

8 December 2020

JB Rousselot
Chief Executive Officer
Chorus Limited
Level 10, 1 Willis Street
Wellington Central
WELLINGTON 6011

Dear Mr Rousselot

Specified Fibre Areas – continued application of Standard Term Determinations and treatment of copper services under the Copper Withdrawal Code

Thank you for your letter of 27 November 2020 outlining Chorus's commitment to supply UBA or UCLF services in Specified Fibre Areas (**SFAs**) on Standard Terms Determination terms for existing users. This commitment would commence on the date the Copper Withdrawal Code (**CWC**) comes into force until 31 December 2021.

Your letter also outlined Chorus's commitment to adopt a process that is substantively similar for copper withdrawal for end-users on commercial variants of copper services in SFAs as applicable under the CWC for the relevant regulated or deregulated services (Equivalent Process) before withdrawal of those services. Again, this commitment applies from the date the CWC comes into force until 31 December 2021.

We consider that the combination of these two commitments will help to ensure consumers have appropriate protections and a positive experience during the transition to fibre and other next generation technologies, regardless of the underlying wholesale copper service. These protections include receiving six months' notice of withdrawal of the end-user's copper service, provision of sufficient information to make informed choices, and securing continuity of telecommunications services.

As you note in your letter, the Commission intends to commence a review of the CWC within 12 months of publication of the CWC, to ensure the Code is meeting its purpose of consumer protection while also adequately facilitating the withdrawal of copper services.

In addition to our own monitoring of the CWC, it would be helpful for Chorus to collate evidence and examples of where and how the CWC could be improved to help inform this review.

We thank Chorus for constructively engaging with us on this process.

Please email Sam Norman (sam.norman@comcom.govt.nz) if you have any questions in relation to this letter.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tristan Gilbertson', followed by a period.

Tristan Gilbertson
Telecommunications Commissioner