

Copper Withdrawal Code

End-user Scenarios

Process Diagrams

August 2019



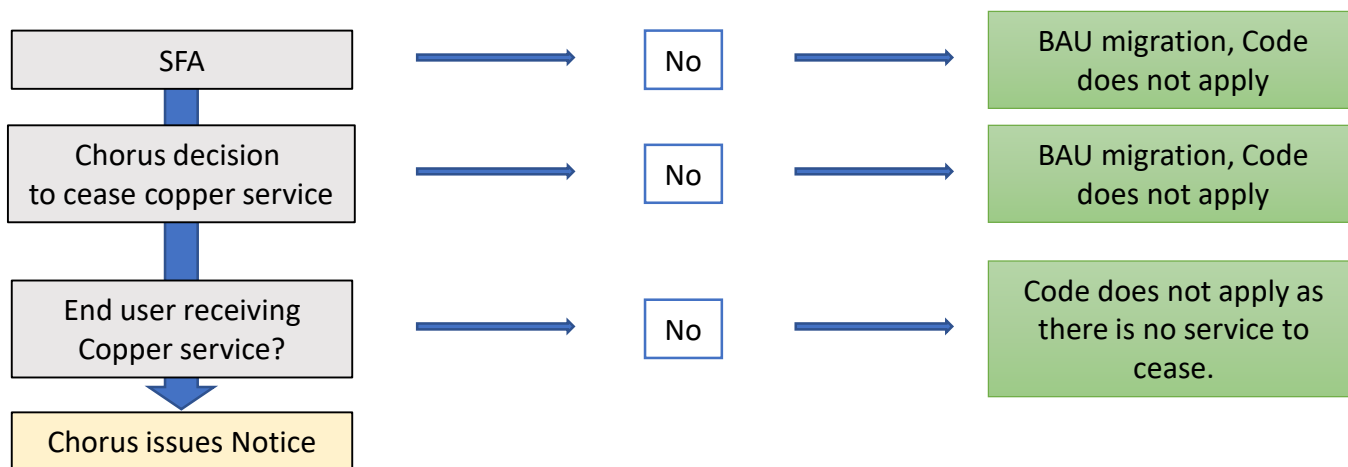
Overview of the CWC Process

Note

- Purpose of these slides is to set out a high level view of the process and potential end-user scenarios.
- Other factors will be involved such as the 111 Contact Code.
- There is a range of questions about the detail of how the process will be applied, including the role of Chorus, RSPs and the LFCs.



Application of the CWC



End User Scenarios

Chorus issues notice

1. End-User cancels Copper Service

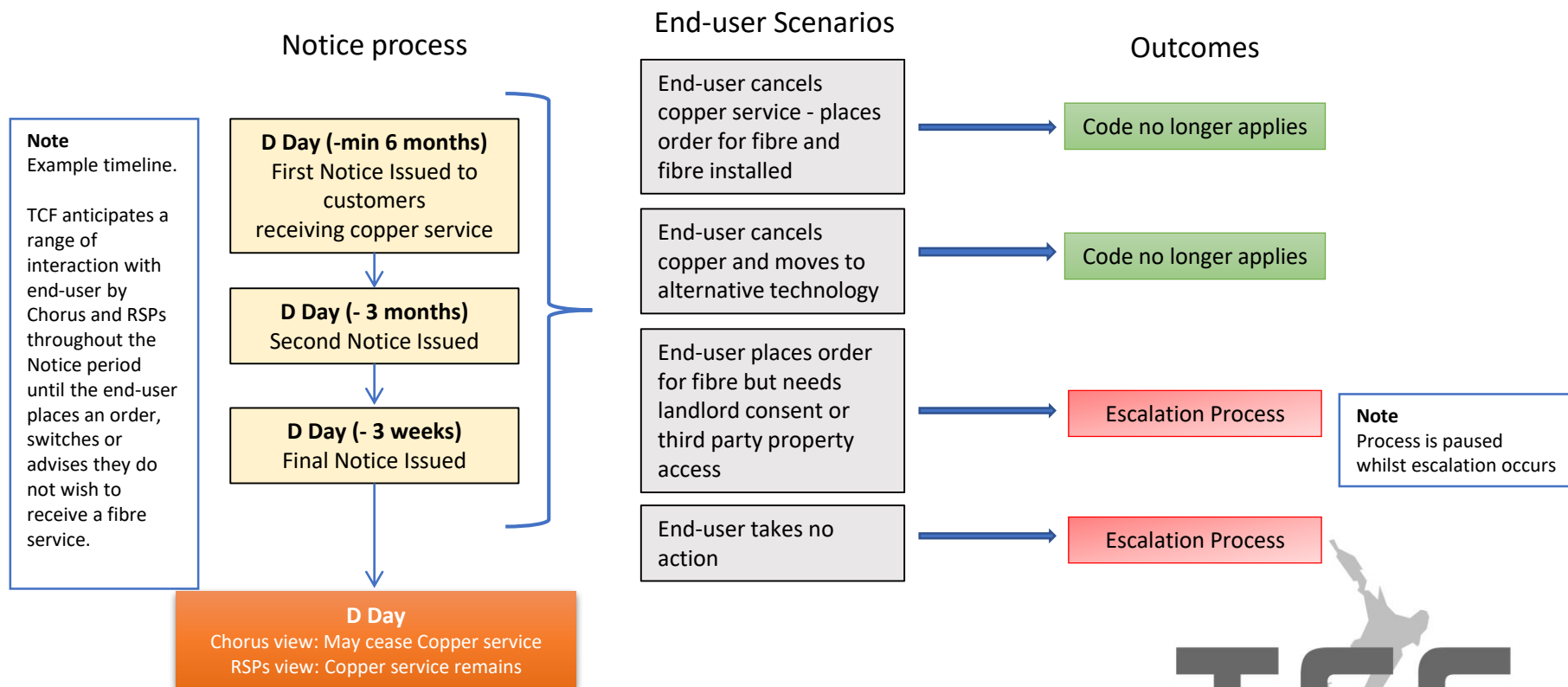
- a) Order placed – CWC process paused until fibre is installed e.g. no further notices are issued. CWC stops for that end-user. Code no longer applies.
- b) No order placed - customer elects to switch to alternative technology and cancels copper service – process stops for that end-user and Code no longer applies.

2. Copper Service not cancelled – Escalation process

- a) Fibre order is placed but legal impediment to installation i.e. third party property access or landlord permission issue. CWC process is paused until Chorus exhausts completes all reasonable efforts to resolve any impediments. If not resolved, process recommences from the point at which it was paused until D day. Chorus: may cease copper service; RSPs: copper service remains.
- b) No order placed – Reluctant End-user does not wish to receive fibre or alternative technology. CWC process is paused until Chorus exhausts completes all reasonable efforts to resolve any impediments. No resolution, CWC allows Chorus to stop the supply of copper service.

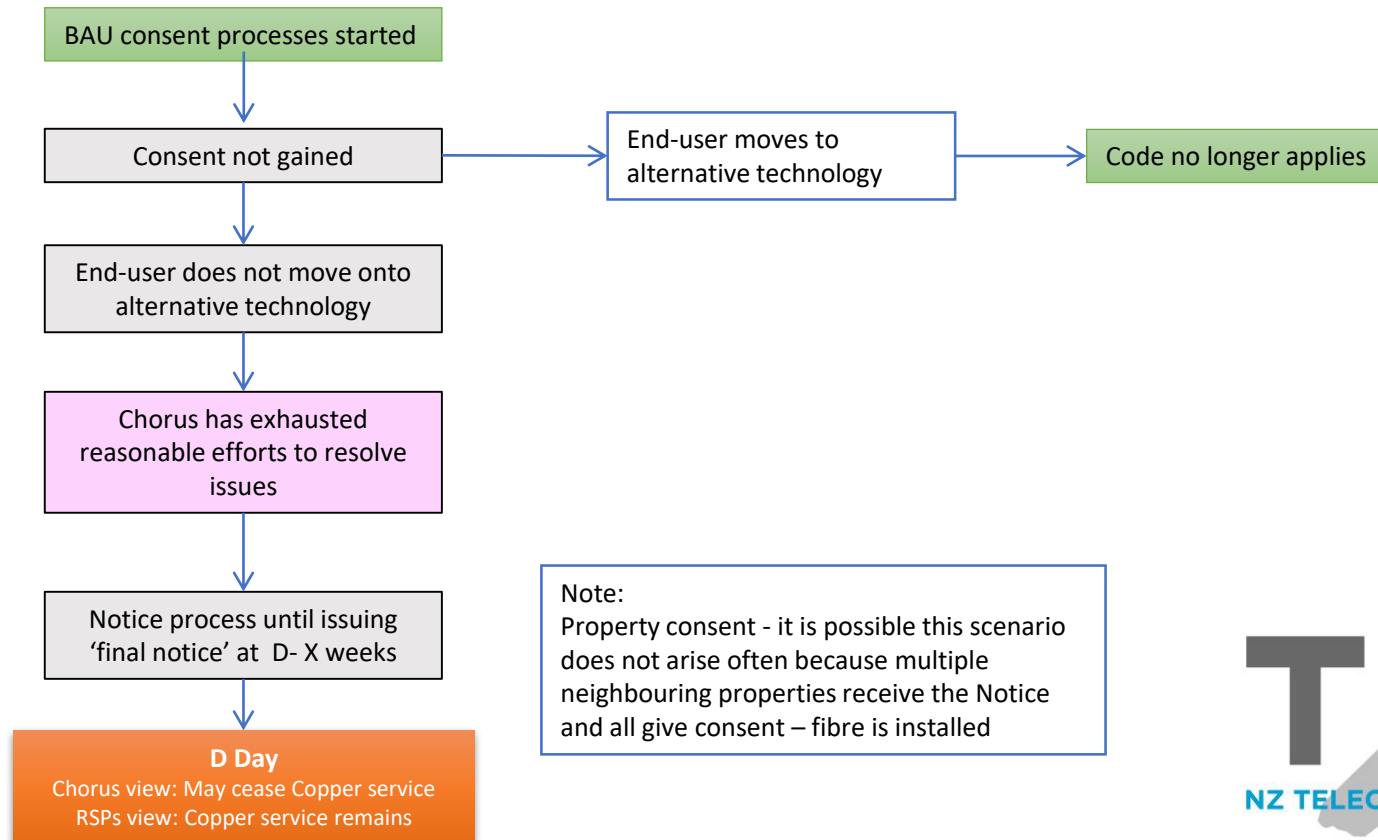


Copper Withdrawal Code Process



Escalation Process

3rd Party Property Consent or Landlord Consent required



Escalation Process

