

# Draft Copper Withdrawal Code Submission

Submitted by: Electra Services Limited trading as Securely

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In general terms we have no comment in regards the Code as to the individual consumer information provided and timeframes.

**1. How often and how long should the notice period be?**

Six month notice to consumers with a follow up three month and one month notice

**2. What information should Chorus provide to consumers?**

As the code proposes.

It should be strongly highlighted that the newer technology may not work in a power cut and that vulnerable, elderly and disabled people may be eligible for extra support to maintain their landline phone equivalent service (as per the 111 Contact Code).

**3. How should consumers be notified?**

Mail, email and text

**4. Who needs to be informed?**

The consumer and landlord as per the Code

As an alarm monitoring service, we need to proactively work with our clients that may be affected, well before the Copper Withdrawal change takes place. Often alarms are overlooked by clients when they change to fibre, until after the fibre has been installed and the alarm is no longer operational. As these alarms are sometimes life critical for clients, such as medical, panic or duress alarms, organisation's, other than the individual consumer, need access to information about the copper withdrawal for planning and changing out equipment types that are operating on existing landline services and will be impacted. This information needs to be available, based on the area affected (not individual address's), at least six months prior to the Copper Withdrawal taking place and should include:

- a. the name of the area that is to be affected
- b. the anticipated date that the area will be affected by the Copper Withdrawal – to include the anticipated start and completion date for work within the designated area.
- c. a map showing the boundaries of the area's affected, must also be provided.  
(Currently Spark have their Landline Voice Upgrade webpage with dates for changes in certain areas however the exact area affected can be difficult to define.)

**5. Functionality of copper services**

No comment