

# Changes to Copper Landline and Broadband Services in New Zealand



## Staying connected into the future

The way your landline and broadband services connect may change in the future. The telecommunications industry is upgrading to more modern, reliable and efficient connections that deliver world-class speeds. These changes will ensure that you have access to the best possible connectivity and can take advantage of the many benefits that modern technology has to offer.

## There are two principal changes affecting copper services

### Chorus' Copper Withdrawal

Turning off the copper network in areas where fibre is available.

### Spark's PSTN Switch-off

The retirement of the Public Switched Telephone Network (PSTN).

- If Chorus or your service provider doesn't contact you about these changes, you're not affected.
- These changes are not happening overnight - instead they are being rolled out over several years, area by area.
- You can keep your existing phone number, landline and broadband. The way these are connected will just be upgraded to a more modern technology.
- If no alternative technology is available, you will not be asked to move from copper.

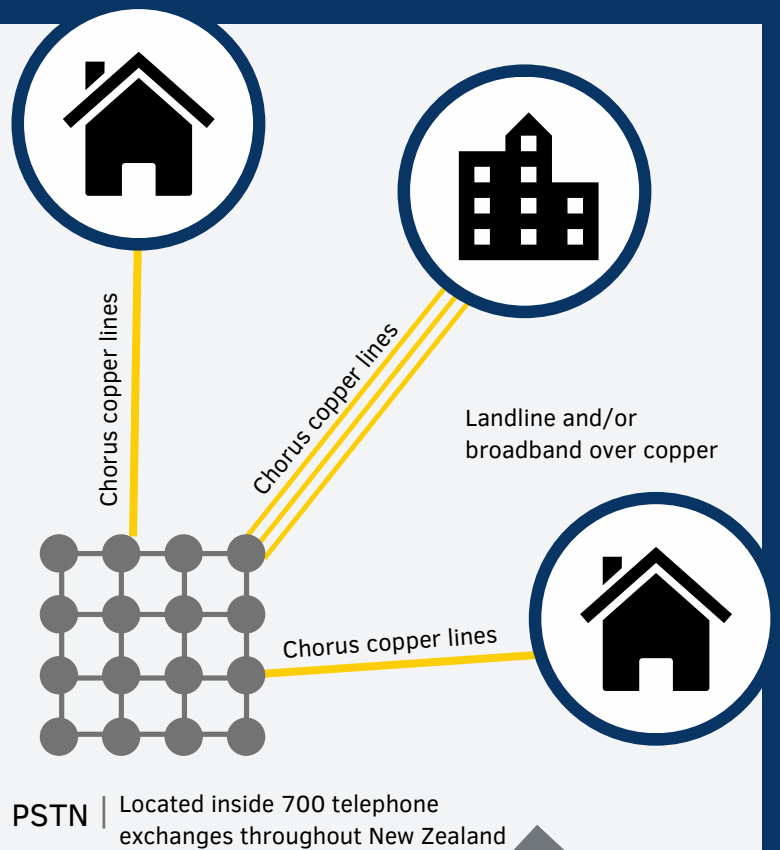


TOP TIP

If you're on a copper connection today, take some time to explore your alternatives. If there are options available, you can change to an alternative service at any time; you don't need to wait.

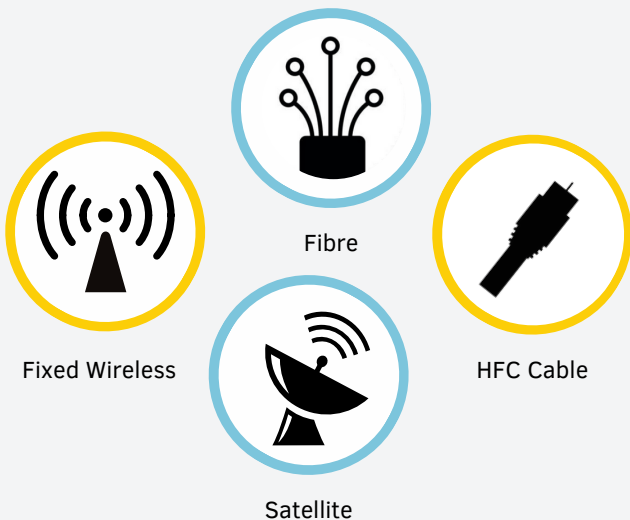
## Copper Withdrawal

With the roll out of the fibre network, New Zealand is now less dependent on copper for its telecommunications needs. Chorus, the owner and operator of the copper network, is now able to withdraw copper services in areas where fibre is available. To make the transition as smooth as possible, Chorus is working closely with the Commerce Commission and service providers to ensure everyone affected understands the process.



## PSTN Switch-off

The PSTN is a network of switches that automatically connect landline calls from one person to another over copper lines. Operated by Spark, the PSTN is now nearing end-of-life. To keep New Zealand connected into the future, the old PSTN is being retired area by area where more modern technology is available. Customers still using the service, no matter who their service provider is, will need to transition to newer alternatives.



## What options do I have?

If you have been told, by Chorus or your service provider, that you are affected by either copper withdrawal or the PSTN switch-off, you will have alternative technologies available to keep your landline and broadband services connected. In some cases, you may be able to choose from several options, including fibre, fixed wireless, HFC cable or satellite. Check out the broadband map to see what options are available at your address:

[www.broadbandmap.nz](http://www.broadbandmap.nz).

If no alternative technology is available, you will not be asked to move from copper.

## What do I need to do?

If Chorus or your service provider has been in touch about changes, you'll be asked to switch to new technology or, if you prefer, to a new service provider. You will need to talk to your service provider about what options are available to you. Modern networks offer so much more than voice calling and this will be a good opportunity to talk about your needs for the future.

## When is this happening?

Copper withdrawal is likely to take several years and will be conducted in carefully planned stages.

The PSTN will be switched off area-by-area as more alternative technologies become available over the coming years.

Your service provider will be in touch if you're affected.

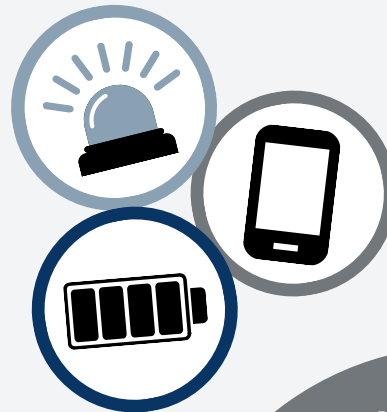
**Remember: If Chorus or your service provider doesn't contact you about these changes, you're not affected and your current services will continue.**

### What happens in a power cut?

New digital technologies, including fibre, fixed wireless, HFC cable and satellite, require power to work, so you'll need to take steps to ensure you can stay connected in a power cut.

Be prepared! Keep a charged mobile phone as a handy backup or purchase a portable power bank and keep it charged in an easy-to-find place.

**TOP TIP**



### What happens with my monitored medical alarm or house alarm?

If you have a medical alarm, monitored home security alarm or other service that relies on your current copper connection, be sure to get in touch with your alarm provider. They'll be able to help you take the right steps to ensure these services operate effectively on your new connection.

### What if I am a vulnerable customer?

If you rely on your landline to call 111 emergency services for health, disability or safety reasons, talk to your service provider to see if you are eligible to register as a vulnerable consumer. If necessary you may be provided with an alternative solution to contact 111 in the event of an emergency during a power outage.

## What consumer protections are in place?

The Commerce Commission has developed a code that sets out the conditions Chorus must meet before copper services can be withdrawn. This process ensures you have all the information about your alternative options and allows you six months to plan. For more information go to [www.comcom.govt.nz/coppercode](http://www.comcom.govt.nz/coppercode).

The telecommunications industry also has a set of rules around the PSTN switch-off that ensures customers understand their rights and options. If you want to know more about the codes behind this process, check out the TCF website: [www.tcf.org.nz/copper](http://www.tcf.org.nz/copper).

## What happens if I have questions about the process?

### Copper Withdrawal

Contact Chorus, or your service provider, if you have questions about moving from your copper connection.

### PSTN Switch-off

Contact your service provider if your questions relate to changes to the PSTN.

## Need more help to resolve a query?

The Telecommunications Dispute Resolution (TDR) is a free and independent service helping to resolve disputes between customers and their service provider.

Go to [www.tdr.org.nz](http://www.tdr.org.nz) for more information.

## Upgraded technology means better connectivity

New Zealand is leading the world when it comes to connectivity. With mobile, fibre, fixed wireless, HFC cable and satellite delivering better connectivity in more places, Kiwis can work, learn and play online across the country.

**You can find more information on the TCF website [www.tcf.org.nz/copper](http://www.tcf.org.nz/copper).**



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This factsheet was created by the TCF, supported by the Commerce Commission and TDR