

2022 Review of the Measuring Broadband New Zealand Programme

Submission to Commerce Commission

I wish to draw the Commission's attention to Chorus' failure to communicate transparent timelines for implementation of Fibre and HyperFibre.

I reside in the Lucas Heights area of Auckland City sandwiched between Fibre access availability in Albany Village and the largely rural area of Paremoremo which includes the maximum security prison.

The separate communities of Riverhead and Huapai enjoy the benefits of fibre access. Installation clearly involved substantial routings to link those locations and begs the question why intermediate locations have been excluded from the plan.

We currently have access to VDSL on copper line and post Spark's exchange closure experienced ongoing problems for several months. We are dependant on VOIP for land line and consequently lose access to the telecommunications system when the frequent power outages occur in our area.

As now a home based business we are hostage to the vagaries of Chorus and ISP decision making, further highlighted with the ongoing

There is no longer emergency communications access in times of stress because even if one was to have a cell phone, overall capacity is inadequate to deal with demand.

In an effort to resolve this I have contacted both my ISP and Chorus. The ISP advised that they were unable to identify a rollout date and referred me to Chorus.

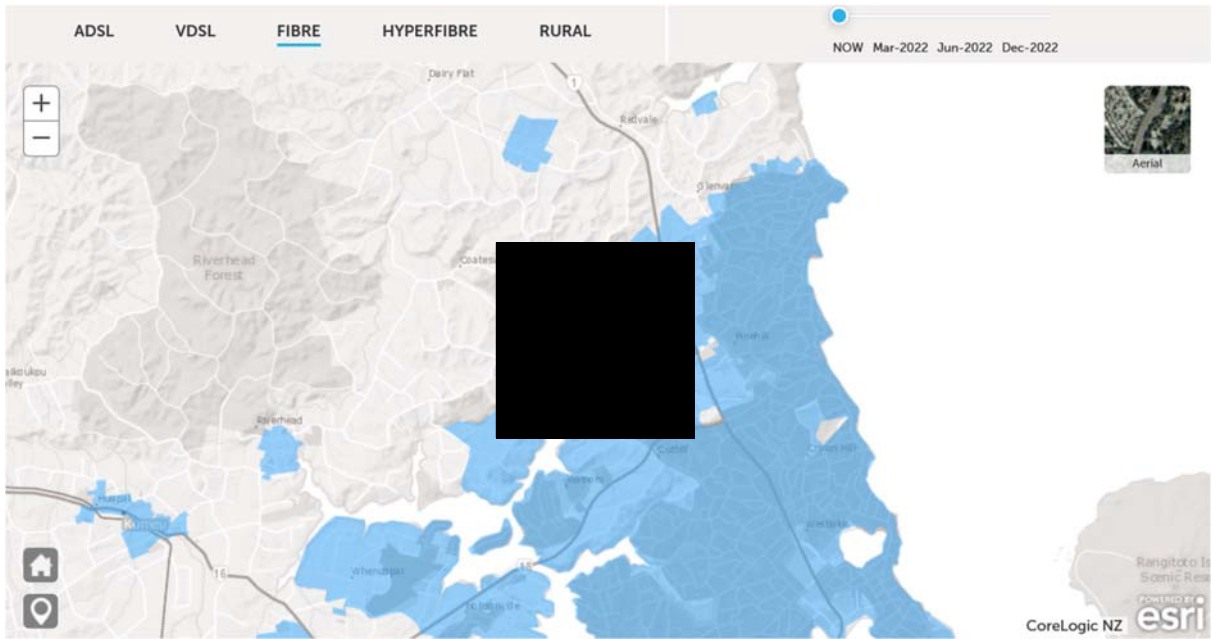
The communication with Chorus was even less fruitful. They advised that **there are no plans** to roll out fibre connections to Lucas Heights and that if I, or my neighbours, wished to have fibre access we would have to fund it, which is at odds with other areas of the country. This also does not reflect government's commitment in justifying the dismantling of the current network and installation of fibre services.

In summary the advice from Chorus reinforces the inequity in the fibre rollout process, compromises business development, and has the potential to disadvantage the vulnerable in the long term.

At a minimum every consumer at every address is entitled to know when fibre access will be available to ensure that the vulnerable are not left exposed business investment/ placement is not compromised by poor communications and residential users also have the opportunity to plan their existence.

Chorus' attitude of "there are no plans" and if you want it you have to fund it up front is unacceptable and I seek the Commission's indulgence to require Chorus to amend its policies and deliver an adequate level of service to all New Zealanders.

The attached screenshot discloses the issue.



23 February 2022