON	FC33	Otago	CSA01	Lower South Island
CORSTORPHINE	FC33	Otago	CSA01	Lower South Island
CLYDE	FC33	Otago	CSA01	Lower South Island
DUNBACK	FC33	Otago	CSA01	Lower South Island
DIAMOND HARBOUR	FC31	Christchurch South	CSA01	Lower South Island
DRUMMOND	FC34	Southland	CSA01	Lower South Island
DUNEDIN	FC33	Otago	CSA01	Lower South Island
DOBSON	FC27	West Coast	CSA01	Lower South Island
DORIE	FC32	South Canterbury	CSA01	Lower South Island
EDENDALE	FC34	Southland	CSA01	Lower South Island
ENFIELD	FC33	Otago	CSA01	Lower South Island
FRANZ JOSEF GLACIER	FC27	West Coast	CSA01	Lower South Island
FAIRLIE	FC32	South Canterbury	CSA01	Lower South Island
FOX GLACIER	FC27	West Coast	CSA01	Lower South Island
GRANITY	FC27	West Coast	CSA01	Lower South Island
GERALDINE	FC32	South Canterbury	CSA01	Lower South Island
GORE	FC34	Southland	CSA01	Lower South Island
GREEN ISLAND	FC33	Otago	CSA01	Lower South Island
GLENAVY	FC32	South Canterbury	CSA01	Lower South Island
GLENITI	FC32	South Canterbury	CSA01	Lower South Island
GREYMOUTH	FC27	West Coast	CSA01	Lower South Island
GOVERNORS BAY	FC31	Christchurch South	CSA01	Lower South Island
GREENPARK	FC31	Christchurch South	CSA01	Lower South Island
GARSTON	FC34	Southland	CSA01	Lower South Island
HAMPDEN	FC33	Otago	CSA01	Lower South Island
HINDS	FC32	South Canterbury	CSA01	Lower South Island
HALFWAY BUSH	FC33	Otago	CSA01	Lower South Island
HIGHBANK	FC32	South Canterbury	CSA01	Lower South Island
HILTON	FC32	South Canterbury	CSA01	Lower South Island
HILDERTHORPE	FC33	Otago	CSA01	Lower South Island
HOKITIKA	FC27	West Coast	CSA01	Lower South Island
HALFMOON BAY	FC34	Southland	CSA01	Lower South Island
HARIHARI	FC27	West Coast	CSA01	Lower South Island
HERIOT	FC34	Southland	CSA01	Lower South Island
HALSWELL	FC31	Christchurch South	CSA01	Lower South Island
HILLMORTON	FC31	Christchurch South	CSA01	Lower South Island
INVERCARGILL	FC34	Southland	CSA01	Lower South Island
INVERCARGILL EAST	FC34	Southland	CSA01	Lower South Island
INANGAHUA JUNCTION	FC27	West Coast	CSA01	Lower South Island
KAPUKA	FC34	Southland	CSA01	Lower South Island
KENNINGTON	FC34	Southland	CSA01	Lower South Island
KARAMEA	FC27	West Coast	CSA01	Lower South Island
KAITANGATA	FC33	Otago	CSA01	Lower South Island
KUROW	FC33	Otago	CSA01	Lower South Island

KUMARA	FC27	West Coast	CSA01	Lower South Island
LAWRENCE	FC33	Otago	CSA01	Lower South Island
LINCOLN	FC31	Christchurch South	CSA01	Lower South Island
LEITH VALLEY	FC33	Otago	CSA01	Lower South Island
LINWOOD	FC31	Christchurch South	CSA01	Lower South Island
LUMSDEN	FC34	Southland	CSA01	Lower South Island
LITTLE RIVER	FC31	Christchurch South	CSA01	Lower South Island
LEESTON	FC31	Christchurch South	CSA01	Lower South Island
LAKE TEKAPO	FC32	South Canterbury	CSA01	Lower South Island
LYTTELTON	FC31	Christchurch South	CSA01	Lower South Island
MAKIKIHI	FC32	South Canterbury	CSA01	Lower South Island
MAUNGATI	FC32	South Canterbury	CSA01	Lower South Island
MACANDREW BAY	FC33	Otago	CSA01	Lower South Island
MT COOK	FC32	South Canterbury	CSA01	Lower South Island
MIDDLEMARCH	FC33	Otago	CSA01	Lower South Island
MAYFIELD	FC32	South Canterbury	CSA01	Lower South Island
MILLERS FLAT	FC33	Otago	CSA01	Lower South Island
MAORI HILL	FC33	Otago	CSA01	Lower South Island
MAHENO	FC33	Otago	CSA01	Lower South Island
MILTON	FC33	Otago	CSA01	Lower South Island
MOKIHINUI	FC27	West Coast	CSA01	Lower South Island
MAKAREWA	FC34	Southland	CSA01	Lower South Island
MORNINGTON	FC33	Otago	CSA01	Lower South Island
MOSSBURN	FC34	Southland	CSA01	Lower South Island
MOTUKARARA	FC31	Christchurch South	CSA01	Lower South Island
MT PLEASANT	FC31	Christchurch South	CSA01	Lower South Island
MANAPOURI	FC34	Southland	CSA01	Lower South Island
MORVEN	FC32	South Canterbury	CSA01	Lower South Island
MOSGIEL	FC33	Otago	CSA01	Lower South Island
MT SOMERS	FC32	South Canterbury	CSA01	Lower South Island
MATAURA	FC34	Southland	CSA01	Lower South Island
METHVEN	FC32	South Canterbury	CSA01	Lower South Island
NGAHERE	FC27	West Coast	CSA01	Lower South Island
NIGHTCAPS	FC34	Southland	CSA01	Lower South Island
NORTH EAST VALLEY	FC33	Otago	CSA01	Lower South Island
OWAKA	FC33	Otago	CSA01	Lower South Island
OTAUTAU	FC34	Southland	CSA01	Lower South Island
OHAI	FC34	Southland	CSA01	Lower South Island
OMARAMA	FC33	Otago	CSA01	Lower South Island
OTEMATATA	FC33	Otago	CSA01	Lower South Island
OMAKAU	FC33	Otago	CSA01	Lower South Island
OUTRAM	FC33	Otago	CSA01	Lower South Island
OREPUKI	FC34	Southland	CSA01	Lower South Island
OTATARA	FC34	Southland	CSA01	Lower South Island
OTIPIUA	FC32	South Canterbury	CSA01	Lower South Island
OAMARU	FC33	Otago	CSA01	Lower South Island

OAMARU NORTH	FC33	Otago	CSA01	Lower South Island
ORAWIA	FC34	Southland	CSA01	Lower South Island
PAROA	FC27	West Coast	CSA01	Lower South Island
PUKERAU	FC34	Southland	CSA01	Lower South Island
PORTOBELLO	FC33	Otago	CSA01	Lower South Island
PORT CHALMERS	FC33	Otago	CSA01	Lower South Island
PALMERSTON	FC33	Otago	CSA01	Lower South Island
PLEASANT POINT	FC32	South Canterbury	CSA01	Lower South Island
QUEENSTOWN	FC34	Southland	CSA01	Lower South Island
RAKAIA	FC32	South Canterbury	CSA01	Lower South Island
RYAL BUSH	FC34	Southland	CSA01	Lower South Island
RIVERTON	FC34	Southland	CSA01	Lower South Island
REEFTON	FC27	West Coast	CSA01	Lower South Island
RANFURLY	FC33	Otago	CSA01	Lower South Island
ROSS	FC27	West Coast	CSA01	Lower South Island
RAVENSBOURNE	FC33	Otago	CSA01	Lower South Island
RUNANGA	FC27	West Coast	CSA01	Lower South Island
RIVERSDALE	FC34	Southland	CSA01	Lower South Island
ROXBURGH	FC33	Otago	CSA01	Lower South Island
SOUTH DUNEDIN	FC33	Otago	CSA01	Lower South Island
SOUTHBRIDGE	FC31	Christchurch South	CSA01	Lower South Island
SPRINGSTON	FC31	Christchurch South	CSA01	Lower South Island
ST ANDREWS	FC32	South Canterbury	CSA01	Lower South Island
SOUTH INVERCARGILL	FC34	Southland	CSA01	Lower South Island
STUDHOLME	FC32	South Canterbury	CSA01	Lower South Island
SUMNER	FC31	Christchurch South	CSA01	Lower South Island
TAI TAPU	FC31	Christchurch South	CSA01	Lower South Island
TEMUKA	FC32	South Canterbury	CSA01	Lower South Island
TOKANUI	FC34	Southland	CSA01	Lower South Island
TE ANAU	FC34	Southland	CSA01	Lower South Island
TAPANUI	FC34	Southland	CSA01	Lower South Island
TARRAS	FC33	Otago	CSA01	Lower South Island
TUATAPERE	FC34	Southland	CSA01	Lower South Island
TIMARU	FC32	South Canterbury	CSA01	Lower South Island
TWIZEL	FC32	South Canterbury	CSA01	Lower South Island
THORNBURY	FC34	Southland	CSA01	Lower South Island
WHATAROA	FC27	West Coast	CSA01	Lower South Island
WAIANIWA	FC34	Southland	CSA01	Lower South Island
WASHDYKE	FC32	South Canterbury	CSA01	Lower South Island
WINCHMORE	FC32	South Canterbury	CSA01	Lower South Island
WOODLANDS	FC34	Southland	CSA01	Lower South Island
WAIMATE	FC32	South Canterbury	CSA01	Lower South Island
WILLOWBY	FC32	South Canterbury	CSA01	Lower South Island
WAIKOUAITI	FC33	Otago	CSA01	Lower South Island
WAIKAKA	FC34	Southland	CSA01	Lower South Island
WAIKIWI	FC34	Southland	CSA01	Lower South Island

WILLOWBANK	FC34	Southland	CSA01	Lower South Island
WAIMAHAKA	FC34	Southland	CSA01	Lower South Island
WANAKA	FC34	Southland	CSA01	Lower South Island
WAKANUI	FC32	South Canterbury	CSA01	Lower South Island
WINTON	FC34	Southland	CSA01	Lower South Island
WESTPORT	FC27	West Coast	CSA01	Lower South Island
WAIPAHI	FC34	Southland	CSA01	Lower South Island
WAKATIPU	FC34	Southland	CSA01	Lower South Island
WOODBURY	FC32	South Canterbury	CSA01	Lower South Island
WESTERFIELD	FC32	South Canterbury	CSA01	Lower South Island
WINDSOR	FC33	Otago	CSA01	Lower South Island
WAITANGI	FC31	Christchurch South	CSA01	Lower South Island
WAITATI	FC33	Otago	CSA01	Lower South Island
WYNDHAM	FC34	Southland	CSA01	Lower South Island
AWANUI	FC01	Northland	CSA10	Northland
AHIPARA	FC01	Northland	CSA10	Northland
BROADWOOD	FC01	Northland	CSA10	Northland
DARGAVILLE	FC02	Hibiscus	CSA10	Northland
HIBISCUS COAST	FC02	Hibiscus	CSA10	Northland
HIKURANGI	FC01	Northland	CSA10	Northland
KAMO	FC01	Northland	CSA10	Northland
KAEO	FC01	Northland	CSA10	Northland
KAWAU ISLAND	FC02	Hibiscus	CSA10	Northland
KERIKERI	FC01	Northland	CSA10	Northland
KAIPARA FLATS	FC02	Hibiscus	CSA10	Northland
KAIKOHE	FC01	Northland	CSA10	Northland
KIRIKOPUNI	FC02	Hibiscus	CSA10	Northland
KENSINGTON	FC01	Northland	CSA10	Northland
KAUKAPAKAPA	FC02	Hibiscus	CSA10	Northland
KAITAIA	FC01	Northland	CSA10	Northland
KAWAKAWA	FC01	Northland	CSA10	Northland
KAIWAKA	FC02	Hibiscus	CSA10	Northland
LEIGH	FC02	Hibiscus	CSA10	Northland
MAUNGATUROTO	FC02	Hibiscus	CSA10	Northland
MANGONUI	FC01	Northland	CSA10	Northland
MAUNGAKARAMEA	FC02	Hibiscus	CSA10	Northland
MANGAKAHIA	FC01	Northland	CSA10	Northland
MAHURANGI	FC02	Hibiscus	CSA10	Northland
MAUNGATAPERE	FC01	Northland	CSA10	Northland
MATAKANA	FC02	Hibiscus	CSA10	Northland
MANGAWHAI	FC02	Hibiscus	CSA10	Northland
NGUNGURU	FC01	Northland	CSA10	Northland
OKAIHAU	FC01	Northland	CSA10	Northland
OAKLEIGH	FC02	Hibiscus	CSA10	Northland
OPONONI	FC01	Northland	CSA10	Northland
ONERAHI	FC01	Northland	CSA10	Northland

OHAEAWAI	FC01	Northland	CSA10	Northland
PAPAROA	FC02	Hibiscus	CSA10	Northland
PERIA	FC01	Northland	CSA10	Northland
PAIHIA	FC01	Northland	CSA10	Northland
PUKENUI	FC01	Northland	CSA10	Northland
PUHOI	FC02	Hibiscus	CSA10	Northland
RED BEACH	FC02	Hibiscus	CSA10	Northland
RUSSELL	FC01	Northland	CSA10	Northland
RUATANGATA	FC01	Northland	CSA10	Northland
RUAKAKA	FC02	Hibiscus	CSA10	Northland
RUAWAI	FC02	Hibiscus	CSA10	Northland
RAWENE	FC01	Northland	CSA10	Northland
TOWAI	FC01	Northland	CSA10	Northland
WAIPU	FC02	Hibiscus	CSA10	Northland
WELLSFORD	FC02	Hibiscus	CSA10	Northland
WHANGARURU	FC01	Northland	CSA10	Northland
WAIHARARA	FC01	Northland	CSA10	Northland
WHAKAPARA	FC01	Northland	CSA10	Northland
WHANGAREI	FC01	Northland	CSA10	Northland
WHANGAREI HEADS	FC01	Northland	CSA10	Northland
WARKWORTH	FC02	Hibiscus	CSA10	Northland
PARUA	FC01	Northland	CSA10	Northland
AUROA	FC19	Taranaki	CSA06	Taranaki
BELL BLOCK	FC19	Taranaki	CSA06	Taranaki
BULLS	FC18	Wanganui	CSA06	Taranaki
ELTHAM	FC19	Taranaki	CSA06	Taranaki
FRANKLEIGH PARK	FC19	Taranaki	CSA06	Taranaki
GONVILLE	FC18	Wanganui	CSA06	Taranaki
HUNTERVILLE	FC18	Wanganui	CSA06	Taranaki
HAWERA	FC19	Taranaki	CSA06	Taranaki
INGLEWOOD	FC19	Taranaki	CSA06	Taranaki
KAPONGA	FC19	Taranaki	CSA06	Taranaki
KAI IWI	FC18	Wanganui	CSA06	Taranaki
LEPPERTON	FC19	Taranaki	CSA06	Taranaki
MANAIA	FC19	Taranaki	CSA06	Taranaki
MARTON	FC18	Wanganui	CSA06	Taranaki
MANUTAHU	FC19	Taranaki	CSA06	Taranaki
MOKAU	FC19	Taranaki	CSA06	Taranaki
NATIONAL PARK	FC18	Wanganui	CSA06	Taranaki
NORMANBY	FC19	Taranaki	CSA06	Taranaki
NEW PLYMOUTH	FC19	Taranaki	CSA06	Taranaki
OPUNAKE	FC19	Taranaki	CSA06	Taranaki
OKAIAWA	FC19	Taranaki	CSA06	Taranaki
OHAKUNE	FC18	Wanganui	CSA06	Taranaki
OAKURA	FC19	Taranaki	CSA06	Taranaki
OKATO	FC19	Taranaki	CSA06	Taranaki

PATEA	FC19	Taranaki	CSA06	Taranaki
RAETIHI	FC18	Wanganui	CSA06	Taranaki
RAHOTU	FC19	Taranaki	CSA06	Taranaki
STRATFORD	FC19	Taranaki	CSA06	Taranaki
SPOTSWOOD	FC19	Taranaki	CSA06	Taranaki
TAUMARUNUI	FC18	Wanganui	CSA06	Taranaki
TAIHAPE	FC18	Wanganui	CSA06	Taranaki
TURAKINA	FC18	Wanganui	CSA06	Taranaki
URENUI	FC19	Taranaki	CSA06	Taranaki
WANGANUI	FC18	Wanganui	CSA06	Taranaki
WANGANUI EAST	FC18	Wanganui	CSA06	Taranaki
WANGANUI GIRLS COLLEGE	FC18	Wanganui	CSA06	Taranaki
WHANGAEHU	FC18	Wanganui	CSA06	Taranaki
WAIOURU	FC18	Wanganui	CSA06	Taranaki
WAREA	FC19	Taranaki	CSA06	Taranaki
WAITARA	FC19	Taranaki	CSA06	Taranaki
WAVERLEY	FC18	Wanganui	CSA06	Taranaki
AONGATETE	FC13	Tauranga West	CSA05	Tauranga/Rotorua
BETHLEHEM	FC13	Tauranga West	CSA05	Tauranga/Rotorua
COROMANDEL	FC13	Tauranga West	CSA05	Tauranga/Rotorua
EDGECUMBE	FC14	Tauranga East	CSA05	Tauranga/Rotorua
KAWERAU	FC14	Tauranga East	CSA05	Tauranga/Rotorua
KAINGAROA FOREST	FC15	Rotorua	CSA05	Tauranga/Rotorua
KAHAROA	FC15	Rotorua	CSA05	Tauranga/Rotorua
KATIKATI	FC13	Tauranga West	CSA05	Tauranga/Rotorua
LICHFIELD	FC15	Rotorua	CSA05	Tauranga/Rotorua
LYNMORE	FC15	Rotorua	CSA05	Tauranga/Rotorua
MANGAKINO	FC15	Rotorua	CSA05	Tauranga/Rotorua
MAKETU	FC14	Tauranga East	CSA05	Tauranga/Rotorua
MAMAKU	FC15	Rotorua	CSA05	Tauranga/Rotorua
MT MAUNGANUI	FC14	Tauranga East	CSA05	Tauranga/Rotorua
MATATOKI	FC13	Tauranga West	CSA05	Tauranga/Rotorua
MAUNGATAPU	FC14	Tauranga East	CSA05	Tauranga/Rotorua
MATATA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
MURUPARA	FC15	Rotorua	CSA05	Tauranga/Rotorua
NGATEA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
NGONGOTAHA	FC15	Rotorua	CSA05	Tauranga/Rotorua
NGAKURU	FC15	Rotorua	CSA05	Tauranga/Rotorua
OKERE FALLS	FC15	Rotorua	CSA05	Tauranga/Rotorua
OHOPE	FC14	Tauranga East	CSA05	Tauranga/Rotorua
OKAREKA	FC15	Rotorua	CSA05	Tauranga/Rotorua
OMOKOROA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
OPOTIKI	FC14	Tauranga East	CSA05	Tauranga/Rotorua
OTUMOETAI	FC13	Tauranga West	CSA05	Tauranga/Rotorua
PACIFIC VIEW	FC14	Tauranga East	CSA05	Tauranga/Rotorua
PUKEHINA	FC14	Tauranga East	CSA05	Tauranga/Rotorua

PAENGAROA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
PAPAMOA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
PAEROA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
PUKETURUA	FC15	Rotorua	CSA05	Tauranga/Rotorua
PUTARURU	FC15	Rotorua	CSA05	Tauranga/Rotorua
REPOROA	FC15	Rotorua	CSA05	Tauranga/Rotorua
REREWHAKAAITU	FC15	Rotorua	CSA05	Tauranga/Rotorua
ROTORUA	FC15	Rotorua	CSA05	Tauranga/Rotorua
ROTOITI	FC15	Rotorua	CSA05	Tauranga/Rotorua
TE PUNA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
TAPU	FC13	Tauranga West	CSA05	Tauranga/Rotorua
TAIRUA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
TANEATUA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
TAURANGA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
TURANGI	FC15	Rotorua	CSA05	Tauranga/Rotorua
THAMES	FC13	Tauranga West	CSA05	Tauranga/Rotorua
TIRAU	FC15	Rotorua	CSA05	Tauranga/Rotorua
TE KAHA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
TOKOROA	FC15	Rotorua	CSA05	Tauranga/Rotorua
TAUPO	FC15	Rotorua	CSA05	Tauranga/Rotorua
TE PUKE	FC14	Tauranga East	CSA05	Tauranga/Rotorua
TURUA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
TE RANGA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
TE TEKO	FC14	Tauranga East	CSA05	Tauranga/Rotorua
TE PURU	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WAIHI	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WAOTU	FC15	Rotorua	CSA05	Tauranga/Rotorua
WAIHAU BAY	FC14	Tauranga East	CSA05	Tauranga/Rotorua
WAIHI BEACH	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WELCOME BAY	FC14	Tauranga East	CSA05	Tauranga/Rotorua
WHENUAKITE	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WHANGAMATA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WHAKATANE	FC14	Tauranga East	CSA05	Tauranga/Rotorua
WHITIANGA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WAITAKARURU	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WAIMANA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
WAIRAKEI	FC15	Rotorua	CSA05	Tauranga/Rotorua
AVONHEAD	FC28	North Canterbury	CSA02	Upper South Island
ATAWHAI	FC26	Nelson/Marlborough	CSA02	Upper South Island
AMBERLEY	FC28	North Canterbury	CSA02	Upper South Island
BELFAST	FC29	Christchurch North	CSA02	Upper South Island
BRIGHTWATER	FC26	Nelson/Marlborough	CSA02	Upper South Island
BURNHAM	FC28	North Canterbury	CSA02	Upper South Island
BLLENHEIM	FC26	Nelson/Marlborough	CSA02	Upper South Island
BURWOOD	FC29	Christchurch North	CSA02	Upper South Island
CHRISTCHURCH	FC30	Christchurch City	CSA02	Upper South Island

CHEVIOT	FC28	North Canterbury	CSA02	Upper South Island
CANTERBURY TECHNOLOGY PARK	FC29	Christchurch North	CSA02	Upper South Island
CUST	FC28	North Canterbury	CSA02	Upper South Island
CULVERDEN	FC28	North Canterbury	CSA02	Upper South Island
COLLINGWOOD	FC26	Nelson/Marlborough	CSA02	Upper South Island
DARFIELD	FC28	North Canterbury	CSA02	Upper South Island
DUNSANDEL	FC28	North Canterbury	CSA02	Upper South Island
FENDALTON	FC29	Christchurch North	CSA02	Upper South Island
GLENTUNNEL	FC28	North Canterbury	CSA02	Upper South Island
HAWARDEN	FC28	North Canterbury	CSA02	Upper South Island
HORORATA	FC28	North Canterbury	CSA02	Upper South Island
HANMER SPRINGS	FC28	North Canterbury	CSA02	Upper South Island
HAREWOOD	FC29	Christchurch North	CSA02	Upper South Island
HAVELOCK	FC26	Nelson/Marlborough	CSA02	Upper South Island
ISLINGTON	FC28	North Canterbury	CSA02	Upper South Island
KAIAPOI	FC29	Christchurch North	CSA02	Upper South Island
KAIKOURA	FC26	Nelson/Marlborough	CSA02	Upper South Island
KIRWEE	FC28	North Canterbury	CSA02	Upper South Island
LOBURN	FC28	North Canterbury	CSA02	Upper South Island
LOWER MOUERE	FC26	Nelson/Marlborough	CSA02	Upper South Island
LOCHMARA	FC26	Nelson/Marlborough	CSA02	Upper South Island
MURCHISON	FC26	Nelson/Marlborough	CSA02	Upper South Island
MIDDLETON	FC28	North Canterbury	CSA02	Upper South Island
MEMORIAL AVE	FC29	Christchurch North	CSA02	Upper South Island
MAPUA	FC26	Nelson/Marlborough	CSA02	Upper South Island
MOTUEKA	FC26	Nelson/Marlborough	CSA02	Upper South Island
NEW BRIGHTON	FC29	Christchurch North	CSA02	Upper South Island
NGATIMOTI	FC26	Nelson/Marlborough	CSA02	Upper South Island
NELSON	FC26	Nelson/Marlborough	CSA02	Upper South Island
OHOKA	FC28	North Canterbury	CSA02	Upper South Island
OMIHI	FC28	North Canterbury	CSA02	Upper South Island
OXFORD	FC28	North Canterbury	CSA02	Upper South Island
PARNASSUS	FC28	North Canterbury	CSA02	Upper South Island
PICTON	FC26	Nelson/Marlborough	CSA02	Upper South Island
PAPANUI	FC29	Christchurch North	CSA02	Upper South Island
RAI VALLEY	FC26	Nelson/Marlborough	CSA02	Upper South Island
RENWICK	FC26	Nelson/Marlborough	CSA02	Upper South Island
RICHMOND	FC26	Nelson/Marlborough	CSA02	Upper South Island
RICCARTON	FC28	North Canterbury	CSA02	Upper South Island
ROLLESTON	FC28	North Canterbury	CSA02	Upper South Island
RANGIORA	FC28	North Canterbury	CSA02	Upper South Island
ST ARNAUD	FC26	Nelson/Marlborough	CSA02	Upper South Island
SCARGILL	FC28	North Canterbury	CSA02	Upper South Island
SPRING CREEK	FC26	Nelson/Marlborough	CSA02	Upper South Island
SHEFFIELD	FC28	North Canterbury	CSA02	Upper South Island

SEDDON	FC26	Nelson/Marlborough	CSA02	Upper South Island
SEFTON	FC28	North Canterbury	CSA02	Upper South Island
SPENCERVILLE	FC29	Christchurch North	CSA02	Upper South Island
SHIRLEY	FC29	Christchurch North	CSA02	Upper South Island
STOKE	FC26	Nelson/Marlborough	CSA02	Upper South Island
ST ALBANS	FC29	Christchurch North	CSA02	Upper South Island
TAKAKA	FC26	Nelson/Marlborough	CSA02	Upper South Island
THORPE	FC26	Nelson/Marlborough	CSA02	Upper South Island
TAPAWERA	FC26	Nelson/Marlborough	CSA02	Upper South Island
TASMAN	FC26	Nelson/Marlborough	CSA02	Upper South Island
TAHUNANUI	FC26	Nelson/Marlborough	CSA02	Upper South Island
UPPER MOUTERE	FC26	Nelson/Marlborough	CSA02	Upper South Island
WARD	FC26	Nelson/Marlborough	CSA02	Upper South Island
WAKEFIELD	FC26	Nelson/Marlborough	CSA02	Upper South Island
WOODEND	FC28	North Canterbury	CSA02	Upper South Island
WAIPARA	FC28	North Canterbury	CSA02	Upper South Island
WAIAMAU	FC28	North Canterbury	CSA02	Upper South Island
BRYMER	FC12	Waikato West	CSA11	Waikato
CAMBRIDGE	FC11	Waikato East	CSA11	Waikato
CLAUDELANDS	FC11	Waikato East	CSA11	Waikato
ELSTOW	FC11	Waikato East	CSA11	Waikato
EUREKA	FC11	Waikato East	CSA11	Waikato
FLAGSTAFF	FC11	Waikato East	CSA11	Waikato
FRANKTON	FC12	Waikato West	CSA11	Waikato
GORDONTON	FC11	Waikato East	CSA11	Waikato
HINUERA	FC11	Waikato East	CSA11	Waikato
HUNTLY	FC11	Waikato East	CSA11	Waikato
HAMILTON	FC12	Waikato West	CSA11	Waikato
HAMILTON EAST	FC11	Waikato East	CSA11	Waikato
HOROTIU	FC12	Waikato West	CSA11	Waikato
KIWITAHU	FC11	Waikato East	CSA11	Waikato
KAWHIA	FC12	Waikato West	CSA11	Waikato
MATAMATA	FC11	Waikato East	CSA11	Waikato
MANAWARU	FC11	Waikato East	CSA11	Waikato
MORRINSVILLE	FC11	Waikato East	CSA11	Waikato
MATANGI	FC11	Waikato East	CSA11	Waikato
MELVILLE	FC12	Waikato West	CSA11	Waikato
NGARUA	FC11	Waikato East	CSA11	Waikato
NGAHINAPOURI	FC12	Waikato West	CSA11	Waikato
NGARUAWAHIA	FC12	Waikato West	CSA11	Waikato
OTOROHANGA	FC12	Waikato West	CSA11	Waikato
OHAUPO	FC12	Waikato West	CSA11	Waikato
ORINI	FC11	Waikato East	CSA11	Waikato
OTEWA	FC12	Waikato West	CSA11	Waikato
PIO PIO	FC12	Waikato West	CSA11	Waikato
PIRONGIA	FC12	Waikato West	CSA11	Waikato

PARAWERA	FC12	Waikato West	CSA11	Waikato
RAGLAN	FC12	Waikato West	CSA11	Waikato
TE PAHU	FC12	Waikato West	CSA11	Waikato
TE AWAMUTU	FC12	Waikato West	CSA11	Waikato
TE POI	FC11	Waikato East	CSA11	Waikato
TE KAWA	FC12	Waikato West	CSA11	Waikato
TAHUNA	FC11	Waikato East	CSA11	Waikato
TE AROHA	FC11	Waikato East	CSA11	Waikato
TE KUITI	FC12	Waikato West	CSA11	Waikato
TE KOWHAI	FC12	Waikato West	CSA11	Waikato
TAUPIRI	FC11	Waikato East	CSA11	Waikato
TE RAPA	FC12	Waikato West	CSA11	Waikato
TE UKU	FC12	Waikato West	CSA11	Waikato
TE KAUPHATA	FC11	Waikato East	CSA11	Waikato
WARDVILLE	FC11	Waikato East	CSA11	Waikato
WAERENGA	FC11	Waikato East	CSA11	Waikato
WHATAWHATA	FC12	Waikato West	CSA11	Waikato
WALTON	FC11	Waikato East	CSA11	Waikato
WAITERIMU	FC11	Waikato East	CSA11	Waikato
WAITOA	FC11	Waikato East	CSA11	Waikato
COURTENAY PLACE	FC25	Wellington South	CSA03	Wellington
FOXTON BEACH	FC21	Horowhenua	CSA03	Wellington
FOXTON	FC21	Horowhenua	CSA03	Wellington
HATAITAI	FC25	Wellington South	CSA03	Wellington
ISLAND BAY	FC25	Wellington South	CSA03	Wellington
JOHNSONVILLE	FC23	Porirua	CSA03	Wellington
KILBIRNIE	FC25	Wellington South	CSA03	Wellington
KELBURN	FC23	Porirua	CSA03	Wellington
KHANDALLAH	FC23	Porirua	CSA03	Wellington
KARORI	FC23	Porirua	CSA03	Wellington
LEVIN	FC21	Horowhenua	CSA03	Wellington
MIRAMAR	FC25	Wellington South	CSA03	Wellington
MANAKAU	FC21	Horowhenua	CSA03	Wellington
OTAKI	FC21	Horowhenua	CSA03	Wellington
PAEKAKARIKI	FC21	Horowhenua	CSA03	Wellington
PUKERUA BAY	FC21	Horowhenua	CSA03	Wellington
PLIMMERTON	FC21	Horowhenua	CSA03	Wellington
PARAPARAUMU	FC21	Horowhenua	CSA03	Wellington
PORIRUA	FC23	Porirua	CSA03	Wellington
RAUMATI	FC21	Horowhenua	CSA03	Wellington
SHANNON	FC21	Horowhenua	CSA03	Wellington
TE HORO	FC21	Horowhenua	CSA03	Wellington
TITAHI BAY	FC21	Horowhenua	CSA03	Wellington
TAWA	FC23	Porirua	CSA03	Wellington
WAIKANAE	FC21	Horowhenua	CSA03	Wellington
WELLINGTON	FC24	Wellington City	CSA03	Wellington

WHITBY	FC21	Horowhenua	CSA03	Wellington
WELLINGTON SOUTH	FC25	Wellington South	CSA03	Wellington
WAITANGIRUA	FC21	Horowhenua	CSA03	Wellington