

Commerce Commission

13 August 2021

Hello, Can I please reply to the open letter to telco's from a customer's point of view.

Now I know and realize that the service is on a slippery slope almost out the door, BUT I do have some ideas

1) Can the commission make a decision that where fibre is installed into a property that Integrated wiring (a copper to fibre cut over) IS completed as a part of the process? Now when the home was built two things happened a service lead was taken from the footpath to the demarcation point on the side of the home, yes this happens with fibre. BUT 2) a wire was then attached to the service lead and this fed the first and other internal jack points. This is NOT completed as part of the install unless it is specifically asked for.

On top of this Telephone wiring. This has been a disaster for many years. For people wiring a new house, the best option is to install and run a cat6 ethernet cable from the demarc box to the modem. Place an Rj45 keystone into a two- gang faceplate. An Rj45 to Rj11 ethernet cable (cat5e) is patched between the wall keystone and the modem. Ethernet cable is designed to do this and give a better signal than the cheap flat cable that comes from China somewhere. This will give the best internet connection that the home can receive based on distance to the equipment. For those whom have to use a xdsl internet, Please, make it the telco's responsibility to provide the best available connection, even if adsl may give a faster connection speed over vdsl based on distance from the equipment.

Homes that are being built, have a single Cat6/6a ethernet cable installed and run to the modem's jack point. The telephone internal cables have a jack point placed near beside the modem and a cable run to a telephone hub. This hub takes the line in and makes it available to the line out cables that go to phone sockets, that have phones plugged into them

With the growing demand and cost of the old Bt (bt413 male phone plug) and the cost of the two wire telephone sockets, many installers have started using Rj45 keystones and ethernet cables to wire up homes. Is there a way that the commission can regulate that a cat5e (minimum) cables and keystones be used. This means that an adapter cable be used (and placed in the phone's box and sold as a separate unit. The cable can come from China (if it has to), Bt has moulded ends (Rj45 and Rj11 at each end. A lot of phones now you can place a different cord into the phone. The Bt socket has been with us since the 1980's. This way we are moving with the times and updating items that need it.

Now onto the Spark's PSTN withdrawal

If a home has copper, then fibre should become the main stay as it is a logical replacement. This means that by DEFAULT the home is fibred with interrogated wiring. This should be a BAU process, like for line, especially with a free install (till 31 Dec 2021 at the time of writing). I do NOT know or have knowledge if this will continue into 2022 and beyond.

I realise that there are telco's pushing fixed wireless as an option vs fibre. Now let's say you purchase a \$4 million dollar home in an Auckland flash suburb, then you have to turn around and pay say \$5k to have fibre installed. This will be because the previous owners went with what I'm calling an inferior product, rather than paying a wholesale charge to Chorus, thus improving their bottom-line profit.

Spark Naked xdsl

Did the commission realise that in order to bill copper based naked internet customer's, Spark had to place a telephone line at the connected site. This phone line could only dial emergency numbers (it was in & out call bared). NOW after many years Spark has decided to close the pstn network. These customers STILL have a phone line attached.

Let's say that I live in a country area, I can get a good vdsl connection. I transfer my internet to Fred flintstone telco. Chorus do its job and point the copper away from spark to the gaining provider. A notification is sent to Spark to stop billing xdsl internet. When the billing is completed by Spark, the internet billing stops, BUT a charge is added for the phone line that Spark needed to place to bill says x thousand customers. Can you imagine the bad will and complaining customers.

Spark Email

Xdsl customers will have Spark's xtra email addresses. Some of the emails may relate to friends and relatives that have passed, papers that are needed for court documents etc. I suspect that many other important documents to the customer. Now I suspect that Spark will not give away free email addresses, and a monthly charge will apply. Again, the customer needs time to make ma decision (say six months) to decide what to do, how to store this information etc. Yes there are free emails out there gmail, outlook, Yahoo etc (to name a few). But you have to give people tine to update their information and change information given to people whom send emails to them e.g. IRD, MSD etc.

SLOW COPPER INTERNET

With the closing of the copper exchanges, many customers may see an increase in internet speed. To get the best from their copper internet a cat6 ethernet cable should be placed onto the copper Chorus service lead, This, is then routed to the modem's cat6 keystone and terminated. A jack point is placed near the modem and wired up to the for all of the services needed. The usual references to check cpe equipment etc.

Thanks so much

