

Last June I requested fibre through Spark.

They have done most of our road, [REDACTED], Coromandel, but for some mysterious reason they stopped at [REDACTED] leaving about 6 houses at the end of the peninsular without fibre. I asked them to give me a price to get to [REDACTED] (our address), a distance of about 200 metres. This estimate costs \$200.

Spark lost my application last year so I started the process again. I then spoke to one employee [REDACTED] from Spark, who had been working for them for five years, who said he had never known any of the Price on Application requests actually go through as Chorus doesn't like doing them.

Then a man called [REDACTED] from Downer rang me from Rotorua to ask me where we wanted the fibre to go to on our boundary. During the course of the conversation I asked him if he knew of a rough guess how much this would cost. He said: "I do my estimate and then that is passed on to Chorus and then they add their risk." What does that mean?" I asked. He said: "Risk is money. My estimate won't be much but the end figure will be a lot more."

I have no idea what "risk" they may manufacture as an excuse for not doing this at a reasonable price.

This week I finally got my estimate for 200m, 10 months after my original request, for a fibre connection. \$8,963.25 +GST.

I am beyond stunned by this figure and as Chorus have a monopoly on this I can only surmise that this is a rort. How can the government allow this to happen to ordinary consumers?

We are trying to run businesses from our home and desperately need a decent internet connection. I have run out of options and don't know where to turn to. Is this the best we can do in this country? It's a shockingly bad service from Chorus, augmented by a terrible uncaring attitude from Spark.