

# Summary of consumer feedback on the draft Copper Withdrawal Code

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## About this document

This document summarises the feedback we received from consumers on our draft Copper Withdrawal Code. We published the draft Code on 20 May 2020 and invited consumers to tell us their views, including by completing an online feedback form that asked questions about some key aspects of the Code. Feedback closed on 17 July 2020 and overall 148 New Zealanders provided us with feedback.

This document includes:

- A foreword from the Telecommunications Commissioner;
- A summary of the key themes from the feedback we received;
- A copy of the information provided to consumers and the questions on the feedback form; and
- A copy of each completed feedback form.

We note that some of the feedback was marked as confidential, so we have removed these from this document, however all feedback has contributed to the key themes.

# Foreword

Kia ora,

Ngā mihi mo to whakaaro.

Thank you for submitting your views on the draft 111 Contact and Copper Withdrawal Codes.

These draft Codes are important for consumers:

- The draft 111 Contact Code ensures that vulnerable consumers, or persons on their behalf, have reasonable access to an appropriate way to contact the 111 emergency service in the event of a power failure.
- The draft Copper Withdrawal Code includes the minimum protections for consumers required by law that need to be met before Chorus can stop supplying copper phone and broadband services. The Code cannot stop the phasing out of the copper network, as New Zealand moves to fibre, but will help ensure a smoother transition between networks.

We received over 280 items of feedback from individual consumers, and 47 submissions on these two draft codes. We are delighted with the level of interest the quality of responses.

We are particularly grateful to the community, voluntary and consumer advocacy organisations who reached out to their members about the code and encouraged their members to give feedback. We appreciate the personal insights and experiences shared with us by so many New Zealanders of what matters to them and why.

Our team is now reviewing this feedback and will use it to shape and refine the Codes. This will ensure they support people who need them now and in the future.

We aim to publish the final version of the Codes in September 2020.

Ngā mihi nui.

Tristan Gilbertson

**Telecommunications Commissioner**

# Copper Withdrawal Code feedback form

## Summaries of the code and questions to aid feedback

### How often and how long should the notice period be?

The draft copper withdrawal code (the draft code) sets out the requirements that Chorus, the provider of the copper telecommunications network, must meet before it can stop supplying copper services to consumers living in areas where fibre is already available.

These requirements include that consumers must be contacted at least three times and be sent certain information (more details in the next question, 2) before Chorus, can stop supplying a copper service. The first contact must be at least 6 months before Chorus proposes to stop supplying copper services.

### Does this give consumers enough time to move onto fibre or other technologies?

### What information should Chorus provide to consumers?

From at least 6 months before the date Chorus intends to stop supplying copper, the draft code sets out information that Chorus must provide to a consumer when giving notice. The following information needs to be provided before the copper service can be stopped:

- the outline of the notification process and the proposed date services will be stopped
- an explanation of why copper services are being stopped including an overview of the code
- the fibre and non-fibre network options available to the customer – and consequences of choosing not to take a further service
- how to order a fibre service
- newer technology may not work in a power cut and possible backup options
- information on the 111-contact code, the code gives protection to home phones consumers who in the event of a power cut are more likely to need to contact emergency services – please note the 111 contact code is currently draft and we are seeking feedback on it
- devices like fax machines and medical alarms may not work with fibre services
- how to make a complaint under the code.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

### How should consumers be notified?

When giving notice of intention to stop supplying copper services the code says that at a minimum Chorus must contact consumers by mail.

### Should the code specify any other ways to contact consumers?

### **Who needs to be informed?**

Chorus must notify your current telecommunications provider that they intend to stop supplying copper services at your address. If you rent the property, where the service is received, your landlord will also be contacted by Chorus.

**Does anyone else need to be informed?**

### **Functionality of copper services**

A household or business may have services or devices that rely on copper connections, which cannot be used over fibre. This could include fax machines, relay services and some medical alarms.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

### **General response**

**Do you have any other suggestions or comments about the copper withdrawal code**

# Copper Withdrawal Code: Consumer feedback



## Summary

148 consumers fed back on the Copper Withdrawal Code.

We summarised key aspects of the code in plain English and asked questions about:

- Notification
- Who needs to know
- Other protections
- Information delivered



## Notice

Most consumers agreed that six months is sufficient notice.

9-12 months for consumers who are away large parts of the year and for consumers time to save for any additional costs.

"The timeframe seems fair. It is important that Chorus confirms...with customers, particularly the elderly and vulnerable, that the contract has been received and understood. These timeframes just can't be a checklist. Chorus must be able to prove (and be held accountable) to properly engaging with customers."

"Yes, but I feel that the comms should come directly from the...provider – I don't pay a bill to Chorus."

Many consumers said that notification should come from their RSP as they have their contact information.



## Other considerations

Many consumers talked about their concerns about telecommunications in New Zealand. These included:

- Mobile coverage and blackspots
- The rural/urban divide with service performance
- Natural disasters and access to telecommunications
- Feeling they did not have a chance to stop the withdrawal of copper.



## How should consumer be notified?

Most responders felt that notice by post was not sufficient – that a follow up phone-call/email or face-to-face interaction is needed. This is to ensure people who can't read English are aware and that consumers can ask questions.

Many consumers endorsed an awareness campaign informing people how to prepare for a power cut and info for vulnerable people under the 111 Contact Code.

"All customers should be contacted by mail, phone, email. Just mail is not good enough especially when taking away a lifeline."

"A poster drop in every mail box would be better. Social media, print and tv..."

## KEY THEMES



## Information provided

Consumers want information to make informed decisions about their service post-copper. This includes:

- Technology needed
- 111 for vulnerable code
- Other service options
- Network performance data
- Costs outside of installation
- Medical and home alarms
- Clear dispute resolution
- Consumer rights

"It needs to be clear that copper services will not be withdrawn unless fibre is available as an alternative at the home boundary."

"There needs to be some sort of helpline...available to people who aren't technologically competent especially the elderly."



## Who needs to be informed?

Most consumers agreed who should be notified especially the combination of both landlord and tenant.

Other suggestions included:

- Body corps/property managers
- Next of kin and Power Of Attorney
- Monitoring service providers
- Civil Defence and Emergency Services.

Suggestions that the RSP and landlord inform customer of notification.

"...service providers of emergency call devices that work through the telephone system that a person with health issues may rely on?"

"Your ...provider MUST notify you that Chorus has notified them that they intend to stop supplying copper services at your address."



## Additional protections

Consumers asked about their health and security alarms and if battery back-ups could be provided to ensure their safety.

Financial implications of the move to copper were questioned. The installation of fibre may be at no cost but what about plan changes and the additional technology they may need to purchase?

"Updating of the St John alarm units and other types of alarm will come at a cost that the elderly may not be able to afford. Who will cover these costs even temporary?"



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC1

Date: 11/06/2020

### Does this give consumers enough time to move onto fibre or other technologies?

We currently have clients in areas where the cellular signal is not strong and their medical alarms won't work so they still have medical alarms that require a landline. Chorus would need to ensure all areas even remote ones get strong enough cellular signals for the clients to be able to have GSM alarms that don't require landlines and run off the cellular network.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Clients need to have it made very clear to them that their medical alarms may not work, they need to have a medical alarm that runs off the cellular network and not a medical alarm that requires a copper based landline. Some remote areas this has caused issues and needs to be addressed. Clients may be at risk if they have power cuts etc and not aware and try to use their medical alarm.

### Should the code specify any other ways to contact consumers?

Some clients who have medical alarms can't read their mail and their comprehension is not great. Chorus really need to advise a next of kin preferably by phone or email as well.

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

This needs to be made very clear to clients with medical alarms that won't operate over fibre as it is very concerning that a very frail elderly person may try to activate their medical alarm and not aware of the changes and what that means. Next of kin really need to be involved in the process.

### Do you have any other suggestions or comments about the copper withdrawal process?

I just need to reiterate how important it is the elderly comprehend what the changes will mean, especially if they have an older medical alarm that relies on copper based landline. If they do



change the consequences of a power cut and how that will affect the alarm. Elderly are living at home longer and so we have clients in their late 90's and over 100 and they are not able to read mail or comprehend information and also their memories are not good so they might agree to something and then later forget. Next of kin really need to be aware or a support person.





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC2

Date: 11/06/2020

### Does this give consumers enough time to move onto fibre or other technologies?

The time frame seems fair. It is important that Chorus confirms or verifies with customers, particularly the elderly and vulnerable customers, that the contact has been received and understood. These timeframes just can't be a checklist. Chorus must be able to prove (and be held accountable) to properly engaging with customers.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

The list above makes sense. [REDACTED] would add:  
Information for the government language line website so English as a 2nd language speakers can get some advice/help  
Information for places where the customer can additional support. Many of our clients struggle navigating or dealing with corporates or govt departments. Are there community groups Chorus will partner with and support that their customers can contact if they have issues e.g. CAB. We know Chorus will have their own call centre etc. But many vulnerable people need support navigating through these systems.

### Should the code specify any other ways to contact consumers?

We submit Chorus should be as comprehensive as possible with this engagement, ranging from phone calls, mail and even face to face visits if required. A range of options should be used to ensure the customers are properly informed and engaged.

### Does anyone else need to be informed?

Chorus must be careful in this. For example, [REDACTED] has hundreds of social housing units across the country with vulnerable tenants. We act as landlord and so we should be contacted in this case. Furthermore, [REDACTED] Chorus needs to investigate properly the housing arrangements in the community.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

### Do you have any other suggestions or comments about the copper withdrawal process?

No



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC3

Date: 15/06/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No. Chorus (and other LFC's) should be forced to deliver the equivalent service (ie a POTS line) for the same price as the copper service. There should also be mandated grandfathering of copper based broadband to avoid LFC's from extracting monopoly rents from customers

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

There should also be disclosure on the actual performance of alternative networks. Mobile in particular is less reliable for emergency calls

### Should the code specify any other ways to contact consumers?

Given the addresses are known, I would suggest that mail be supplemented with door knocking and phone calls

### Does anyone else need to be informed?

The person purchasing telecommunications service at the address

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

No - the organisations providing those services should have solutions ready to deploy

### Do you have any other suggestions or comments about the copper withdrawal process?



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC4

Date: 27/06/2020

### Does this give consumers enough time to move onto fibre or other technologies?

I like to stay on copper line. We went to fibre UFF this didn't work for me. why? 1 we got told by Vodafone that UFF will work for TTY phone that I can use my TTY phone but I couldn't use at all 2 when it rained UFF out of service for a few days. as I am hard of hearing I went back to copper line and better power cut on UFF line was not good at all, but having copper doesn't matter if there was a power cut. I like copper line it is lot faster than UFF is rubbish. thanks.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

In the event of a power cut to need to contact emergency services devices like fax machines and medical alarms TTY phones may not work with fibre services I know this has happened to me. Vodafone told me a lie this will work on UFF it didn't. When it rained with UFF line I couldn't use the UFF line. I went back to copper line. Most Deaf people will be cut off like me.

### Should the code specify any other ways to contact consumers?

by Mail

### Does anyone else need to be informed?

Chorus should let all people know and phone service as well in writing

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

devices like fax machines and medical alarms TTY Phone may not work with fibre services as a customer I want to stay on copper

### Do you have any other suggestions or comments about the copper withdrawal process?

I want to stay on copper uff no good for me



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC5

Date: 1/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

looks good

**Should the code specify any other ways to contact consumers?**

no

**Does anyone else need to be informed?**

no

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

no

**Do you have any other suggestions or comments about the copper withdrawal process?**

no



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC6

Date: 1/07/2020

Does this give consumers enough time to move onto fibre or other technologies?

What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Should the code specify any other ways to contact consumers?

Does anyone else need to be informed?

Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Do you have any other suggestions or comments about the copper withdrawal process?

Make sure rural lines are all replaced with fibre before any disconnection



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC7

Date: 1/07/2020

Does this give consumers enough time to move onto fibre or other technologies?

Yes

What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Should the code specify any other ways to contact consumers?

Does anyone else need to be informed?

Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Do you have any other suggestions or comments about the copper withdrawal process?



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC8

Date: 2/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Yes, plenty of time.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

It should also state the advantages of other services. EG that cellphones will roam onto another network to make a 111 call if the customers network isn't working or no reception.

And that landlines will often stop working during power cuts. As sometimes they are provided from Cabinets that have little or no backup generation or batteries.

### Should the code specify any other ways to contact consumers?

The company who bills the end customer for copper services should send notice via the same method that they send their invoices for copper service.

### Does anyone else need to be informed?

No

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

No. Because trying to keep the copper network going for some old devices is simply postponing the inevitable. And may allow private companies to obtain unfair subsidies. EG an alarm company avoiding the need to replace communications modules in alarms. When the cost to replace those modules is far less than the cost of keeping the copper network operating. The government didn't keep analog TV broadcasts operating despite a small number of people still watching analog TV.

### Do you have any other suggestions or comments about the copper withdrawal process?

Just shut down the copper network ASAP in every area that has fibre available. As there are lots of fixed costs in operating the copper network. Which are a waste of money that could be better spent on expanding the fibre network.



The government has previously shut down Analog TV, Telex services, and disconnected crank handle telephones. Banned the sale of leaded petrol despite some cars still needing it etc. While Telecom / Spark has shut down analog cellphone coverage, then CDMA coverage. All of those situations forced the stragglers to upgrade, and there were lots of complaints at the time. But it would be unthinkable to re introduce any of the above things.





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC9

Date: 2/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Generally enough time but with someone in this situation it is the cost of change that is the hurdle so maybe long term. Another area of reluctance is the fact new equipment is needed requiring disposal of old electronics, usually costing. The old and new equipment need to be properly recycled in this age of resource issues and water/climate survival priority. When the cost of this disposal is properly considered the cost effectiveness of change options may become a whole new ball game, Post covid19 equipment availability may also change the options.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Relative overall costs should be supplied to all options.

### Should the code specify any other ways to contact consumers?

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Health services should have a cost protection built in that the service provider has to meet.

### Do you have any other suggestions or comments about the copper withdrawal process?

With the huge and often dual investment in both supply and equipment care has to be taken about cost benefit to consumers for any new equipment.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC10

Date: 2/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Costs

**Should the code specify any other ways to contact consumers?**

yes

**Does anyone else need to be informed?**

owner

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

yes

**Do you have any other suggestions or comments about the copper withdrawal process?**

no



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC11

Date: 2/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Yes, so long as this is followed through in both media and letter delivery of notices. As a lot of people still do not have email, or mobile connections. Letter delivery is of importance for these customers.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Yes they seem to cover everything.

### Should the code specify any other ways to contact consumers?

Yes all media, even adverts. should be used and letter delivery form will be important, as a lot of customers will have no other form of contact.

### Does anyone else need to be informed?

Yes agreed.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes.

### Do you have any other suggestions or comments about the copper withdrawal process?

No



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC12

Date: 2/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

Email as well as mail should be used

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

not that I am aware of

**Do you have any other suggestions or comments about the copper withdrawal process?**

We are in an area that the Chorus map indicates has fibre available, but they refuse to provide it as we are in a private lifestyle village with over 200 houses. Can copper be withdrawn without fibre being provided?



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC13

Date: 2/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Consumers need to be advised of their rights, ie, the ability to say no to what seems to be being forced upon us.

**Should the code specify any other ways to contact consumers?**

Why am I having to supply this information when I'm certain this is somebody's PAID JOB to work out...?

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC14

Date: 2/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Does the fiber support all the functions that cooper does including still working in the even of power cut

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

What happens in a power cut..

### Should the code specify any other ways to contact consumers?

12mth written notice  
Letter drop  
SMS  
Phone call  
In person door to door like.

### Does anyone else need to be informed?

Any one with a cooper connection

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

A valid option can be proved.

### Do you have any other suggestions or comments about the copper withdrawal process?

Whom is going to pay for copper integration, when the fiber service already exists and the integration doesn't already exist. What about wiring maintenance..

Where is the demac located

Whom owns the cooper inside the house.

What about address with muipty copper lines, an ONT support up two phone line per device.

What about isdn lines?



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC15

Date: 3/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Suitable alternative technology should be offered

**Do you have any other suggestions or comments about the copper withdrawal process?**

Any user relying on critical services that are currently run over copper must be presented with viable options for maintaining the service by some means on the introduction of fibre



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC16

Date: 3/07/2020

Does this give consumers enough time to move onto fibre or other technologies?

What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Should the code specify any other ways to contact consumers?

Does anyone else need to be informed?

Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Do you have any other suggestions or comments about the copper withdrawal process?

Unless there is fibre then the court network must be retained. No pushing to alternatives like satellite with its horrendous costs





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC17

Date: 3/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes, I think the ONT and any VoIP equipment should have a built in UPS and definately need to advise and work with customers about medical alarms, and any other medical equipment (such as TTY relays for the deaf, etc)

**Do you have any other suggestions or comments about the copper withdrawal process?**

We are not with chorus, we are with North Power, and already are fibre only, fax can be delivered over some VoIP carriers, and our medical alarm worked fine for many years over fibre until we chose to change to a 3G version

The main thing is to be in good contact with the customers, as it's a major change that some people may not understand



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC18

Date: 3/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

I tried working with ultrafast fibre to get fibre installed at my address and they, along with my provder (vodafone) were too hard to deal with so I cancelled the install. I want fibre but not with a company that are a bunch of arsehole



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC20

Date: 4/07/2020

### **Does this give consumers enough time to move onto fibre or other technologies?**

There should always be a copper service and forcing consumers/residents onto fibre is tenuous as as some as there is a cessation of fibre services, the phone and internet are lost therefore cutting of the customer. This is redundant, the consultation as this has been going on before fibre was being put in as Chorus was getting streets ready by removing copper lines they deemed superfluous. Chorus needs to supply the equipment and install especially for older people.

### **What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

All of these.

### **Should the code specify any other ways to contact consumers?**

There should be personal contact and not by phone but personal visit to explain it all clearly especially the options

### **Does anyone else need to be informed?**

The receiver of the service, that is the customer/resident.

### **Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

If the customer has these then they should be able to retain them.

### **Do you have any other suggestions or comments about the copper withdrawal process?**

This should apply to all providers including Vodafone who have been unilaterally withdrawing copper services from their customers and putting them on voip from their router without notification and providing information what they need to do to connect their phone to the system unless they have a mobile to ring in and find out.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC21

Date: 4/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Many customers will need to be informed of exact details of the fact that copper will not work during power cuts, and thus emergency alarms will not work.

**Should the code specify any other ways to contact consumers?**

Only by mail. People are very aware of scams via phone or email.

**Does anyone else need to be informed?**

Tenant must also be informed as they are the ones charged for copper or fibre services. Local councils also must be informed along with local Grey Power groups.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

No cost increase for copper services.

**Do you have any other suggestions or comments about the copper withdrawal process?**

Most people I have spoken to do not trust Chorus to do the right thing about copper services.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC22

Date: 4/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

By phone or email

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes

**Do you have any other suggestions or comments about the copper withdrawal process?**

No



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC23

Date: 5/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

More than enough.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

They're fine

**Should the code specify any other ways to contact consumers?**

Mail is sufficient

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

No. Provision should be made to assist in modernising such services, if necessary, in the same way people were supported in the transition from analogue to digital TV.

**Do you have any other suggestions or comments about the copper withdrawal process?**

Speed up the withdrawal!



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC24

Date: 5/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

6 months is ample

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

All this information is wonderful for people who understand it, but totally useless to those who don't, so if it is printed information which is mailed or emailed or otherwise delivered to customers, it may be useless.

There needs to be an "I don't understand a word of this, who can I call?" telephone service clearly advertised on this printed media.

**Should the code specify any other ways to contact consumers?**

A phone call to affected subscribers should be the minimum acceptable level.

**Does anyone else need to be informed?**

Providers of automated health or property alarm services.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Subsidies need to be available for those forced into shifting to technology which fibre does support.

**Do you have any other suggestions or comments about the copper withdrawal process?**

Make the shift HUMAN, don't leave it to printed material, God knows it doesn't work very well, and so should you :)



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC25

Date: 5/07/2020

Does this give consumers enough time to move onto fibre or other technologies?

What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Should the code specify any other ways to contact consumers?

Does anyone else need to be informed?

Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Do you have any other suggestions or comments about the copper withdrawal process?

Please don't take away my communication no copper, no power. unable to to contact for emergency.





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC26

Date: 5/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No. We live in Christchurch and fibre in the national rollout is not planned for our road. We also live in a mobile black hole so have very poor cellphone coverage. Copper is all we have. Surely unless the whole country is getting fibre they can't remove copper.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Fine

### Should the code specify any other ways to contact consumers?

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes

### Do you have any other suggestions or comments about the copper withdrawal process?

I think more thought needs to go into the instance where no fibre is available and cellphone coverage is poor. We are in an urban area and both of these things affect us. There must be lots of rural properties that this is an issue as well.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC27

Date: 5/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Withdrawal of the copper service for Internet should only be allowed if and when the other available technologies are available at a comparable cost to copper service to the user.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

The options available to each specific user and demonstrate how the cost and performance of the new technology is genuinely the same as the previous copper cost. Chorus should not be allowed to withdraw the copper service if there are no genuine replacement services at a similar cost to the user.

### Should the code specify any other ways to contact consumers?

Notify by both mail and email.

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes. The cost of having to change any facilities that currently use the copper service must be at Chorus's cost as it is they who want to withdraw the service, presumably for their economic benefit.

### Do you have any other suggestions or comments about the copper withdrawal process?

As chairman of the Body Corp for a MDU we have been trying to get fibre in our building for over a year only to find Chorus arrogant and completely unwilling to work with us regarding the installation. I hate to think they will act the same in this instance



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC28

Date: 5/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

A detailed description with pictures of what a couple of options are. Nothing actually tells me what I could move to or the rough price guide unless I do a LOT of my own research. Don't give people the components of a meal and the philosophy; give them the choice of a finished damn meal

**Should the code specify any other ways to contact consumers?**

#NAME?

**Does anyone else need to be informed?**

What guarantee is there the rsp or landlord will pass on in reasonable time?

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

No. Those technologies are antiquated and supporting the end user side implies the original service provider at the other end isn't changing their tech. Move on!

**Do you have any other suggestions or comments about the copper withdrawal process?**

GET ON WITH IT. BUT ALL FIBRE PROVIDERS NOT JUST CHORUS.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC29

Date: 5/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

I'm not even sure what this is all about.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Does this mean we no longer have a land line or is the land line connected to fibre? We already have fibre for our internet.

**Should the code specify any other ways to contact consumers?**

Definitely by mail.

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes

**Do you have any other suggestions or comments about the copper withdrawal process?**



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC30

Date: 6/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No - my planned fibre install took more than 6 months

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Burglar alarms may also be impacted

**Should the code specify any other ways to contact consumers?**

Require ISPs to notify the Billing contact by email if provided - may help in rentals if the landlord provides connectivity.

**Does anyone else need to be informed?**

no

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

no but do need time to move to equipment that supports fibre

**Do you have any other suggestions or comments about the copper withdrawal process?**

no



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC31

Date: 6/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No, I think people should be given at least 12 months notice from the proposed cut off of copper services.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Consumers should be provided with an independent advice service, not provided by a retail telecommunications company, about alternative options and who to contact for alternatives to things such as fax machines and medical alarms that may not work on replacement services.

### Should the code specify any other ways to contact consumers?

No. Other method of communication could be considered intrusive (phone calls) or potentially spam/scam (email). Consumers should however be able to contact Chorus directly for further information if required.

### Does anyone else need to be informed?

No.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

The code should include provisions for businesses using PABX and/or EFTPOS equipment that operate from a residential address or in a residential area.

### Do you have any other suggestions or comments about the copper withdrawal process?

It should not be specific to just Chorus, but additionally cover other providers with copper telecommunications services, such as Vodafone with the old Telstra Clear and Clear networks in Christchurch and Wellington etc.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC32

Date: 6/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

The power cut issue is massive and insufficiently addressed in my opinion. I live in an area without cell phone cover. We will not have communications when the power is out.

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

Legal home owners of affected addresses.  
Current occupants.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes. They need a phased approach 12-18 months.

**Do you have any other suggestions or comments about the copper withdrawal process?**

In areas where there is not cell phone cover (and the signal is usually affected by power cuts) withdrawal should only occur where there has been support to establish UPS/battery back up to the fibre service. Otherwise we are significantly decreasing safety and support for vulnerable people.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC33

Date: 6/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yep

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

To maintain emergency contact in power outages there needs to be cellular service in the areas where only fibre is available. Using back up power generators to maintain their functionality for large scale disasters like CHCH & Kaikoura earthquakes so that emergency services can still be contacted.

**Should the code specify any other ways to contact consumers?**

Text and email would be nice

**Does anyone else need to be informed?**

Sounds about right.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Those with medical devices will need money to replace devices with new versions that can function with the new technology. Would be good to see interest free loans provided to cover the upgrade upto a 5 year term.

**Do you have any other suggestions or comments about the copper withdrawal process?**





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC34

Date: 7/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No, anyone on a low or fixed income cannot afford new technology. There needs to be some financial assistance to those people.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Re the 111 code: I live with chronic illness and live in a place where power cuts are frequent, due to 50 years of arthritis, I cannot physically handle a 'smart'phone. What happens to me????

### Should the code specify any other ways to contact consumers?

YES!!!!

### Does anyone else need to be informed?

What about the property owners?? Also holiday-home owners...they may well be overseas for part of every year.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Absolutely!

### Do you have any other suggestions or comments about the copper withdrawal process?

Why withdraw copper? I don't understand why we have to switch to fibre, the copper network is totally reliable, if it ain't broke why change it?



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC35

Date: 7/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Yes but the contact statement needs to define multiple forms of contact to ensure people get it

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Some people have held back because of bad fibre installation options. If they are forced to have a service badly installed (tacked along a fence) then they should be allowed to keep their copper until a like for like installation option exists.

### Should the code specify any other ways to contact consumers?

Letter and door to door

### Does anyone else need to be informed?

Landowners

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes - chorus should support the copper for those that require it or offer alternative solutions

### Do you have any other suggestions or comments about the copper withdrawal process?

Copper still works well. The only reason for pulling it is to help chorus so make sure they are forced to put fibre optikns in properly to allow for removal of copper



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC36

Date: 7/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

There has been much talk about & signalling that the legacy copper network is to be decommissioned.

I believe that there's been lots of notice so 6 months should be adequate.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

These requirements seem adequate.

It's important that the issue of 111 service & medical alarms are satisfactorily resolved.

Who uses a fax machine these days? I fed mine into the rubbish over 25 years ago.

### Should the code specify any other ways to contact consumers?

Sending notices by mail is one way but isn't enough.

A poster drop in ever mail box would be better.

Social media, print & TV are also recommended.

### Does anyone else need to be informed?

No one else needs to be informed.

Widespread public notification is the 2020 solution.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Fax machines - no requirement.

Medical alarms, - connect to a cellular base. These cellular bases should be battery powered with batteries with sufficient capacity to outlast any local power outage.

### Do you have any other suggestions or comments about the copper withdrawal process?

As a retired telecommunications network engineer, the sooner the better.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC37

Date: 8/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Not enough time if fibre has not reached your door step with the amount of rural properties still not being able to get fibre at present

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

I would need a system that is reliable to call 111 and other emergency services as our cell coverage is not reliable and often texts and emails take many hours to be delivered or recieved.

### Should the code specify any other ways to contact consumers?

definitely mail

### Does anyone else need to be informed?

yes every household in New Zealand

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

yes everyone has the right to the above services

### Do you have any other suggestions or comments about the copper withdrawal process?

The rural areas will be greatly affected by the withdrawal of the copper service



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC38

Date: 8/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

What about the elderly who only have a landline and not the ability to use cell phones?

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

Next of kin for the elderly.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes.

**Do you have any other suggestions or comments about the copper withdrawal process?**



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC39

Date: 8/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Advice that switching to 5G may cause COVID-19,

**Should the code specify any other ways to contact consumers?**

No

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Monitored alarms

**Do you have any other suggestions or comments about the copper withdrawal process?**

No



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC40

Date: 9/07/2020

### **Does this give consumers enough time to move onto fibre or other technologies?**

I am very disappointed at the proposed withdrawal of copper and being replaced, in my view, with inferior product. I live in the country and many places cannot receive cellphone coverage. Once power goes "out", which happens often, there is no form of communication with the outside world. I oppose the withdrawal of copper.

### **What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

### **Should the code specify any other ways to contact consumers?**

### **Does anyone else need to be informed?**

### **Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Most definitely! some form of communication must be provided. Fiber may be OK for City people: it doesn't work so well in the country.

### **Do you have any other suggestions or comments about the copper withdrawal process?**

I am opposed to the withdrawal of copper. There is not a better substitute at present.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC41

Date: 10/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

A couple of brief thoughts.

Backup communication options in a power cut? We live 400m outside of the Dunedin metropolitan area, on Otago Peninsula and have no cellphone coverage. We have irregular power cuts, many non notified from power pole upgrades and others from storms. How about a power bank offered to keep the router and phone going. Do we need to order fibre now (currently free), to minimise costs? We would love to know in advance of being obliged to pay for the connection.

**Should the code specify any other ways to contact consumers?**

This would be fine, but we already miss communication by post re scheduled power and copper outages - possibly because our copper line comes cross-country, not down the road.

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

-

**Do you have any other suggestions or comments about the copper withdrawal process?**





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC42

Date: 10/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

This is ok if the transition cost is not unreasonable. The assumption is you switch to fibre.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

So reference to non fibre means what - WiFi ? Less effective and much more expensive?

### Should the code specify any other ways to contact consumers?

No must physically visit and explain and assist

### Does anyone else need to be informed?

Ok

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes

### Do you have any other suggestions or comments about the copper withdrawal process?

This is important as it forces communication systems on people and has fragility And costs

My own experience is that fibre has rolled past us 300 metres away and no effort has been made to connect side streets - I asked about paying [REDACTED] to run a fibre line on anew road with wide verges and simple to do ( confirmed by engineers). More needs to be done to extend fibre so people are not trapped on copper wire that's being run down.Deliberately.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC43

Date: 10/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Possibly not if everyone booking times to have the work done

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

No good if the technology option does not work in the area you live  
We require another cell tower/s for the technology to work  
Foes not at this time leaving us vulnerable and unsafe

### Should the code specify any other ways to contact consumers?

Txt will not work on our area and may b  
Not had every householders email  
So mail at least the better option

### Does anyone else need to be informed?

If copper taken away and wireless land-line will not work this is not good  
Telecommunication producer should tell chorus to delay until cell phones will work to the fullest potential to be able to call emergency services and call elderly without internet or cell phone phones.  
This is not good

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Definitely otherwise this would be not receiving the basic that include life support and quality of life in general

### Do you have any other suggestions or comments about the copper withdrawal process?

What is the hurry  
Do it once do it right  
Staging work to cover all current scenarios  
Some area have no cell coverage this needs addressed first



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC44

Date: 10/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No.

The problem is getting Chorus to do anything. They are very good at deciding what they want to do & operating to their own agenda, but not at responding to what needs to be done. Chorus are largely unresponsive, operating to no predictable timeframe.

So NO, this mechanism in itself is inadequate. Chorus must be tasked to prove they have been proactive, not just ticking the boxes.

Allowing them to be let off the hook with 6 months elapsed time, from a date they choose, should only be allowed AFTER proof of activity verified by a third party.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Chorus are unresponsive.

They cannot even do some of these items now.

The list needs to provide information on:  
contacts for alternate suppliers (i.e NOT Chorus);  
contact information of a real person within Chorus who is responsible for the specific customer service, NOT some nebulous never answered telephone number;  
a formal dispute resolution process;

### Should the code specify any other ways to contact consumers?

Yes

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes.



The cost imposed on consumers by non-delivery of these services should be considered. Some consumers will not be able to afford alternate service.

**Do you have any other suggestions or comments about the copper withdrawal process?**



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC45

Date: 10/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No - Reasons:

Chorus installed fibre to our home two years ago but would take the fibre into the house apart from installing to the modem in the home office near the front door - All other internal connections to all rooms are still using copper wire to the fibre jack point on the external side of the house

Chorus and the ISPs need firm regulations - code to ensure consumers have continuing use of fibre and are not saddled with large internal rewiring costs

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Chorus must not be permitted to stop supplying consumers if their present use of fibre and copper combination is adversely affected in terms of performance and speed, unless they fully cover the cost of any change and performance is improved and this can be independently assessed

Access to fibre should be maintained for voice and data all the time even in a power failure - otherwise we cannot communicate in an emergency, as mobile lines could be overloaded. Today too many essential services are too readily accepting outages and not investing enough in keeping the services live at all times, preventive maintenance needs greater attention

### Should the code specify any other ways to contact consumers?

By email, text, written letter delivery, confirming that the service the consumer has now will be protected or a better alternative will be installed before the copper service is withdrawn - this need communication and confirmation by each consumer, otherwise we are going backwards in terms consumer an economic benefits

### Does anyone else need to be informed?

All consumers, users of the service and related service provides i.e ISPs security services, media, etc.

More consumers are relying on their mobile if their home alarm goes off - this needs to be 24/7 to be effective, so any loss or reduction in service is not appropriate



**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes - Please see earlier comments - not particularly that the continuing use of fibre may also need internal copper wiring

**Do you have any other suggestions or comments about the copper withdrawal process?**

Please have accountability reviews on Chorus to ensure they are complying with the new code and don't with time allow Chorus or ISPs to reduce their service performance



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC46

Date: 10/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No. If there is no cell phone coverage at your house.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Yes. A landline over fibre will not work in a power cut, so for those with no cellphone coverage, accurate details of what the back up options are must be included, and who pays for them.

**Should the code specify any other ways to contact consumers?**

no

**Does anyone else need to be informed?**

..

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes. No one should be worse off because of not being allowed to stay on the copper network.

**Do you have any other suggestions or comments about the copper withdrawal process?**

no



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC47

Date: 10/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Yes

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

There needs to be some sort of "helpline" approach available to people who aren't technologically competent - i.e. the elderly, who may not have someone they can turn to for explanations, but otherwise this seems adequate.

### Should the code specify any other ways to contact consumers?

There could be additional measures, but mail seems the most appropriate in the first instance. Other communications could be additional, as an option (but not required).

### Does anyone else need to be informed?

No

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

There should be, unless there are options available to these people - i.e. there are alternatives - fax machines or medical alarms that WILL work with fibre, which they could switch to.

### Do you have any other suggestions or comments about the copper withdrawal process?

I live 25 minutes from Auckland City central and have nothing better than ADSL available to me. Chorus don't seem to be interested in any of the problems we face with our poor broadband speeds and terrible functioning (I've had trouble even submitting this because my internet keeps dropping out, as it does every day). It seems to me that Chorus have it all their own way - they can kick us off copper when they feel like it, but they couldn't care less about us now and we are at the mercy of providers who are willing to take us on as customers on copper currently. (I experienced this recently, when Spark were what appeared to be very happy to get rid of us when we switched to [REDACTED]). What happens to us if providers decide they don't want copper customers? We seem to





be completely unprotected by this, from what I read of the draft - providers are not compelled to take us? Should there not also be protections in place for this scenario (i.e. we are on copper through no choice of our own, but still need a provider)?



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC48

Date: 10/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

It should be the provider that has to proactively migrate. It is wrong on base principle to expect the consumer to have to see to this

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

All of the above is important, but how about, also providing information on UPS systems that customers could use to provide communications when there are power outages?

### Should the code specify any other ways to contact consumers?

Mail (postal), email and telephone.

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes. Chorus and Service Provider (this would be vis AP) should have to verify 100% customer's systems upgrade of communications systems to technology that works on replacement to copper systems has been made available to all end users at no extra cost before being allowed to proceed with copper decommissioning

### Do you have any other suggestions or comments about the copper withdrawal process?

Just that such a forced change in telephone technology should be 100% free of cost (both immediate and consequential) to end users to get like services. So replacement alarm systems, VoIP/Cloud replacements to PABX/Centrix/Fax etc, should be made available with Chorus/Service Provider bearing additional costs for end users.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC49

Date: 10/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

Consideration for rural customers who have no cellphone coverage. My current copper wire connection which gives me landline and home based wifi works fine as long as I have power . Without that I have no capability of contacting emergency services.....living alone in a rural environment with no immediate neighbours....this is a scary prospect. Increased cell coverage should be an integral part of this plan.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC50

Date: 10/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No. I need to contact and be available for contact with elderly family who live rurally and only have copper network. They don't have and cant use mobile tech.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Cost of peripherals that need replacing..have just updated mine for copper so am not pleased.

### Should the code specify any other ways to contact consumers?

direct through network supplier..post

### Does anyone else need to be informed?

all copper line users

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes

### Do you have any other suggestions or comments about the copper withdrawal process?

Don't do it yet until the old school generation have toddled off..



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC51

Date: 10/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Given the difficulties we have had with Chorus - I think 6 months is optimistic, especially as Chorus has a habit of saying they have contacted consumers where in fact they have just left a calling card/ left a message without actually making direct contact.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

These information requirements are good - but all the onus seems to be on the consumer to ensure that they can get things sorted in the time frame rather than Chorus ensuring the consumer can proceed with the new technology

### Should the code specify any other ways to contact consumers?

There needs to be some way of ensuring that Chorus knows the consumer has received the information

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

YES! It can be very costly to change alarm systems from copper reliant to fibre reliant - consumers should not have to switch over if they have a functioning copper line that services their alarm/other devices. If the copper line fails (genuinely fails, not Chorus disconnecting it) then it seems appropriate to change service/device but there should be some protection for consumers to continue using their current devices until either they chose to switch, or the copper line fails.

Also elderly consumers should be able to rely on their current copper landlines - esp with the increased frequency of power cuts. The elderly should not have to incur the cost or stress of moving services or having new technology that they are either not comfortable with or may not know how to use (even keeping a mobile charged for emergencies is a big ask), especially when under stress in an emergency situation.

### Do you have any other suggestions or comments about the copper withdrawal process?

I guess it is clear (and this is after a long, drawn out ██████████ battle with Chorus to get our internet working



correctly - we live in central Auckland!!) that I do not support the withdrawal of functioning copper lines. After many dealings with Chorus technicians I have had many who have told me that removing/cutting off fully functioning copper lines is not the sensible thing to do.

Saying that, if we have to indeed have one, the copper withdrawal code should be as consumer biased as is possible - at the very least the consumer should have the right to keep their functioning copper line for services, until such time as it either fails irreparably or they chose to switch to fibre. By all means have Chorus provide fibre to everyone - as they are doing, but do not insist that all customers, especially the elderly, have to make the switch.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC52

Date: 10/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

When will Patearoa get a fibre network?

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes

**Do you have any other suggestions or comments about the copper withdrawal process?**

no



**Ref: CWC53**

**Date: 10/07/2020**

**Does this give consumers enough time to move onto fibre or other technologies?**

Surely the first aspect is to ascertain the cell phone tower network coverage, as in an emergency ( no power) this will be the only way communications can take place. Many inner city areas in the largest city, Auckland for example have dead zones, such as Areas in Mount Albert, Mangere Bridge etc. This will be the same for all people in this area and so there will be certain suburbs that will miss out and could have no emergency functionality.

What checks and balances will be made to ensure the cell phone networks will be strengthened before the consumers are forced into Fibre? The notice period will need to take into consideration the provisions for ensuring robust cell phone coverage ie one bar of cover that drops out is insufficient.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Distinction of what services are offered and what is going to work as 'fit for purpose', needs to be clarified. Many rural consumers have entered into internet connections in good faith to find they only experience services intermittently and therefore do not have a reliable, functional service. It is very difficult to get the telcos to redress this as at times the service works, however, is totally unreliable.

Again, emergency services will rely on access to cell phones, not all people have these, particularly the old and in lower socioeconomic areas.

Cell phone coverage will also be a serious consideration. Many places in NZ do not have access to cell phone coverage, can be hit and miss even in NZ's largest city, where Areas in Mt Albert and Mangere Bridge do not have good coverage, calls cannot always be connected or drop out due to only having one bar coverage.

**Should the code specify any other ways to contact consumers?**

Registered mail will ensure the mail is received by the intended consumer and that the contents are very important.

Follow up telephone contact to ensure the elderly consumers understand the contents.

**Does anyone else need to be informed?**

Yes the elderly may have POA's in place as as such these people will need to be contacted in addition, in order to ensure the information is worked on in the most supportive manner.





**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Updating of the St John alarm units and other types of alarm will come at a cost, that the elderly may not be able to afford. Who will cover these costs, even temporarily?

**Do you have any other suggestions or comments about the copper withdrawal process?**

Extend the consultation period and ensure identified vulnerable groups have had access to this information. I.e Elderly living in the community. Especially in rural and semi-rural areas or where cell phone coverage areas are poor.

Clear options on what will be provided to meet the needs of the most vulnerable, in order to give security to these people whilst discussions are made about the changes to copper removal, and the draft 111. Contact code measures are discussed. The fact no viable options have been proposed leaves this vulnerable group extremely insecure and anxious with a feeling of mistrust and loss of faith. Please address these issues.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC54

Date: 10/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Six months timeframe if the provide can show that the consumer received such information seems appropriate

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

What happens if the consumer is unable to access any of the options provided except for the copper service?

### Should the code specify any other ways to contact consumers?

All methods they have contact with the consumer using their services  
ie. mail, email, clients account.

### Does anyone else need to be informed?

Chorus does not directly inform the consumer? They inform the provider?  
Chorus can notify all by mail in letterboxes as well as telecommunications providers.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

I live [redacted] kms outside Ngaruawahia on a country road. Where I live I am unable to use wireless services due to the topography, vegetation that surrounds my home. My cellphone on a 4g network does not 'ring' when a third party want to phone me on the cellphone. My copper wire landline is essential for people to contact me. There is no fibre network, only copper wire. I am being advised continuously by chorus (who is my only provider in my area) to move to a 'wireless' service for my landline. I need copper wire where I live to be able to use my landline.

### Do you have any other suggestions or comments about the copper withdrawal process?

There needs to be some protection for those of us who are unable to have any other type of service but copper wire.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC55

Date: 10/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No, I think that the first contact should be at least 12 months prior.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

I think the list above covers all the necessary matters.

### Should the code specify any other ways to contact consumers?

In addition to mail (which may or may not reach the consumer) Chorus should (via the telecom provider) use other ways to contact the consumers, eg telephone and email.

### Does anyone else need to be informed?

No, I think this covers all situations but how does Chorus find out who the landlords are?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes, particularly medical alarms.

### Do you have any other suggestions or comments about the copper withdrawal process?

No more comments.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC56

Date: 11/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

I am not very au fait with this subject but I do have a telephone landline in an area with no cellphone coverage so losing landline coverage would affect me.

This area is at the southern end of Ahaura-Kopara Road, running from the town and area of Ahaura in the Grey Valley to the Ahaura River crossing at the Waikiti Downs/Nelson Creek end. My Rapid number is Ahko3352 and I have owned and lived at the lifestyle block property for 20 years. I am aged 70 and a superannuitant.

Ahaura is about 34km away, a drive of 30-40 minutes one way. About 24km of the road is through bush and grazing land on a Grey District Council gravel road. There is about 10km of sealed road at the Ahaura end.

Electricity and telephone services come from the south end of the AhKo road from across the Ahaura River. I do not own a cellphone because they don't work here, although some users have managed at times to get a signal between two fords up a hill about 2-3km away from where I live.

There are five houses in the wider area, out to 6km away. I am the only one with a landline as far as I know and residents and contractors have often come to my house to use it, especially in emergency situations. The land on the [REDACTED] where I live is farmed by Reefton owners [REDACTED] who farm but do not reside in the [REDACTED] area.

I have internet access via satellite.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

I would like information about solutions. If the present landline telephone service is not available and the power is off, what emergency options do I have?

### Should the code specify any other ways to contact consumers?

I think Chorus should offer viable solutions to the issues they are creating. The plan all seems to rely on there being viable alternatives. It assumes there is cellphone coverage and reliable power supplies but this is not the case.

I have heard there are other areas of the West Coast similarly affected and there are probably others elsewhere in NZ. The first step would appear to be supplying viable electricity and cellphone coverage to all, before making this new move. This is the 21st century. Surely all inhabited areas of NZ should have the basics before the favoured city dwellers move onward and upward!



Are less central areas just to be forgotten about?

**Does anyone else need to be informed?**

Same thing again. Just telling whoever doesn't solve anything.

There needs to be time for solutions to be found before just telling rural dwellers "we are cutting you off!"

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Of course, it should. Find the answers to the problems first.

**Do you have any other suggestions or comments about the copper withdrawal process?**

I am unclear what exactly will change, when, what effects that will have on my property and on me and what can be done about it. The ramifications for rural areas are unclear.

Consider please how you, perhaps in a well-provided for urban or close to urban environment, would react to being told your basic communication services are to go at some soon but unspecified date and all that is being asked is how you would like to be told about it!

I hope this is useful to you.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC57

Date: 11/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

6 months is long enough but how are they contacted? email not suitable for many.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

mail and phone or face to face visit.

**Does anyone else need to be informed?**

The phone line user,

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

burgler, fire alarms etc

**Do you have any other suggestions or comments about the copper withdrawal process?**



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC58

Date: 11/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes - but longer is always better!

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Yes - LANDLINE WILL NOT work in a power cut - not MAY NOT with wireless etc

**Should the code specify any other ways to contact consumers?**

Mail and email

**Does anyone else need to be informed?**

the property manager

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

YES

**Do you have any other suggestions or comments about the copper withdrawal process?**

With chorus technicians advising me to KEEP copper as long as possible (a wise move during lockdown as I ironically had the best zoom connection compared to those on fibre) it's sad to see it going, and I can't understand why there is no technology that allows landlines to work without it in a power cut.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC59

Date: 11/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

whole idea is nuts

i was conned into switching to fibre by vodafone. had an email offering cheaper service if used extra fast broadband saving around \$8 so like a fool i agreed. no mention of phone being switched from copper till it happened. in fact for about 4 weeks no one could phone up as they hadnt sorted it out. we could call out but nothing else. was sent out a new box and promised a technician would call and install but after no one showed i tried calling but it i was getting people from india telling me how simple to change which at 74 i didnt want to try. eventually a technician called but said the new box wasnt necessary and a lot of time to change and just plugged phone into broadband box. anyway i would never have agree to dump copper if it was explained. in the last 3 months we have has 2 power cuts and internet has gone down at least 4 times and we have had no phone service. i have health problems and was rushed to hospital couple of years back and this could happen again and with no phone i will be finished. we have cell phone but if there is a power cut and phone has run down over the day then no way to contact outside world. all this to save phone companys money

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

i think the whole idea is crazy unless they supplie backup system

### Should the code specify any other ways to contact consumers?

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

providers have to explain that in power cut or internet going down no phone service will be available and if there is someone who can provide copper type service they must give that advice

### Do you have any other suggestions or comments about the copper withdrawal process?

its dumb without suitable alternative.  
its life of death in some cases





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC60

Date: 11/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

I live in a retirement village so have no control over the kind of connection I have for a phone or the internet.

I do have to say that with the amount of internet I use the copper service is sufficient.

I also assume there will be and increase in the cost which I really don't wish

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

As stated I live in a retirement village so all of the above should be dealt with by the village owner.

### Should the code specify any other ways to contact consumers?

Yes

### Does anyone else need to be informed?

The retirement village owner.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

yes

### Do you have any other suggestions or comments about the copper withdrawal process?

No as long as all parties are informed and the cost if any is reasonable.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC61

Date: 11/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

While it may give consumers sufficient time it may not give Chorus and/or its agents sufficient time. There may be instances where consumers are not in a financial position whereby they can afford replacement handsets and the provision (if necessary) of a readily useable and appropriate power point to operate the onsite equipment.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Additional information regarding the dismantling and removal of service lines; especially overhead service lines.

For security alarm and medical alarms how the service provider, at its cost, will ensure those services continue to be reliably available.

### Should the code specify any other ways to contact consumers?

When marketing their services various retail phone, gas and electricity service providers 'door knock'. That would be the only means of being totally sure people have been notified.

### Does anyone else need to be informed?

Where there are multiple premises on one site neighbours may also need to be informed as infrastructure could be installed in other 'units'

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes, see answer to one of previous questions.

### Do you have any other suggestions or comments about the copper withdrawal process?

Although not related to this code itself there seem to be numerous sub-optimal installations of fibre.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC62

Date: 11/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

I should be at least one year from first contact

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

What are the non-fibre options? 5G? For some properties getting a cable from gate to house is problematic, i.e. digging up long concrete driveways that already have services beneath them.

### Should the code specify any other ways to contact consumers?

Reply required mail. Last resort a door knock

### Does anyone else need to be informed?

tenant and landlord

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

All these need alternative solutions for households operating satisfactorily before copper withdrawal.

### Do you have any other suggestions or comments about the copper withdrawal process?

The withdrawal should be done gradually over five to eight years in small geographical bites to reduce 111 connection incidents



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC63

Date: 11/07/2020

### **Does this give consumers enough time to move onto fibre or other technologies?**

Depends on the likely cost to the consumer of changing to fibre service.

### **What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Information to be provided seems reasonable.

### **Should the code specify any other ways to contact consumers?**

Does the notification system need to provide a mandatory reply to ensure that the consumer has in fact received the notification?

### **Does anyone else need to be informed?**

Provision seems reasonable.

### **Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Who will provide possible replacements for such devices? Who will pay the costs?

### **Do you have any other suggestions or comments about the copper withdrawal process?**

No other comments.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC64

Date: 11/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

That is a pretty good list of the negative consequences of fibre

**Should the code specify any other ways to contact consumers?**

a door knock

**Does anyone else need to be informed?**

nobody

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Phone extensions may no longer work

**Do you have any other suggestions or comments about the copper withdrawal process?**

This has been a massive downgrade in my connectivity for an increase in speed that simply is not obvious.

My phones don't work when there is no power

My fax machine no longer works and features of our alarm system won't work.

Our roadside berm still has not recovered

An extension to our garage no longer works

We have a very unsightly conduit on the outside of our house.

Our house is cat five wired and extensively future-proofed as it is concrete construction. The standard of installation and modem is pretty rubbish

I am sure there are workaround solutions to some of our problems but the technicians who come ( and ours were pretty good) don't seem to have the equipment or tools to make sure people are not worse off.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC65

Date: 11/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Probably enough time if they can tell the specification for placing a cable under ground as I may have to dig the trench.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

What if the entry point into the house does not align with the internal wiring of the house? Who is responsible for the internal wiring of the house and where it connects to fibre node attachment to the house?

### Should the code specify any other ways to contact consumers?

Mail is OK but more concerned about communication back to Chorus if I have any queries. Has to be more than a call centre and messages lost in the organization. The end-user needs a connect that knows what they are talking about and possibly access to a techno rather than corporate-speak so one can get answer to technical questions.

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

### Do you have any other suggestions or comments about the copper withdrawal process?

Need access to a techno who can give definite answers to any questions rather than the corporate reply.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC66

Date: 11/07/2020

### **Does this give consumers enough time to move onto fibre or other technologies?**

It should be as long as we don't have any other upsets such as another Lock-down.

### **What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Reasonable but there is one "hook" that will affect us.....

We live in an area with very limited or in fact for some telcos NO cellphone reception.

With no power our cellphones do NOT work here.

They only do so now because we bought a Vodafone Sure-signal device a sort of mini cellphone "tower" that re-broadcasts the call which comes up our fibre to cover our house area.

For a 111 call I would have to leave the house by car which may simply not be possible under some scenarios.

### **Should the code specify any other ways to contact consumers?**

I would think adding some other ways, where possible, such as email or direct call would be more end-end traceable as thus desirable.

### **Does anyone else need to be informed?**

And presumably the telco will then notify the end user? Where does the buck stop?

### **Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

If the copper circuit is still absolutely required - Yes.

### **Do you have any other suggestions or comments about the copper withdrawal process?**

Change is inevitable but let's try to keep the advantages we now have until such time as the latest technology covers them ALL.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC67

Date: 11/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Probably

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

It's not just fax machines and medical alarms that are adversely affected in a fibre context. Monitored household burglar alarms are also affected. The solution in the latter case is to establish a Cellular Telemetry Link which involves installing an additional hardware unit at significant cost, and paying a regular rental fee as well.

**Should the code specify any other ways to contact consumers?**

Social media as well

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

See my comment above re monitored burglar al;arms

**Do you have any other suggestions or comments about the copper withdrawal process?**





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC68

Date: 11/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No. As a consumer we may need longer (12 months) to budget for the increase in cost.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Will there be another option for 111 contact if we have no mobile phone and rely on our phone over the internet?

How will the fibre get to the house? Will there be ugly wires visible? Does the driveway need to be dug up? Do the homeowners get a say on how the wires get fed to the house? Who has the responsibility to ensure any earthworks etc are repaired to the standard prior to installation?

### Should the code specify any other ways to contact consumers?

Hard copy by mail, making allowance for slow mail delivery that has become normal these days.

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

### Do you have any other suggestions or comments about the copper withdrawal process?

We are very concerned about the increase in cost. At present it is approx. \$10.00 per month. That is a huge increase for pensioners and others on a low income. As Chorus virtually has a monopoly on the network, what will prevent them from further increases when they have captured most of the consumers?

We cannot see any benefits for us by the changeover, only an increase in cost that may force us to no longer have the internet and then no phone either. We like using a landline.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC69

Date: 11/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Yes It is sufficient time, but should not be shorter.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

The two really important things are the contact with emergency services and medical alarms. Older people rely on their telephones for these safety precautions. There needs to be a reasonable alternative.

### Should the code specify any other ways to contact consumers?

Not sure... if by person is too onerous? But it would be better.

### Does anyone else need to be informed?

It is important to involve the landlord

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes. It should include extra protection for those users.

### Do you have any other suggestions or comments about the copper withdrawal process?

I am glad to see that some thought is being put in. In the Christchurch earthquakes, it was very convenient having a working telephone because we had copper and a handset without electricity.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC70

Date: 11/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

I suggest that the first contact must be at least one year before the proposed change. Six months is too short.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Include information about how monitored domestic burglar alarms and monitored domestic fire alarms may have limitations.

### Should the code specify any other ways to contact consumers?

For some groups of people an arranged personal visit may be required

### Does anyone else need to be informed?

What about service providers of emergency call devices that work through the telephone system, that a person with health issues may rely on.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes

### Do you have any other suggestions or comments about the copper withdrawal process?

Not at this time



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC71

Date: 11/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

9 months would be better. Please remember that some people maybe away for a considerable time. There are people in my street who go away for the winter.

Some people like myself do not have a letter box because I don't want mail piling up while I am away, and also because of theft from the boxes.

Contact methods must ensure that Chorus actually hears back from the occupants. There should also be a Post Office Box letter drop, and Chorus should ask all local bodies to send out a letter (at Chorus's cost) to all ratepayer's addresses.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

The change over is free to the occupant!!!!!!!!!!!!!!!!!!!!!!

### Should the code specify any other ways to contact consumers?

Yes. See my answers to question 1. I do not have a letter box. I do have a P.O. Box. I also get (very regularly) my rates and water demands from the council.

### Does anyone else need to be informed?

Don't know.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

YES!!!!

### Do you have any other suggestions or comments about the copper withdrawal process?

I paid for getting copper installed into my new house. Chorus pays for the fibre not me.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC72

Date: 12/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes. 6 months is good.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Sounds good.

**Should the code specify any other ways to contact consumers?**

Yes. Follow up with a phone call if no response in 4 weeks from sending the letter.

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes. Service maintained until affordable solution found

**Do you have any other suggestions or comments about the copper withdrawal process?**



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC73

Date: 12/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

It may do under normal. If thousands are trying to change at the same time, will that be sufficient time for providers to process and install the required changes/equipment?

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Odds are that the new technology WILL NOT work in the event of a power cut. The next time our power goes out for 3 days, we will be without access to emergency services after the last power bank is depleted recharging a mobile phone. For many aged people, that will be almost immediately as they probably don't know what a powerbank is, let alone remember to charge it and how to use it.

The information required seems adequate.

### Should the code specify any other ways to contact consumers?

By mail, and by email if available.

### Does anyone else need to be informed?

Provider of medical monitoring services

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Definitely for medical alarms. The provider needs time to address changes. Have they already been told that new technology needs to happen?

### Do you have any other suggestions or comments about the copper withdrawal process?

none



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC74

Date: 12/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Would rather stay with copper for certainty in emergency situations

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

newer technology may not work in a power cut and possible backup options

### Should the code specify any other ways to contact consumers?

When giving notice of intention to stop supplying copper services the code says that at a minimum Chorus must contact consumers by mail.

### Does anyone else need to be informed?

All others who have my landline connection.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

YES !!!

### Do you have any other suggestions or comments about the copper withdrawal process?

Do not do it !!



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC75

Date: 12/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Yes provided they have the capacity to convert customers within that time frame to fibre.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

I would also add the following:

In addition to fax machines and medical alarms, also the impact on monitored security alarms.

If a change of landline phones, security alarms etc are required as a result of switching to fibre how much will the additional cost be and who will bear this or will it be shared.

### Should the code specify any other ways to contact consumers?

Yes - possibly a newspaper advertisement to say that mail outs to copper customers have been sent.

### Does anyone else need to be informed?

Yes - I trust they will inform (possibly via a newspaper advertisement all suppliers of services eg. security alarm companies, medical alarm companies etc that this change is taking place.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes. The options that they may consider need to be provided.

### Do you have any other suggestions or comments about the copper withdrawal process?

For many residential homeowners the switch to fibre is not going to have a big impact (i.e improvement) on their use of the internet. For them this will be an unnecessary additional cost.





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC76

Date: 12/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

I would like copper to continue being an option, and not withdrawn.  
I don't agree with the time frame at all.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

I think that the consumer should be able to decide what they want, and if that is copper then they should be able to use it as it is available. I don't like the government trying to control the consumer... Not everyone wants fast internet...

### Should the code specify any other ways to contact consumers?

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

### Do you have any other suggestions or comments about the copper withdrawal process?

I don't agree with copper being withdrawn.  
I use Copper ADSL and I am a very happy customer.  
I think that the consumer should be able to decide what they want, and if that is copper then they should be able to use it as it is available.  
I don't like the government trying to control the consumer... Not everyone wants fast internet in their home...  
Pornography has a very negative impact on children, as we have heard in the media lately.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC77

Date: 12/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Depends on the definition of 'contact' and 'contacted'. If the action of disconnecting the copper is to be unilateral, then surely some actual acknowledgement that this will occur is required from a 'telecoms-responsible' person at the address.

Thinking of people who might be bewildered, uncomprehending, or overwhelmed by the idea that their phone service will be changed so radically, Chorus might consider establishing a unit to concentrate on special needs cases AND customers who don't engage with the process.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

-

### Should the code specify any other ways to contact consumers?

Yes, as detailed in my answer to question 1; Chorus should consider establishing a unit to work with customers who don't, won't, or can't engage with the changeover process.

### Does anyone else need to be informed?

Suppliers of non-telephone services reliant on copper so that they know, in advance, which areas their services might stop working or show unexpected faults.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

The code should include a requirement for reliable, positive communication to have been achieved -- not just abstract, unilateral, or attempted 'contact' -- where customers can't, don't or won't engage with the process.

### Do you have any other suggestions or comments about the copper withdrawal process?



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC78

Date: 12/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

.The website includes information on limitations on services during a power cut. .But what if the power cut is due to a major earthquake which could, e.g. in Wellington, knock out mobile phone towers with a long recovery period, perhaps weeks compared with power outages of perhaps a few hours?

Too often the effects of a major natural disaster are not considered when reviewing infrastructure changes. The Commerce Commission should take a lead on this significant risk.

**Do you have any other suggestions or comments about the copper withdrawal process?**



**Ref: CWC79**

**Date: 12/07/2020**

**Does this give consumers enough time to move onto fibre or other technologies?**

I think 6 months minimum is a good start, but ideally at least one years notice.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Consumers need to be informed that older burglar alarms with a line-dialler module which call a security monitoring company or nominated telephone number, may no longer work - depending upon which (Voice over IP) Codec their ISP/Voice Phone Line provider utilise in Customer Premises Equipment such as Routers, or in Telephone Exchange customisations for their particular network setup. This varies immensely between alarm controllers, VOIP routers, and ISP technical specifications, as there is no one national standard for VOIP telephony configuration.

Additionally consumers should be informed that Wireless options, (when Fibre will never be available in certain rural locations due to economic unfeasibility) are subject to radio interference from many sources such as electric fences, atmospheric conditions, potential short-term denial of service due to hacking/jamming attacks, and the cessation of a particular network due to company insolvency post COVID-19.

Consumers should also be told that houses/business premises will have to be rewired to allow a VOIP based Router (over Fibre) providing a POTS telephony service, to inject the phone service back into the old telephone socket wiring, so that wired telephone extensions can still be functional. The same will apply to VOIP over wireless options, where the customer desires to use any regular wired phone handset designed for a POTS telephony service.

**Should the code specify any other ways to contact consumers?**

In rural locations mail goes missing sometimes, and some people are either cognitively or visually impaired, or physical mail or email from Chorus may be presumed to be marketing and so ignored or thrown out/deleted, without being opened. Therefore consumers should be called on the telephone number specified in Chorus technical provisioning databases for that address.

In some cases, consumers may only be available via physical conversation, because they have had their POTS telephony service disconnected or



because they choose not to use a cellular phone. If they then desire to have a wired telephony service in the future, they would be disadvantaged, by a lack of notification.

### **Does anyone else need to be informed?**

In the case of rental tenants, I think they should be contacted in the first instance by Chorus, because telecommunications providers are commercial companies only beholden to the interests of corporate shareholders or upper management.

The telecommunications provider may omit important information because they cannot offer connectivity for a customer using their older telephony equipment such as a wired telephone handset, and they do not wish to provide detailed technical assistance to those unfamiliar with all the changes which shifting to a VOIP based telephony service entail.

### **Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes as I outlined in the first question feedback box, all older burglar alarms which use a line-dialler module to contact a security monitoring company or nominated phone number, are known to have incompatibility problems with VOIP provisioned phonelines due to different signalling capabilities over the CODEC which the telecommunications provider/ISP chooses to configure as the default for their VOIP network.

In some cases this can be changed by the consumer or a technician, but in most it cannot, and it will cause the consumer to have to invest in either an entirely new alarm system, or additional componentry to allow alarm notifications over a cellular network or TCP/IP over the internet. A reliable cellular network needs to be available in the first place, which may not be the case in remote rural locations. 5G is not necessary for this either, as most alarm diallers for cellular networks only need 2G/GPRS/3G as a minimum.

Expecting consumers to wait for a reliable cellular network to be installed nearby, and to then have to spend their own money to upgrade their alarm alert system, because of cessation of copper which only benefits Chorus, is very unfair.

### **Do you have any other suggestions or comments about the copper withdrawal process?**

I'm personally against allowing Chorus to remove/disconnect all copper phonelines in the first place, for several reasons, which I shall outline below as numbered portions:

It reduces work available for Telephone Line Maintenance Workers, who previously had regular maintenance callouts to remove water ingress, oxidation, or outright electrical disconnection faults from Copper based phonelines. Apart



from physical distance from a suitable street cabinet or telephone exchange, this was the primary reason for POTS/ADSL/VDSL to be unreliable. In this hard economic time post covid-19, people need all the work they can get, and repairing phonelines as with reading power or phone meters, was an occupation employing hundreds of workers around New Zealand. Why not overturn Chorus corporate objections, so as to allow more jobs to be created once more?

Copper withdrawal will cause added stress for elderly, disabled, mentally ill or physically incapacitated people, as they will have to spend precious money altering their wired phone sockets, monitored burglar alarms, and obtaining battery backup for their VOIP based Telephony IP routers so that the 111 Emergency system will work in a power blackout. They will also have the added stress from trying to work a new phone setup which they may find confusing or complicated. If it was possible to simply plug a POTS phone into a Fibre ONT, using a simple adapter without remote/local configuration of a VOIP capable Router being required; it would be easier for people to make this transition. Many of the individuals above do not have or desire to have an internet connection either, due to extra cost, or no need for it in the first place.

Relying solely upon one communications topology for the entire country has implications for continuity of services in a regional or national emergency, along with possible National Security implications, if for some reason the fibre network suffers a continuous and nationwide 'blackout' due to software hacking or physical vandalism . Having a diversity of communications networks, is more likely to allow resumption of operations for residents, businesses, and essential services, after an unpredictable event severs telephony services over Chorus fibre. Chorus fibre also links cellular basestation sites in some cases, so having functional copper POTS networks or multicore street ducting cable able to be re-provisioned without requiring physical installation again, would make a cost effective solution as a backup option in various locations.

There is currently and will be more objection in the future, to extra cellular basestations being rolled out around New Zealand, due to visual beauty of the landscape being ruined, health concerns subject to strong industry and government denial, and the costly and lengthy civil works required to install new fibre optic cables to rural townships or very remote locations. Keeping older copper POTS telephony and ADSL/VDSL internet functionality and Telephone exchanges in place, works around the Telecommunications private industry push for modernisation and sole reliance upon fibre-optic,wireless or cellular services; and will save the Government, Councils, Residents and Businesses alike from spending more money in an unprecedented time economically due to Covid19.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC80

Date: 12/07/2020

### **Does this give consumers enough time to move onto fibre or other technologies?**

As Chorus conducts an Annual Plan it follows that they must provide 12 months notice at the first contact. Getting Chorus to actually install fiber in individual homes will be a huge undertaking and I am not convinced they have the will or ability to complete this within 6 months.

### **What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

The expected timelines of having fiber installed in the effected persons home and the cost of installing the fiber cable

### **Should the code specify any other ways to contact consumers?**

Both by mail and if known by e-mail.

### **Does anyone else need to be informed?**

### **Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

suggest how consumers could mitigate the problems with these devises not working.

### **Do you have any other suggestions or comments about the copper withdrawal process?**



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC81

Date: 13/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Yes, but I feel that the comms should come directly from the internet provider - I don't pay a bill to Chorus. Three notices over 6 months would be sufficient.

There are certain situations where 6 months may be a struggle - in my apartment building fibre is \*technically\* available, however because consent was declined by the body-corporate, only copper is available - unless you want to be limited to a single provider (I think Wireless Nation?) who have put their own equipment in the basement to allow faster VDSL connections direct to their equipment (which in turn is connected to fibre).

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Being told how to best sign up for fibre for each provider is crucial - they would provide full details on alarms/faxes etc. not working.

The power-cut risk is a potentially massive issue for some people - whether they're moved onto fibre or wireless. The contact detail of common alarm providers (St. John, ADT) would also be handy so you can ensure you're ready to go before contacting your provider to install fibre.

### Should the code specify any other ways to contact consumers?

The ISP should be the one to deliver the messages - they know specifically our current plans/speeds and data usage - fibre may not be the only/best option for our current needs. Chorus won't be in the best position to suggest a new plan for us unless that information is shared from the provider.

I'd prefer to receive comms via email (or direct from the body corporate of my building)

### Does anyone else need to be informed?

The body corporate should be informed for large apartment buildings. Utility providers like Vector should be informed too

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?





Having a guide (perhaps online) of the most commonly-used devices, and their alternatives, would be handy.

For example:

Current device: ADT phone-line monitored alarm

Alternative: ADT IP monitored alarm ([Link to ADT site / contact details](#))

In terms of protections, high-risk people (e.g. those who have illnesses and are registered with power companies as highly dependent) should receive extra contact (perhaps via phone).

For the elderly, it'd be useful to have a contact number and/or retail presence where they could drop in to discuss the letter/email that they receive.

**Do you have any other suggestions or comments about the copper withdrawal process?**

Current consent for fibre installs needs to be considered - if consent has been declined, this may mean that there is no alternative to copper.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC82

Date: 13/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Can't think of anything

**Should the code specify any other ways to contact consumers?**

Telephone contact

**Does anyone else need to be informed?**

can't think of anyone

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes. Major concern if phone cannot be used in powercut. Not everyone relies on cellphones.

**Do you have any other suggestions or comments about the copper withdrawal process?**

We try to live in an environment with as less electrical and signal interference as possible. This is particularly important for our family at night time. We require options to be able to continue to have use of a telephone line over night that does not require cellphone or wifi technology overnight.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC83

Date: 13/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Yes, six months would be fine. The concern is that in most instances Chorus has already disconnected the copper service at the time when fibre was installed without the customer being informed. Having lived through the earthquakes in Christchurch I know it is imperative that in an emergency, calls can be made. Without power, calls cannot be made over a fibre network and that is not acceptable.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Customers need to be told at the point they are considering taking up fibre about the risks for if there is an emergency. Also Chorus need to provide an alternative communication method that will work during a power cut. A code for 111 is not enough. Also an apology and reinstatement of the copper connections that have been disconnected until this is sorted out.

### Should the code specify any other ways to contact consumers?

All customers should be contacted by mail, phone, email. Just mail is not good enough especially when taking away a lifeline.

### Does anyone else need to be informed?

Emergency services and Civil defence should also be made aware or have access to a database that has this information. The information should also be part of the data when selling or renting a house so that prospective owners / tenants are aware of the situation and can make informed decisions.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes. There should not be any loss of ability for the customer. The new service either has to do what the old one did or chorus needs to provide alternatives at their own cost.

### Do you have any other suggestions or comments about the copper withdrawal process?

I recently worked for one of Chorus's partners in the fibre rollout and sam concerned that Chorus has been disconnecting copper connections and



instructed their technicians to cut the copper connections without notifying the customers. When I learned this I immediately raised the issue with my superiors who stated as we were only the company that dispatched the work there was nothing we could do. As a fibre customer I sought to get information from Chorus about why they had cut my copper connection as that was not something I had agreed to ( I never would as having lived through the Christchurch earthquake where there was no power and no cell coverage, I was one of the few people in my area that had a landline that worked and became an essential communication hub for my entire neighbourhood), and as yet have had no response. Before the code can proceed this issue needs to be investigated and Chorus must answer for their actions.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC84

Date: 13/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

People need to be advised that if they have a house alarm running on a landline on copper and you change to fibre that you will need a new communication box of tricks for the alarm. Likewise for medical alarms. This could be dangerous and expensive for older or poor people.

**Should the code specify any other ways to contact consumers?**

yes, by email and notification in local newspaper

**Does anyone else need to be informed?**

Don't think so

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes, those who rely on medical alarms or any other medical equipment should be able to opt out of having fibre and retain their copper connection. Otherwise dangerous health consequences may arise

**Do you have any other suggestions or comments about the copper withdrawal process?**

I do regard the withdrawal of copper network as having safety issues in regard to peoples health. With old school copper you can still make emergency calls even if power is out. If you have a landline via fibre, and power goes out, so does your phone, your internet and any other services you have running through fibre.

Therefore I regard it as my human right to retain copper and I should not be dictated to by Chorus or anyone who wants to enforce such change to fibre network. The added expense of any new gear required to go with fibre is unfair to old people and the poor.

Good customer service requires listening to the customer NOT dictating to the customer!



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC85

Date: 13/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

I think the need for alternatives in a power cut should be strongly emphasized. Many people assume they could get Internet via Laptops etc, without realizing that their router/modems will not work in a power cut.

**Should the code specify any other ways to contact consumers?**

Since it is to do with phone lines, they should also be contacted by the phone.

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes, this is important, and they may need much longer notice.

**Do you have any other suggestions or comments about the copper withdrawal process?**

I recognise that Chorus wants to stop providing copper, but The Commerce Commission should give more attention to people who want to have a reliable backup during power cuts.

Why is your spell-check using American Spelling, it's not what we use here?



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC86

Date: 13/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Perhaps, but what if the consumer does not agree to Chorus stopping supply of a copper service?

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

What is required is information on how an alternative to copper will work in event of a power cut - and that power cut could last for days.

### Should the code specify any other ways to contact consumers?

Mail, supplemented by email (if possible).

### Does anyone else need to be informed?

Everyone who lives at that address where the supply of copper is likely to be stopped by Chorus.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

If consumers use services - such as medical alarms - that may not be provided over fibre, then please do not even contemplate replacing copper with fibre.

### Do you have any other suggestions or comments about the copper withdrawal process?

It is myopic to even consider replacing copper with fibre when one lives in the Shaky Isles - a significant earthquake is a matter of 'when' rather than 'if' in New Zealand. A fixed handset connected to a landline can be purchased for less than \$20, and is part of our emergency preparation kit. Whenever we've faced an emergency during the last 20 years or so, the cellular phone network has been the first one to collapse and it can't handle the barrage of calls - or even text messages that starts almost as soon as an emergency occurs. If the power is out - as it may well be during such occasions - fibre becomes useless and your cellphone will work (although you may still not be able to make calls) only as long as its battery lasts. At least the copper network provides a working alternative in case of an emergency. Please don't be swayed by short-term thinking (such as



the amount of money required to maintain a copper network); copper will pay for itself when fibre fails due to power outage and the landline is your only working means of communicating with people in other parts of the city/ country.





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC87

Date: 13/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

What about monitored alarms such as burglar or medical?

devices like fax machines and medical alarms may not work with fibre services

While this may be true, Chorus needs to come up with viable alternatives/backups especially as regards medical alarm devices.

**Should the code specify any other ways to contact consumers?**

Surface and/or email?

**Does anyone else need to be informed?**

Other services such as monitoring services need to be contacted, not for each individual customer, but for a general area that the copper supply is to be stopped so they can make alternative arrangements

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes. How this is to done is up to Chorus and the monitoring service.

**Do you have any other suggestions or comments about the copper withdrawal process?**



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC88

Date: 13/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No - and you are assuming it's even OK to withdraw this service

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

They need to actually notify people when they arrive at your door with their friendly sales pitch that this is the first notification for withdrawal of service instead of doing what they are currently, which is offering FREE wireless connection. They did not say anything about withdrawal of service in 6 months. They are being CUNNING! And - ever since that visit our internet has been intermittent. We have never had an issue and then they visit and ...BOOM! Our internet has been patchy since then. Too much coincidence to not consider devious doings.

### Should the code specify any other ways to contact consumers?

“Before Chorus can stop providing copper services, consumers must have access to an equivalent fibre service; that is, they must be able to buy the same services over fibre that they currently have over copper.” As a consumer my phone will not work in a power cut and my alarm will not work the same either.

The government should take over the copper network and give people choice. Another provider should be offered the opportunity to take over the copper network and supply a service to those who want it. Profit before customer service is GREED! Has there already been an agreement made to withdraw fibre? If so - who with because it's not with customers receiving the service?

### Does anyone else need to be informed?

And your telecommunications provider MUST notify you that Chorus has notified them that they intend to stop supplying copper services at your address. If a service is going to be forced to change then the consumer has the right to shop around with enough notice to do enough evaluation of other existing services to make an informed decision about what suits their needs best.

And your landlord MUST notify you that Chorus has notified them that they intend to stop supplying copper services at your address. If a service is going to be forced to change then the consumer has the right to shop around with enough notice to do enough evaluation of other existing services to make an



informed decision about what suits their needs best.

The notification should also be clear that the service is being withdrawn and not masked with a sales pitch and disguised as offering FREE wireless connection.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes, absolutely. Devices that rely on copper connections, which cannot be used over fibre, or - which will cause extra services or costs to be added or applied due to a change from a copper connection MUST be compensated for to the consumer.

This technically is not an upgrade of services.

**Do you have any other suggestions or comments about the copper withdrawal process?**

Copper should not be withdrawn at all. The copper network should be offered to another provider to enable consumer choice. Chorus or any other corporate entity should not have a monopoly over communications services. The government or a private supplier should take over the copper network in order for a fairer communications sector to develop. This could be a great business opportunity and will encourage healthy and fair competition in the communications market. It could provide many jobs and other options for a provider with a greater will to provide better choice to consumers.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC89

Date: 13/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Yes

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

At this level the information seems to be adequate. I would like more detail on point five "possible backup options" these should include the option of a suitable UPS to maintain the 111 options for a reasonable time (hours, not minutes)

### Should the code specify any other ways to contact consumers?

I would like to see multiple contact methods done in parallel (eg mail, email, phone, social network etc) as I don't think relying on one method is acceptable. Site visits should be undertaken if there is no response. There should be the requirement for the customer to respond to the contact before the clock starts.

### Does anyone else need to be informed?

It is not clear from the above question if the contracted consumer is included.

Chorus should contact:-

The consumer(s) who have contracted the service from their supplier

The telecommunications provider

The on site users of the service (to cover where the contracted consumer is not on site and does not directly use the service)

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Fibre services should be able to support 'copper' devices (ie POTS over fibre)

### Do you have any other suggestions or comments about the copper withdrawal process?

I think that the fibre equipment should support POTS devices and there should be an option for various sized UPS to support the equipment in the customers premises.

The primary reason for the UPS and POTS support is for the continuous use



of health and emergency services. The UPS option could also be used by people working from home and businesses.

I know from personal experience that have a generator at home has enabled me to keep working and using the internet during power outages.

People are/were used to the telephone exchange powering the phones (Central Battery) but this functionality could be replaced by a small battery/UPS (The first telephones were Local Battery with a 'Eveready no 6 dry cell')

I spent years working for Telecom maintaining the copper and PSTN network and will be sad to see it go, but it is no longer practical to maintain parallel networks.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC90

Date: 13/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No - and you are assuming it's even OK to withdraw this service

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC91

Date: 13/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

A simple price and service comparison website or 0800 number - similar to powerswitch. Many customers being forced to change will not have sufficient knowledge and experience to navigate through the marketing morass.

Must be completely independent of any providers who they may switch to.

**Should the code specify any other ways to contact consumers?**

Mail but they should also attempt to use email and phone as well if at all available

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Most or all of these can be replaced with other technology - at a cost. There should be financial assistance where this happens

**Do you have any other suggestions or comments about the copper withdrawal process?**

I live in a rural area. The copper service is appalling and getting worse. There should be minimum thresholds for service quality (line noise, outages, ADSL and VDSL speeds) as these often impact to the point where the copper service may as well be withdrawn. Fibre is often not an option but wireless is almost always available at a reasonable monthly cost - but high installation costs. Where Chorus is unable to maintain copper lines to a basic standard customers should be offered a replacement wireless option.

It would actually be cheaper overall than maintaining the failing copper lines. On a 10km stretch of rural road with about 60 houses in total we all joke about finding the Chorus



technician a house for rent so he will be closer to work. It is economic lunacy to continue pouring the labour and expenses into a failing (failed in many cases) technology when there is a clear and obvious solution available.





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC92

Date: 13/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Time yes but money, no - fibre is dearer. PM Bolger, National, guaranteed copper. Why should private sector Chorus profit from Bolger's lie and the public pay the price? Chorus knew that was the system when they formed their company and have lived with it successfully / profitably until now.

What is the necessity for change? So Chorus profit? But many, who have no choice over whether to pay high fibre prices many will be disadvantaged.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

These options indicate Chorus has had the proposal accepted, ie cutting off copper line service.

Is that correct. If so asking opinions is a farce.

Why have Chorus been allowed to potentially defraud the public like this. The questionnaire doesn't ask opinions, ie retain copper as required, only how to cope with a fait accompli.

Not good enough.

### Should the code specify any other ways to contact consumers?

On accounts, on front of account.

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes, but ensure it has easy enforcement and sizeable breaches, ie large fines.

### Do you have any other suggestions or comments about the copper withdrawal process?

Na. Bolger was the first liar.



Key was actually far more destructive of the NZ economy as a whole. Fibre is good (though NZ does not have fast speed) but Upgrading technology does not remove moral responsibility, something in which Key in lockstep with Trump.



**Ref: CWC93**

**Date: 13/07/2020**

**Does this give consumers enough time to move onto fibre or other technologies?**

Why is the Commerce Commission being so compliant with Chorus to the detriment of the 'end-user' or more correctly 'the customer'? This DRAFT Code enables Chorus to NOT have to provide the current services 'customers' receive as in example:

G2 Requirement for similar functionality provided by fibre service

40. It is a minimum requirement that the functionality available to an end-user over a fibre service includes:

40.1 a voice service; and

40.2 a broadband service.

Please ensure obligations to the people of New Zealand and ensure this code does not undermine the needs of the public and customers (end-users). They need more protection than this DRAFT Code provides. Chorus appears to be have a powerful monopoly position that is being enabled by government. If Chorus no longer want to provide a copper network the Commerce Commission must ensure they cannot monopolise the fibre connection market forcing 'end users' to accept their offers because there is a lack of competition and no other way for end users to purchase a similar service at the same price or better elsewhere.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

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**Should the code specify any other ways to contact consumers?**



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### **Does anyone else need to be informed?**

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### **Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

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**Do you have any other suggestions or comments about the copper withdrawal process?**

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## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC94

Date: 13/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Poor

**Should the code specify any other ways to contact consumers?**

Provide new devices

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC95

Date: 13/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Why can't we keep copper services for emergencies?

**Should the code specify any other ways to contact consumers?**

In person.

By phone.

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

Would like copper services to be retained as a backup measure. Our country is prone to natural calamities. There could be power outages that could last weeks. Having copper as a backup is good



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC96

Date: 14/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Min 6 months. Especially right now given the economy

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Is this meaning phone lines won't work anymore? That everything is going over internet? So it's reliant on power? That's worrying.

### Should the code specify any other ways to contact consumers?

Yes. This should be a TV campaign because the most effected will be older people. And they watch tv.

### Does anyone else need to be informed?

How are they going to know? Both parties need to be informed and the service provider.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

If it's going it's going but I think a mass awareness campaign is required to advise NZ. This is a big deal.

### Do you have any other suggestions or comments about the copper withdrawal process?

This needs more awareness. I'd like to see a multi channel communications campaign to inform nz of this. A lot of people especially vulnerable old people still use it.





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC97

Date: 14/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

6 months sounds reasonable for notification.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

I think there needs to be robust systems in place in case of emergencies. What are the alternatives in power outages, medical alarms must have a back up and if fibre can't support then copper shouldn't be removed. Hasn't anyone thought about this with fibre? What happens in earthquakes?

### Should the code specify any other ways to contact consumers?

Minimum mail but email as well as notification in local newspapers

### Does anyone else need to be informed?

Cant think of anyone.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Absolutely. People with medical alarms need a service that is reliable. Many of these individuals live alone and I should imagine will be extremely worried at the lack of service. I don't think this has been widely published....its certainly the first time I've read these devices won't work. I think it's been lost in all the hype regarding faster internet speeds and that's all everyone has been focused on. I also had registered it's inability to work in power cuts! This is not progress.

### Do you have any other suggestions or comments about the copper withdrawal process?

Not regarding the code but I do feel that the public has been 'sold' a dud. I don't think the negatives of fibre have been publicised very much. For a country that suffers earthquakes to move over to a system that appears to be very susceptible to damage seems ludicrous to benefit a few who want faster downloads!



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC98

Date: 14/07/2020

Does this give consumers enough time to move onto fibre or other technologies?

What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Should the code specify any other ways to contact consumers?

No

Does anyone else need to be informed?

Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Do you have any other suggestions or comments about the copper withdrawal process?



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC99

Date: 14/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Don't know

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Are Chorus actually capable of carrying out any of this process? Past experience with them leaves me doubtful.

**Should the code specify any other ways to contact consumers?**

A follow up phone call to ensure consumers got the letter by mail, and that they understand it.

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Other options need to be provided. Consumers should not be forced to update or change other equipment because of being forced to change to fibre. Consumers should not have to incur costs because of this.

**Do you have any other suggestions or comments about the copper withdrawal process?**

My only comment would be to say, I sure hope Chorus up their game with this, because their track record is not great! It could end up a very big chaotic mess!!



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC100

Date: 14/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Keep the copper.

A huge amount of cash is waiting from the copper value when scrapped. This does not belong to Chorus!.

It won't be until they rape the copper lines will the true safety (danger) will be shown and it will be too late.

Fibre is disgustingly slow worse than ADSL (on copper) yes sold as the magic bean. (a lie of the highest order)

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

This is just another theft by corporations from the consumer.

Think back to the rape of Telecom and the safety net of the "kiwi share", gone, stolen.

### Should the code specify any other ways to contact consumers?

Take my copper away and I will take something away from them

### Does anyone else need to be informed?

This is theft

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

yes

### Do you have any other suggestions or comments about the copper withdrawal process?

don't do it, just another scam over the people



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC101

Date: 14/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Nothing more. I have submitted that the 111 contact code is unnecessary to have in place.

**Should the code specify any other ways to contact consumers?**

No

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

No, fax machines are only used in medicine now, and medical alarms should be via cellphone technology.

**Do you have any other suggestions or comments about the copper withdrawal process?**

No



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC102

Date: 14/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

What a Joke - Er what fibre Chorus have told people where I live that our increasingly failing copper wire isn't going to be replaced by anything when it finally dies! Meanwhile Spark charge me full price for a less than 60% service! So eventually that's going to be no landline, no internet and for many including me no mobile signal either! I'm tired of hearing about upgrades all over the place when Spark still charges me full price for an utterly rubbish service! Max Mbps 5 usually around 3.5 often less than 0.1!!! Crackling land line hear others calling out and talking to each other, internet constantly dropping out and I'm still obliged to pay Spark 100% for a totally rubbish service and are Chorus are totally disinterested in our dilemma!

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Irrelevant they've told us they are just going to let the copper wire die and have no plans to replace it with anything! If you ask them they'll probably lie and say something else but that's what I've been told!

### Should the code specify any other ways to contact consumers?

Sorry no answer as I have been told not to expect the copper wire to be replaced it will just be allowed to die!

### Does anyone else need to be informed?

N/A

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes!

### Do you have any other suggestions or comments about the copper withdrawal process?

I think you get the gist of my submission by now - why am I obliged to pay full price for a multiply failing service due to an increasingly dodgy copper wire and being at the end of the oldest exchange in NZ that Chorus have told me they have no plans to replace!?



Can they really just leave us with zero communication options when the copper wire dies, yep not even here! Presumably my only option is to sell up and move, yes it is an odd location it is for a fact this is the situation for many of us across NZ!

Sorry to ramble but I am sick to death with Chorus I've even invited their technician and his family to move in with me as I see him that often!



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC103

Date: 14/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No!!!! just leave it alone and stop pushing people into something they don't want.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

This is what you say now, but when this is in place , nothing that is said wilk haooen , it's a step backwards. No phone when the powered is cut . Draconian. !

**Should the code specify any other ways to contact consumers?**

Absolutely!

**Does anyone else need to be informed?**

Of course!

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Absolutley

**Do you have any other suggestions or comments about the copper withdrawal process?**

Leave copper alone . Fixing something that isnt broken is such a waste of time, money and resources. I rent and my land lord will not pay to dig up the drive for the tenants. This leaves us without a working landline . Forced to use a cell phone whether we want one or not. You think a lesson would have been learned by the chch earthquakes. I shall have no telephone , what a step backwards . Like being back in the 1800s





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC104

Date: 14/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

Leave copper alone . Fixing something that isnt broken is such a waste of time, money and resources. I rent and my land lord will not pay to dig up the drive for the tenants. This leaves us without a working landline . Forced to use a cell phone whether we want one or not. You think a lesson would have been learned by the chch earthquakes. I shall have no telephone , what a step backwards . Like being back in the 1800s



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC105

Date: 14/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Chorus should provide a full schedule of transition options adjusted for different areas of NZ, especially for older folk, informing us how to access the new technology and use it in our homes.

**Should the code specify any other ways to contact consumers?**

With the initial written notice via posted mail, there could be options for further info to be received by email. Chorus could/should have a dedicated website to feed info during the project.

**Does anyone else need to be informed?**

No.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Absolutely YES. All known alternative technologies should be shown, and in cases of medical or vulnerability issues Chorus should play a leading roll to ensure those suitable technologies are installed at reasonable cost.

**Do you have any other suggestions or comments about the copper withdrawal process?**

Ee have an 0800 facility, which both Spark and Vodafone inform us we cannot have on fibre, which is why we are still on VDSL.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC106

Date: 14/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No, as the Chorus network installation process can be subject to intense delays, and will not be able to be completed in all cases within a 6 month time-frame. 6 months should only be applicable if Chorus (or relevant LFCs) have completed a feasibility survey to ensure that service could be delivered within that time-frame, with Chorus (or relevant LFCs) required to ensure continuity of service for the customer if such a situation arises where Fibre (or an equivalent service delivered over an alternative medium) can be provided.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

The only additional information that should be provided to customers is relevant options equivalent to what they are currently receiving over copper. This information may be hard for Chorus to deliver, and may best be provided in tandem with the RSP servicing that customer over Chorus' network.

### Should the code specify any other ways to contact consumers?

email, SMS and mail, preferably registered mail or delivered by hand by Chorus personal to ensure the receipt of the information. Advisories in the local paper, or through the local council would also be of value.

### Does anyone else need to be informed?

No.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Alternative services delivered by RSPs or other service providers as an alternative should be suggested in the documentation provided, or contact information for organizations that may be able to provide further help with resolving those issues.

### Do you have any other suggestions or comments about the copper withdrawal process?

No.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC107

Date: 14/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Two years.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

When our road will get fibre if ever.

**Should the code specify any other ways to contact consumers?**

No as long as it gets there. Email ok.

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes of course.

**Do you have any other suggestions or comments about the copper withdrawal process?**

Its all we haven what else can we do? Wireless is so unreliable and over run.the Vodafone network cannot handle the volume. Spark cannot cover us here.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC108

Date: 14/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

I believe 6 months gives enough time provided the steps to transition are clear to advise when first action for the transition is required (and who's responsibility this is).

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

The requirements of fibre (i.e. always on electronic box and outlet).  
The ability to decide location of box installation location.  
How the power and box will be provided (and who's responsibility for this maintenance is)

### Should the code specify any other ways to contact consumers?

They should be notified in two ways, a mail drop and through the ISP (as they would have the most up to date information).

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Clear identification of services that are not supported.

Mitigation of these services.

The likely level of service from services in event of a power cut.

What minimum equipment is required in homes to support the new technology, who provides, pays and is responsible.

### Do you have any other suggestions or comments about the copper withdrawal process?

The consumer/end user has to have the opportunity to decide where mandatory equipment will be relocated. I.e. convenient for the home owner not for the installer.



The user, given that fibre requires an additional box powered by the users electricity, needs to be given credit for this equipment, power consumption and maintenance/damage.

Who is responsible if a power connector isn't available in the installation location?

What happens with faults with the equipment? What will be the agreed level of service chorus will have to provide to the end user in the event of an error with equipment (i.e. you are distributing multiple points of failure) as opposed to a single distribution board.

I prefer my current install of copper phone line connected to fibre 150m down the street. I don't have additional boxes installed, using up another Powerplug and cluttering my hallway. The fact that fibre is being forced in without a choice for this inconvenience. I feel especially bad for those people and their homes who have always had a landline but chosen not to have internet - but they do not have a choice here...

Personally I am against this transition as it further reduces choice to the consumer.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC109

Date: 14/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No. It is important to advertise this process further.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

People should need to know the down side of loss of copper lines

**Should the code specify any other ways to contact consumers?**

Yes. Every possible opportunity should be used to inform customers

**Does anyone else need to be informed?**

Everyone should be informed. If power is cut then the only way to stay informed with telecoms through copper lines

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes. Definitely

**Do you have any other suggestions or comments about the copper withdrawal process?**

Regional properties need consistent communication and access to services. Without copper networks this is currently impossible.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC110

Date: 14/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Emphasise that Fibre will be provided as an option to every household that currently has Copper and other modes may also be available in their area.

**Should the code specify any other ways to contact consumers?**

Leaflet drops. Not all owners live at the physical address (landlords) and the people living at the address need to know. Landlords are notoriously bad at passing on info to tenants.

**Does anyone else need to be informed?**

No.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

No

**Do you have any other suggestions or comments about the copper withdrawal process?**

It needs to be made clear / a condition that Copper Services will not be withdrawn unless Fibre is available as an alternative at the home boundary.





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC111

Date: 15/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Depends on how long between the 3 notifications are as it may take awhile to find the right provider

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

They are good information requirements

### Should the code specify any other ways to contact consumers?

Writing is the best way

### Does anyone else need to be informed?

As long as they do notify both parties involved but mainly the person who's name the internet is rented to

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes it should

### Do you have any other suggestions or comments about the copper withdrawal process?

Alot of people can not afford fiber so they shouldn't be forced to change by any company or government.

There is nothing wrong with the way things are and fiber gives the government more spying power



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC112

Date: 15/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Possibly

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

No

**Should the code specify any other ways to contact consumers?**

No

**Does anyone else need to be informed?**

I think cellphone network providers need to be as not all areas have cell phone coverage even though they have fibre. I live in Ocean Grove, Dunedin and cellphone coverage is terrible so in the event of a power cut we would have no way to communicate using phone. We are limited to using 2degrees for their wifi calling, as Spark and Vodafone do not offer this.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Not sure

**Do you have any other suggestions or comments about the copper withdrawal process?**

I think cell network coverage also needs to be looked at in areas that people have remained on copper because network coverage is bad or not existent, such as Ocean Grove, Dunedin.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC113

Date: 15/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

yes

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

I am perhaps one of the few customers that only has a radiophone link to my property, with no data access possible. Nor is there mobile phone coverage. In lockdown the radio link failed and i had no way of contacting people other than taking my bike a few km to a neighbour down the road. Does my system, maintained by Telecom/Chorus/Downer for the past 20 years, still get covered by the copper rules?

### Should the code specify any other ways to contact consumers?

Many rural people likely to be affected may be older persons and less technologically savvy than urban residents. the removal of copper might remove a vital social lifeline. to minimise the potential for such issues perhaps consumers could be contacted by phone to ensure they understand the implications, with an offer of a personal visit if the consumer would like more direct assistance.

### Does anyone else need to be informed?

no

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

if there is a reduction in any level of service provision the consumer should be consulted and compensated

### Do you have any other suggestions or comments about the copper withdrawal process?

my loss of my one form of communication (radio phone) to the outside world during lockdown made me recognise the fragility of the old system that i have used for 20 years. despite 3 weeks with no coverage, there was no apology from Chorus. the Chorus fault line operator commented that he didn't know there were any radio phone links left in NZ nor if they had any technicians who would know how to fix it. this concerns



me. the friendly technician told me he was due to retire this year and no-one else in the area knows those systems.  
we are entering a period of instability with anticipated increases in the frequency and intensity of extreme events. I am concerned that my service will be withdrawn, when my only option is a very expensive satellite system.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC114

Date: 15/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

I think it does.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

I think the above, covers it all

**Should the code specify any other ways to contact consumers?**

I think they should see consumers in person, and explain.

**Does anyone else need to be informed?**

Nope

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Why can't such devices, function over fibre?

**Do you have any other suggestions or comments about the copper withdrawal process?**

Sooner the better



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC115

Date: 15/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

How to order a fibre service:

I began requesting fibre on 13 April 2015.

I live in a 'Special Character' terrace house (one of six).

All the terrace houses are of the pre 1912 era and have solid concrete walls. Chorus are aware that these walls cannot be drilled through to run cable.

The houses front on to York Street, Parnell. Each house has a purpose built service hatch at the front of the house. Power, water, gas, and phone line all enter the house through this hatch.

All six house owners have signed agreement for fibre to be installed through the hatch at the front of the houses. We are still waiting.

**Should the code specify any other ways to contact consumers?**

All six house owners have signed agreement for fibre to be installed through the hatch at the front of the houses. We are still waiting.

**Does anyone else need to be informed?**

I began requesting fibre on 13 April 2015.

I live in a 'Special Character' terrace house (one of six).

All the terrace houses are of the pre 1912 era and have solid concrete walls. Chorus are aware that these walls cannot be drilled through to run cable.

The houses front on to York Street, Parnell. Each house has a purpose built service hatch at the front of the house. Power, water, gas, and phone line all enter the house through this hatch.

All six house owners have signed agreement for fibre to be installed through the hatch at the front of the houses. We are still waiting.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

All six house owners have signed agreement for fibre to be installed



through the hatch at the front of the houses. We are still waiting.

**Do you have any other suggestions or comments about the copper withdrawal process?**

I began requesting fibre on 13 April 2015.

I live in a &quot;Special Character&quot; terrace house (one of six).

All the terrace houses are of the pre 1912 era and have solid concrete walls. Chorus are aware that these walls cannot be drilled through to run cable.

The houses front on to York Street, Parnell. Each house has a purpose built service hatch at the front of the house. Power, water, gas, and phone line all enter the house through this hatch.

All six house owners have signed agreement for fibre to be installed through the hatch at the front of the houses. We are still waiting.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC116

Date: 15/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

We need to have a serious Backup if fibre break down or we could loss services In EQ and others stuff and Cables can be Cut and can't get fixed for a week not a day and need to know how to reset The Fibre setbox and Services and NZHousing Govt need to get this in their Home for Renters and others stuff cost for the Home for helping with the Cost of the Installation for more Satellite Dishes and The future of Digital VHF,UHF,HF, etc.. and Non Freeview signal for the Amateur TV and other Channels on Digital VHF and UHF freg with upgrade to the other Transmitters to fill in areas like Summer, Cass, Marley's Hill, etc are back online after the analogues switch off but still ready for future reference used with the Downgrade if Needed and Waiting for More Channels in New Zealand with upgrade to Fibre TV and TV over Power, etc...

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Fibre need to have all currently services,we have for our Copper services and need to get this done Right be for we switch off the Copper services without the Errors in both cases of Copper and Fibre of services we still have problems with Them and we need still need the WiFi and Non WiFi for Devices like SKY,Etc and person decorder and Video Recorders or Stereo system may be back need to have Copper cables and Fibre setbox for video Tape and CD, Blu-ray, Etc.

### Should the code specify any other ways to contact consumers?

Phone, Text,Post Address, Email, Fax.

### Does anyone else need to be informed?

Yes

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes from Errors not meet the requirements still need to use for backup for non Fibre services like internet connection fail on Fibre and the Fibre Deal with Internet, Phone, Mobile, Fax, Fibre setbox need Cooper Backup via Satellite Dishes (SHF),VHF,UHF Bands for KU and C via Satellites around New Zealand and Australia and Amateur TV and Amateur Satellites, Amateur Radio via Fibre and Cooper Services we need.





**Do you have any other suggestions or comments about the copper withdrawal process?**

The landline phone need to have Cooper for the Phone Jack if the Fibre going out or the power going out and we need the Copper cables services and Non Power Phone for Dial 111 and Friends and Family in a Emergency and in a way of Problems May come up and the need for Cooper like on a EQ Day to hear from people and pets and and Animals are Safe and Well.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC117

Date: 15/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

1year

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

In person

**Does anyone else need to be informed?**

All people concerned , renter, home owner, business operator.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes definitely as for some properties, they do also do not have reliable internet reception

**Do you have any other suggestions or comments about the copper withdrawal process?**

No



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC118

Date: 15/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

6 months seems a reasonable length of time

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Mobile phone service providers need to allow mobiles to operate on 111 even if they do not have a current plan.

### Should the code specify any other ways to contact consumers?

advertise in local free papers and grapevine groups

### Does anyone else need to be informed?

Tenants who pay for the service

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

No, move with the times

### Do you have any other suggestions or comments about the copper withdrawal process?

When will Chorus finish delivering Fibre to rural Auckland?

We live at [REDACTED] which is part of the supercity and they have absolutely NO plan to deliver fibre to us on the main road between Pukekohe and Waiuku.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC119

Date: 15/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No Should be 9 months

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

What to do if you have a medical alarm

**Should the code specify any other ways to contact consumers?**

By mail and with landline followup

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Unsure

**Do you have any other suggestions or comments about the copper withdrawal process?**



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC120

Date: 15/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Yes, if there is another service at the same price. Wireless phone connections don't support burglar alarms.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Fibre and 4G options to copper must provide burglar and medical alarm connections without added cost.

And their modem/router/whatever must be able to work for a prolonged period without mains electricity: solar panel and battery backup.

### Should the code specify any other ways to contact consumers?

Mail AND email.

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

If they can't provide the same services as copper wire, then they should keep the copper. My internet is quite fast enough on copper wire.

### Do you have any other suggestions or comments about the copper withdrawal process?



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC121

Date: 15/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes. Heaps of time.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Think it is good.

**Should the code specify any other ways to contact consumers?**

No

**Does anyone else need to be informed?**

Nope

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

No

**Do you have any other suggestions or comments about the copper withdrawal process?**

Nope



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC122

Date: 16/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No, 1 year would be better.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

What to do when their technology no longer works because of copper removal.

**Should the code specify any other ways to contact consumers?**

And door knock.

**Does anyone else need to be informed?**

Affected household.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes. They should be compensated for cost of shift to non copper world.

**Do you have any other suggestions or comments about the copper withdrawal process?**

Dont allow it unless cost to consumer of updating technology is met by Chorus.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC123

Date: 16/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No. This is the first I've heard about this and submissions are closing tomorrow????

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Don't know.

**Should the code specify any other ways to contact consumers?**

More advertising, mail drops etc because I never heard about this until now.

**Does anyone else need to be informed?**

How about Me?

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

I'm getting a but tired of being forced into something I don't feel the need for or can't afford. I'm on a low income, I pay enough every month for my ISP now you want me to pay more for fancy fibre. My copper connection works fine. I have fibre at my door it's just not connected because I choose not to.





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC124

Date: 16/07/2020

Does this give consumers enough time to move onto fibre or other technologies?

What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Should the code specify any other ways to contact consumers?

Does anyone else need to be informed?

Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Do you have any other suggestions or comments about the copper withdrawal process?



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC125

Date: 16/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

I think it is a very bad thing to remove a known and reliable connection when we know the replacement is fraught with faults do you not remember the Christchurch disaster when we were all asked to send our reliable copper connect phones there as they were the only thing that worked, or are you people to young to remember this.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

They should not remove the copper connection for safety reasons.

### Should the code specify any other ways to contact consumers?

They should continue the copper services.

### Does anyone else need to be informed?

No body needs to be informed continue with the copper services.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

The protection for all New Zealand people in the event of a disaster is to keep the copper services, and if you do not keep the copper then the name of thoes responsible should be posted on line so we all know who to blame when the time comes.

### Do you have any other suggestions or comments about the copper withdrawal process?

Yes I do, DO NOT WITHDRAW THE COPPER SERVICES,



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC126

Date: 16/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No, one year would be much better

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Consumers should be offered exact quantitative comparisons of EMR implications between copper and wireless

**Should the code specify any other ways to contact consumers?**

no

**Does anyone else need to be informed?**

no

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

, Yes, if appropriate

**Do you have any other suggestions or comments about the copper withdrawal process?**

The move against 5G is growing exponentially, and there should be an option left for people who have an awareness of the dangers of EMR, -especially 5G – to keep copper wire.



**Draft Copper Withdrawal Code: Consumer feedback**

**Ref: CWC127**

**Date: 16/07/2020**

**Does this give consumers enough time to move onto fibre or other technologies?**

No

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

No

**Should the code specify any other ways to contact consumers?**

Txt. Phone calls email and post

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes of course

**Do you have any other suggestions or comments about the copper withdrawal process?**

Make it affordable



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC128

Date: 16/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

6 months sounds like a reasonable time period though 8 - 9 months to a year would be better although a longer period could lead to procrastination.

It maybe better if it was phrased as "in 6 months time we will be STARTING to remove the copper cable in your area....." not "in 6 months time at 00.01am all your copper cable will be ripped out....."

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

I hope that the explanation as to why the copper services are being stopped is fully detailed and not just some fluffed over gobbledegook.

What is the point of knowing how to make a complaint? I'm going to loose my copper connection weather I want to or not.

### Should the code specify any other ways to contact consumers?

By mail in the first contact but maybe by mail + phone or door knock to confirm at the 3 month contact.

### Does anyone else need to be informed?

I cannot think of anyone else.

Do landlords have any say in who the renters ISP/telecommunications provider is?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

YES

### Do you have any other suggestions or comments about the copper withdrawal process?

Firstly, the code should ensure that the ISP/telecommunications provider provides the same service (ADSL/VDSL etc) that was supplied by copper over the new fiber network and not bump up the price just because it's now fiber.

Secondly, no matter who installs the fiber cable into the house, the code should ensure that it is installed in exactly the same manner as the old



copper cable and not some slapdash cowboy-ish manner, i.e. if the copper is underground then the fiber should be underground, if the copper runs through a conduit then the fiber should run through that conduit etc., etc.

A note on the second point - my neighbours (2 properties behind mine) had fiber installed for the rugby world cup, imagine my surprise when I found out that the installers had nailed it along two of my wooden fences (15 - 20 meters each) with no permission requested or given - who pays for the fiber repairs if the fence breaks and damages it?? There was a perfectly good conduit carrying the copper cable not 1 meter from where they nailed it to my fence, cowboys the lot of them.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC129

Date: 16/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

I have a fully functional desk top computer set up which has no wireless capability and requires hard wire connection by Ethernet cable and standard phone connection plug through a non wireless modem.

Protection should be provided for consumers without forcing them to purchase a complete new unwanted computer system at considerable cost. As pensioners it is unreasonable and possibly cost prohibitive.

**Do you have any other suggestions or comments about the copper withdrawal process?**



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC130

Date: 16/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

Yes using all 3 ways to make contact, for hone email and letter in the post

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Yes I think this information needs to be provided to house hold owners or renters

**Should the code specify any other ways to contact consumers?**

Yes

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes

**Do you have any other suggestions or comments about the copper withdrawal process?**

No





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC131

Date: 17/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

As a minimum, 12 months and 4 contacts. Remember that some Body Corporates do not allow fibre installation.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

12 month supply of information. Assistance with installation and supply of "No break" back-up power supply free or minimal price.

### Should the code specify any other ways to contact consumers?

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

### Do you have any other suggestions or comments about the copper withdrawal process?

Copper circuits at the subscribers premises do not require any special tools or equipment that is not available from retail suppliers to make repairs that will enable service to continue.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC132

Date: 17/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

How do we know if and when is available and is going to be a substitute for copper and so how do we know if this gives consumers enough time !!

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

In an area with very limited mobile signal ,what guarantees are going to be given that areas such as ours will have a permanent affordable adequate communication system to cover all aspects of copper that we have now .

### Should the code specify any other ways to contact consumers?

Yes ,all current means of contact should be required regarding the importance of this proposed move !

### Does anyone else need to be informed?

Both the owner and or their tenant if that is applicable

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Definitely Yes .

### Do you have any other suggestions or comments about the copper withdrawal process?

Just make sure that we the customer are taken care of and not left in the lurch for a cost cutting exercise to improve the suppliers bank balance .



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC133

Date: 17/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No, as there will be a lot of Elderly and they will take time to adjust and hear feedback from early adopter neighbors. Also the technology may have faults or poor performance and adequate time shall be allowed for that to settle. Also pricing must match.

18 months minimum.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

111, and medical alarms NEED to work on the new service, also backup line options need to be available off the shelf Chorus.

### Should the code specify any other ways to contact consumers?

Perhaps, but default mail.

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

YES, there must be provision for these to work on new network or remain on copper.

### Do you have any other suggestions or comments about the copper withdrawal process?

No



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC134

Date: 17/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Reliable continuous telephone services MUST be available regardless of weather conditions or anything else. Residents MUST have access to emergency services in areas where internet connection is poor or non existent (includes [REDACTED]). AS this assurance is not possible,  
NO REMOVAL OF LANDLINES!

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Guaranteed Assurance of service

### Should the code specify any other ways to contact consumers?

Guaranteed assurance of service

### Does anyone else need to be informed?

Everyone

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes definitely!

### Do you have any other suggestions or comments about the copper withdrawal process?

DON'T REMOVE LANDLINES!



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC135

Date: 17/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

We live in a area with NO cell phone reception and a very busy and dangerous beach. Reasonably regular power cuts are a genuine fear if it means people are completely cut off when storms hit.

Land-lines are absolutely essential not only for all the residential homes in the area but also to save the many lives that are at risk when lifeguards are off duty and people go swimming, which happens regularly.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC136

Date: 17/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

We live in a area with NO cell phone reception and a very busy and dangerous beach. Reasonably regular power cuts are a genuine fear if it means people are completely cut off when storms hit.

Land-lines are absolutely essential not only for all the residential homes in the area but also to save the many lives that are at risk when lifeguards are off duty and people go swimming, which happens regularly.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC137

Date: 17/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

No

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Consumers need to know what costs are involved, if any.

**Should the code specify any other ways to contact consumers?**

Yes

**Does anyone else need to be informed?**

No

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes

**Do you have any other suggestions or comments about the copper withdrawal process?**

Keep supporting the copper network until such time as future technologies, such as 5G, provide the equivalent or better service without the need to trench through properties for the installation of fibre.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC138

Date: 17/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

I need at least 3 months after I have the ability to connect directly to fibre at my house in Swanson, Auckland and check the quality of the service. Currently I am serviced by copper wire, from fibre cabinet approximately 1 km away.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

I need to know that I can get fibre to my house.

### Should the code specify any other ways to contact consumers?

Yes. They can call me on my reliable copper cable network phone and talk to me.

### Does anyone else need to be informed?

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes. There must be provisions to ensure we have a secure means of contacting services in an emergency.

### Do you have any other suggestions or comments about the copper withdrawal process?

No thanks.





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC139

Date: 17/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No, it needs to be longer as many people will need major investment to set up alternative emergency service communications,

Note: on all the new technologies we will have no 111 calling in a power outage. and as we all know in a major emergency cell phone services get overloaded and fail, and don't go for long on their battery backups, also if 3G is removed in areas where 4G and VoTe are enabled many people won't have 111 access anyway.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Alternatives need to be provided by chorus for items that will not work on Fibre or Cell phone.

### Should the code specify any other ways to contact consumers?

Yes by at least 2 methods including mail.

### Does anyone else need to be informed?

The providers can not be relied on to pass the information to consumers, the consumer should be contacted directly by Chorus by at least 2 methods including Mail.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes, many of these services are a safety consideration, and copper should not be removed until a viable and low cost solution is available to consumers.

### Do you have any other suggestions or comments about the copper withdrawal process?

It is important that the withdrawal does not impact on emergency communications or any of the technologies that only work on copper until viable alternatives are available. Note: Cellular service is not yet available in all areas of New Zealand and there are a number of systems that will not work on cellular systems or on fibre, and the issue of lack of service without mains power needs to be addressed before it can be considered an alternative, Battery backup is one solution but the length of time it will operate and the substantial cost is a concern.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC140

Date: 17/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

yes

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Any costs to consumer

**Should the code specify any other ways to contact consumers?**

email

**Does anyone else need to be informed?**

the consumer

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Do not know

**Do you have any other suggestions or comments about the copper withdrawal process?**

Return consumers \$1 per month govt charge for developing rural broadband



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC141

Date: 17/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

6 months is too short. It should be a year. And there should be provision to have information in accessible formats - for low vision, hearing impaired etc.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

No, but again should be in accessible formats.

### Should the code specify any other ways to contact consumers?

In accessible formats for low vision and hearing impaired. A phone call would be good.

### Does anyone else need to be informed?

Agencies who regularly have contact with elderly or other vulnerable groups should be informed as they may need to actively seek alternative ways of contacting clients.

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes, there should not be a cost to these consumers involved in the change. Free upgraded devices should be offered as well as support to install them.

### Do you have any other suggestions or comments about the copper withdrawal process?

It needs to be made with the understanding that this change can significantly impact on elderly peoples lives. Not all have the access to other forms of communication and learning new ways of doing things can be overwhelming or insurmountable for some. It may lead to more loneliness, and disconnect from communities.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC142

Date: 17/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

Not necessarily. For example, we have a telephone connected Security Alarm, which calls our mobile phones if the alarm is activated. In order to switch to Fibre, we need to upgrade our alarm system, as the Fibre system does not support our alarm system, which has worked admirably for many years. We cannot afford to do upgrade, and it will take time to figure out what to do about this problem.

So far, the Notification from Chorus or whoever has been extremely unclear. People have been called and statements have been made, but some of these are threatening and intimidating, and it has not been clear what these calls are really about, or even whether they are genuine. This whole area is a mess, and there needs to be much clearer information provided, that is consistent and clear and not as it seems, very ad hoc.

It is also very unclear about what will happen if a subscriber does not which to switch, since the new services are NOT equivalent to the old ones, and people like us stand to lose important features, and are put to additional expense and added and unwanted complexity.

How are people supposed to know what is the truth? I propose that the Telco Companies be removed from this loop.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

6 months is not sufficient time.

Why does the copper network need to stop at all? It works better than Fibre, as far as we are concerned.

Please correct the LIE:

"newer technology may not work in a power cut"

It damned well won't work, and that's the end of the story. The "ONT" at the subscriber end of the fibre line must have power to work. No power - No service.

The only way to make it work is to buy some form of backup power supply that is not required for the existing copper line service, meaning it's extra



expense for consumers, and may be less reliable. It's very wasteful to have each individual consumer operating and maintaining individual backup power supplies. Where's the concern for the environment in all this?

**Should the code specify any other ways to contact consumers?**

By mail, at a minimum.

By by Government websites and the media as well would probably be very valuable.

**Does anyone else need to be informed?**

Cut the telco out of the loop and make Chorus do the Notification. The Telcos cannot be relied on to be clear or honest.

Notify the subscriber / consumer / account holder.

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

ABSOLUTELY!!!

If people don't want fibre, why should they have to switch? This is all about the telecommunication industry boosting its profits at the expense of the consumer.

If the price was significantly cheaper, more people might be agreeable to switching.

**Do you have any other suggestions or comments about the copper withdrawal process?**

Yes. Copper withdrawal should be at the behest of the consumer. The copper lines still work. Some people will switch, some already have, so there are more copper lines to spare, to service those consumers who wish to keep them.



**Ref: CWC143**

**Date: 17/07/2020**

**Does this give consumers enough time to move onto fibre or other technologies?**

Short answer to impossible question = NO

Question v unhelpful - frames out reality that copper provides critical back up when regional and national cell and Internet systems crash - as they increasing are going to now cheap access to mineral oil/gas is effectively gone and extreme events (weather, war, pandemic) escalate.

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

Totally inadequate and inappropriate. It is not the role of private corporations to speak the truth or care for people. The Crown law states they must maximise short term profits to their principal shareholders i.e. they are psychopathic by design. See movie The Corporation for explanation and Enron the Smartest Guys in the Room for exemplar of The Crown law, see global waste and pollution statistics for the consequences. It is the role of independent agencies charged with presenting the truth about copper wire as a critical electrical conductor and its role in protecting people in times when society is at peril, as it is at this time.

**Should the code specify any other ways to contact consumers?**

See answer to 2. Question at best entirely unhelpful, at worst profoundly deceitful and dangerous.

**Does anyone else need to be informed?**

Extremely unhelpful, if not profoundly ignorant question because all telecommunication providers are bound by afore mentioned psychopathic Crown Law and have no imperative to care for the rights of citizens such as promoting Civil Protection measures in the event of of extreme weather, tectonic, war, pandemic, trade-disruption, currency collapse and other life-threatening events. The risk of these is escalating as trillions of dollars/pounds are being printed in response to US Fracking implosion (EROEI) and these are being funded through private equity funds for the extreme short-term profit of a few thousand people.

Note: the current copperwire system was specifically designed to provide alternative electrical systems essential to communications by engineers who witnessed the horrors of WW11 when central electrical and other critical supply lines were destroyed. It is arguable that Chorus, Spark, Vodafone et al are both law



abiding and extremely destructive institutions.

In brief, all citizens should be informed of this unsustainable, high risk situation.

### **Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

Yes. It is a human right of all citizens to be able to communicate to their fellow beings. Landline was the only communication available for many people during the recent Level Four Covid 19 exercise. Many of these people were our most vulnerable. New Zealand has neither the expertise nor the technology to maintain the Internet via fibre or cellular networks for any extended period. However we have a proven ability to maintain relative simple copper wire telecommunications networks.

### **Do you have any other suggestions or comments about the copper withdrawal process?**

Do you have any other suggestions or comments about the copper withdrawal code? The above comments are based on my life experiences of the critical role copper wire telecommunications played when central supplies of electrical products were cut. I also worked 1970-78 in the NZPO and 1978- 2001 for Chch and Wellington MEDS, Capital Power, TranAlta and OnEnergy - the latter imploding, as predicted, in NZ's biggest corporate failure the same month as Enron and Arthur Andersen and Co in 2001. So I am familiar with the Electricity Industry Reforms 1986, 1992-3,1998 and 2011 and how they stripped all NZ citizens of their Civic Rights and essentially gave private corporations control of our carriageways, grids and personal information.

About three years ago I had no internet for about 6 weeks here in Wellington City because Vodafones cables, modem and central computer interface failed on scale. Prior to that someone began stealing \$30 of data a day from our house, meaning I had to disconnect my heatpump, PV system and modems and any other device because Vodafone said they were helpless to track the culprit (a blatant, proveable lie).

Fortunately I had discovered Meridian Energy had placed a modem in my meter and made them remove it. Otherwise I would have had to switch off the central grid.

I only got TV and cable Internet back this week after the southerly damaged my connection to the Vodafones street cable about three weeks ago. Initially they blamed the new TV box and tried to replace my modem, thereby secretly removing my access to telephone copper coaxial

Electricians are at my neighbours house after their appliances dies - probably from the arcing mains on their supply pole last week. This week I learned of numerous people having their copper phone disconnected without their knowledge, including a case where the technician promised he would do "repairs" that left the phone on coaxial. He then lied through his teeth that it was still on coaxial until my informant opened her laptop, clocked into Spark network as she was entitled to her, exposed his lie, demanded it be reinstated, whereupon he ran out the door saying it was too late now because he stripped the wires to make it impossible. Yesterday I



mentioned to the principal of our local school (our Civil Defence centre) that it is essential we maintain the copperwire fire system and she told me of how Chorus had removed the copperwire phones of her parents and other elderly people without regard for their concerns. When TelecomChorus subcontractors trenched our street they acted in the very threatening way when I tried to photograph the trench, stating “We own the street!” Legally they are correct. Morally they are bullies and thugs. Unfortunately ComCom, by its Crown language and by its Crown adjudication, is an active proponent of these corporations.





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC144

Date: 17/07/2020

### Does this give consumers enough time to move onto fibre or other technologies?

No, needs years notice - other suppliers may not offer decent deals.

### What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?

Ok, but they should have to ask and publicly notify results of whether customers want to stay on copper or shift at all to fibre.

### Should the code specify any other ways to contact consumers?

Mail, with follow up phone calls. In person door to door follow up with people unable to be contacted.

### Does anyone else need to be informed?

No

### Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?

Yes, Landline phones do not work over fibre if power is down. This is a major reason why copper network should be run alongside fibre network, and neither shut down.

### Do you have any other suggestions or comments about the copper withdrawal process?

Yes. We are TOTALLY OPPOSED to Commerce Commission permitting Chorus to shut down the copper network. This was not the purpose claimed by the Key government when they publicly funded fibre creation. We as taxpayers have now funded a fibre network we are being forced to migrate to, which is charged at a higher rate (ie more expensive than copper ADSL & landline).

We want the freedom and reliability to choose between copper & fibre networks, and Commerce Commission should uphold that freedom of choice, not cave to Chorus' greedy desire to cut its costs by dumping the copper network.

This is an outrage by Chorus, and ComCom should vocally oppose closure of either network - please tell Chorus to run both!!!



This is exacerbated by the shocking poor quality of migrant contractors Chorus is using, who are doing the most jaw dropping 3rd world low quality install of fibre to the home, as has been publically reported. For these reasons, we want the tried ad tested (over a century) copper network to continue, and ComCom to require Chorus to maintain copper network.

Thanks.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC145

Date: 17/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

This submission is on behalf of a disabled person who is on copper in a Wellington suburb where fibre is being installed. If moving to fibre then he would lose various international programmes that are currently available on copper but not on fibre (have checked with service provider, so this is not an option, and the only option is to stay with copper (not being obliged by Chorus or anyone else to move to fibre)... such programmes gives him Joy and help him with the trauma of his fairly recent disability... My understanding from listening to RNZ this morning (Friday 10 July at around 10 am interview with a person by the name of Ben Oakley from your office (I hope I write the name right)... It is understood that Chorus may ask people to move to fibre, and discontinue copper, in areas where they have installed fibre. I think this should still continue to be a CHOICE of the Consumer, and not being forced to choose fibre in view of the above and also in view of the risk of not being able to contact 111 (elderly and disabled person).. and elderly family caregiver. Persons vulnerable and at risk, who do not use mobile phones, and only landline. This includes your draft 111 code. I have given my views on the 111 draft earlier. I submit for both the draft copper withdrawal (not to be withdrawn) and the draft 111 code. Thanks a lot. Please keep us informed at the email address provided. With thanks. Thank you for making sure CHOICE is Respected due to vulnerability, elder age, and preferences.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC146

Date: 17/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

I am totally opposed to taking away my landline and speak on behalf of many others who rely on emergency landlines during electricity failures due to ill health or other disability factors. As an older person not versed in cell phone use as well, this technology has other drawbacks relating to use close to the body and head when carried on your person, which does not occur with landline use. I feel that this is therefore injurious to the health of elderly people as well as children. It has been widely reported that cell phone towers close to residences and schools is also a major issue. I therefore urge our future telecommunications teams to consider these very serious views. I do not want cellphones to be mandatory in my residential area. People should also not be charged extra to abide with their current landlines.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC147

Date: 17/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

I am appalled once again that our government has "sold out" our individual rights in favor of pushy business interests whos primary concerns are making \$, rather than continuing to provide essential services. The fact that copper landlines which we all have paid substantially for, and continue to provide safe and efficient communications systems, are to be "phased out" in favor of the inherently vulnerable and physically unsafe (EMF radiating) Wifi "alternatives is a clear indication that the NZ Govmt works on the payroll of corporations (this time the "teleco's) and couldn't care less about the well being of the citizens it taxes and disregards. No surprises here - that the criminals of govmt and corporations are on the same team and human rights are casually disregarded in the pursuit of "progress" (i.e. greater corporate profits and greater human inconvenience/suffering. But then , the NZ govmt is also a dreaded corporation - what does one expect from such a pack of criminals ??? Shame and curses on you all.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC148

Date: 17/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

For safety reasons I do want the copper line telephone retained, other connections require electricity, and if there is a power cut the telephone will be dead. Have experienced that lately and it caused a lot of stress. Wireless phones are no option for me, causing health problem for me. Copper land lines are safe and have been proven over the years to be very resilient



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC149

Date: 17/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

I live on a right-of-way with many neighbours. None of us have fibre and four of the neighbours object to getting fibre. I have several medical conditions and need access at all times to my St John's alarms and to medical 111 emergency contact. Withdrawal of copper-line service could jeopardise my life.



## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC150

Date: 17/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

The withdrawal of the copper landline infrastructure leaves the population only with communication channels dependent on electricity to operate. This has grave consequences for clients needing to use 111 call out for health issues in times of electricity network failures, as was the case with the Christchurch earthquakes when large swathes of the East side of the city was left without power for a substantial amount of days. Another scenario is if a solar storm interrupts power supply. Access to copper landlines for phone communication safeguards against this eventuality. It therefore will save lives.





## Draft Copper Withdrawal Code: Consumer feedback

Ref: CWC151

Date: 17/07/2020

**Does this give consumers enough time to move onto fibre or other technologies?**

**What do you think of these information requirements? Is there anything else that consumers need to be informed about that should be specified in the code?**

**Should the code specify any other ways to contact consumers?**

**Does anyone else need to be informed?**

**Should the code include any additional protections for consumers that use services or devices that may not be able to be provided over fibre?**

**Do you have any other suggestions or comments about the copper withdrawal process?**

It is essential that not only people in remote areas who have no fibre optic option, but also those who prefer to have a wired system for health reasons, are able to do so. This should be at a reasonable cost. Also, people who have been disconnected through being misinformed should be re-connected promptly. Leaving people unable to access emergency services is untenable and unethical.

