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COMMERCE COMMISSION

**STANDARD TERMS DETERMINATION FOR
TELECOM'S SUB-LOOP UNBUNDLED
COPPER LOCAL LOOP NETWORK
SERVICES**

**SERVICE APPENDIX 1, SCHEDULE 4
SUB-LOOP UCLL OPERATIONS MANUAL
PUBLIC VERSION**

20 October 2010

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PART 1 - DOCUMENT INFORMATION

1 INTRODUCTION

1.1 Purpose

This Sub-loop UCLL Operations Manual (**Manual**) is part of the Sub-loop Services Terms and sets out the operational procedures for supply of the Sub-loop UCLL Service.

1.2 Relationship with the Sub-loop Services Terms

This Manual should be read in conjunction with the other documents which make up the Sub-loop Services Terms, in particular the Sub-loop Services General Terms.

1.3 Change Mechanism and Distribution

1.3.1 This Manual may be changed in accordance with the change mechanism set out in section 9 of the Sub-loop Services General Terms.

1.3.2 Telecom will make the current version of this Manual available on a Telecom website accessible by the Access Seeker.

1.3.3 Telecom will review this Manual every second year with the first review commencing on the second anniversary of the Determination Date (or earlier if requested by the Access Seeker and an earlier review is agreed by Telecom). The same change mechanism (set out in section 9 of the Sub-loop Services General Terms) will apply to any changes proposed by Telecom as a result of any review.

1.4 Definitions

References to clauses or sections are references to clauses or sections in this Manual unless expressly provided otherwise. The Glossary (Appendix A) sets out definitions for terms contained in this Manual that are not defined in the Sub-loop Services General Terms. Otherwise, the definitions set out in the Sub-loop Services General Terms apply.

2 PEOPLE AND CONTACT DETAILS

2.1 General

2.1.1 Immediately following the Access Date, the Access Seeker and Telecom must provide each other with the people and contact details set out in clause 2.2. Any change to the people or contact details must be advised in writing to the other party's principal point of contact. All people and contact details will remain valid until a party has advised the other in writing of a change (and provided an updated list of people and contact details). In addition to the people and contact details provided, where Telecom details are specified in the body of this Manual, the Access Seeker must use those details.

2.1.2 If for any reason a party is prevented from giving any Notice pursuant to the Sub-loop Services Terms to the relevant person or contact advised by the other party, the same Notice may be given to the other party's principal point of contact. If for any reason the other party's principal point of contact is unavailable or his or her identity and contact details have not been advised, the same Notice may be given by serving it either:

- (a) at the other party's contact address for giving Notice under the Sub-loop Services Terms; or
- (b) personally (if the other party is a natural person); or
- (c) at the other party's registered office (if the other party is incorporated).

2.2 People and Contact Details

<i>Contact and detail required</i>	<i>Purpose</i>
<p><i>Both parties provide</i> Contact address for giving Notice under the Sub-loop Services Terms. (This must include a street address, email address and a fax number.)</p>	<p>This is the street address, email address and fax number that Notices can be sent to under the Sub-loop Services Terms by the other party.</p>
<p><i>Both parties provide</i> Principal point of contact. (This must include the principal point of contact's email address, mobile and work telephone numbers.)</p>	<p>This is the person responsible for the overall relationship between the parties with respect to the Sub-loop UCLL Service. For Telecom this will usually be the account manager for the relevant Access Seeker.</p>
<p><i>Telecom only provides</i> Service Delivery Manager. (This must include the Service Delivery Manager's email address, mobile and work telephone numbers.)</p>	<p>This is the person responsible for service delivery of the Sub-loop UCLL Service to the Access Seeker.</p>
<p><i>Telecom only provides</i> Provisioning manager. (This must include the provisioning manager's email address, mobile and work telephone numbers.)</p>	<p>This is the person responsible for the provisioning of the Sub-loop UCLL Service to the Access Seeker.</p>
<p><i>Telecom only provides</i> Email address for submission of Sub-loop UCLL Forecasts.</p>	<p>This is the email address to which the Access Seeker must send Forecasts.</p>

<p><i>Access Seeker only provides</i> Provisioning and forecasting manager. (This must include the provisioning and forecasting manager's email address, mobile and work telephone numbers.)</p>	<p>This is the Access Seeker's counterpart to the Telecom provisioning manager.</p>
<p><i>Access Seeker only provides</i> Names and email addresses of one or two people to become OO&T and OFM user administrators.</p>	<p>These people will manage the creating and disabling of Access Seeker staff accounts to access the OO&T and OFM websites.</p>
<p><i>Access Seeker only provides</i> People who are authorised to download eBill files.</p>	<p>These are the people who will be set up with access to Telecom's secure gateway from which the Access Seeker's eBills can be viewed and downloaded.</p>
<p><i>Access Seeker only provides</i> People who are authorised to download the Sub-loop UCLL Price List file.</p>	<p>These are the people who will be set up with access to Telecom's secure gateway where the Sub-loop UCLL Price List file can be viewed and downloaded.</p>
<p><i>Access Seeker only provides</i> Order confirmation email address.</p>	<p>This is the email address to which Telecom will send confirmation of Orders in cases where the Access Seeker has submitted a provisioning request via email.</p>
<p><i>Telecom only provides</i> Fault reporting contact details. (This must include an 0800 fault reporting service number.)</p>	<p>These are the contact details the Access Seeker must use for the reporting of faults in instances where Telecom has advised that OFM is unavailable under clause 11.1.6 below.</p>
<p><i>Telecom only provides</i> Business continuity email address.</p>	<p>This is the email address to send forms to under clause 8.4.7.</p>
<p><i>Telecom only provides</i> Billing team email address.</p>	<p>This is the email address to which the Access Seeker will send billing queries under clause 13.2.1 below.</p>
<p><i>Access Seeker only provides</i> Name, email address, mobile and work telephone number of the person Telecom should respond to for billing queries.</p>	<p>This is the email address to which Telecom will respond in relation to billing queries.</p>
<p><i>Access Seeker only provides</i></p>	

Contact with respect to faults - name, email address, mobile and work telephone numbers.	This is the contact Telecom will deal with in respect of faults.
<i>Telecom only provides</i> Web address for reporting.	This is the web address which the Access Seeker accesses to obtain reports.

3 TECHNICAL MANUALS AND USER GUIDES

3.1 General

3.1.1 This Manual refers to various technical manuals, international standards and user guides that are not part of the Sub-loop Service Terms and that contain technical and procedural detail. Such reference is necessary for both the Access Seeker and Telecom so that:

- (a) uniform standards of best practice are set;
- (b) the performance of the Sub-loop Network is maintained;
- (c) the health and safety of the Access Seeker's and Telecom's employees, contractors and other agents can be protected;
- (d) systems are in place for the management of outages, faults and any work the Access Seeker or Telecom needs to undertake; and
- (e) the Access Seeker's and Telecom's employees, contractors and other agents have access to uniform technical instructions.

3.1.2 To the extent that this Manual creates any obligation to comply with a technical manual or user guide, the Access Seeker and Telecom must:

- (a) apply the technical manual, international standard or user guide under the Sub-loop Services Terms in good faith;
- (b) interpret the technical manual or user guide consistently with the Sub-loop Services Terms; and
- (c) comply with the technical and/or procedural detail the technical manual or user guide contains.

3.1.3 Electronic copies of all the relevant technical manuals and user guides will be made available to the Access Seeker as soon as practicable after the Access Date or following an earlier request from the Access Seeker. A list of technical manuals, user guides and standards referred to in this Manual is attached as Appendix D.

4 **GOOD FAITH AND DISPUTE RESOLUTION**

4.1 **General**

- 4.1.1 The parties will deal with each other in good faith in relation to this Manual. The parties will act co-operatively and in good faith to facilitate the procedures required for supply of the Sub-loop UCLL Service.
- 4.1.2 Any dispute, question or difference (including a dispute, question or difference arising in relation to technical manuals and user guides under section 3 above) that arises between the parties must be dealt with in accordance with the Escalation Protocol in Appendix B. The parties must use all reasonable endeavours to resolve the issue in this way before giving a Dispute Notice under section 36 of the Sub-loop Services General Terms.
- 4.1.3 In some parts this Manual provides that any Dispute in relation to a particular issue will be of a technical, operational or implementational nature which requires significant investigation of factual matters, and therefore, in the event of a Deadlock, must be resolved by an expert determination. However, nothing in this Manual will prevent the Access Seeker or Telecom from seeking any remedies available under the Act.

5 **PREREQUISITES**

5.1 **Overview**

- 5.1.1 In addition to the prerequisites set out in section 6 of the Sub-loop Services General Terms, the Access Seeker must satisfy the following operational prerequisites in relation to the Sub-loop UCLL Service. The Access Seeker may, at its option, enter into a non-disclosure agreement with Telecom covering discussions prior to placing an Order for the Sub-loop UCLL Service (but neither Telecom nor the Access Seeker will be under any obligation to do so).

5.2 **Operational**

- 5.2.1 Prior to placing the first Forecast with Telecom, Telecom must have granted to the Access Seeker, and the Access Seeker has verified it has access to, the OSS required for the provision of the Sub-loop UCLL Service Forecasts, namely the secure UCLL web portal (this is required in order to download soft copies of the Forecasting Template).
- 5.2.2 Prior to placing its first Order with Telecom in relation to any Distribution Cabinet, the Access Seeker must meet the following prerequisites:
 - (a) Telecom has granted to the Access Seeker, and the Access Seeker has verified it has access to, OSS required for the provision for the Sub-loop UCLL Service, including:

- (i) the Pre-qualification system;
 - (ii) OO&T; and
 - (iii) OFM;
- (b) the Access Seeker's nominated staff (being at least those staff who will be directly involved in managing the Sub-loop UCLL Service from the Access Seeker's perspective) have completed the appropriate training as set out in section 6; and
- (c) the Access Seeker must have the capability at the required Distribution Cabinet to access and interconnect with the Sub-loop Network (whether by co-locating its equipment at the Distribution Cabinet or otherwise).

5.2.3 Before Telecom can accept any Order the Access Seeker must have satisfied the relevant requirements of clause 9.14 in relation to any Distribution Cabinet subject to a Land Occupation Arrangement where the Access Seeker requires the Sub-loop Tie Cable Service.

5.3 **Time Estimates**

Telecom estimates it will take existing and new Access Seekers who seek access to the Sub-loop UCLL Service about 30 Working Days to complete the prerequisites.

6 **TRAINING**

6.1 **General**

6.1.1 Telecom will provide reasonable initial set up training.

6.1.2 'Reasonable initial set up training' in this context consists of a workshop held at a Telecom location. The workshop will address:

- (a) overview of forms for forecasting and ordering;
- (b) overview of forms for fault reporting;
- (c) basic details of OO&T and OFM (including demonstration of the systems);
- (d) overview of billing and accounts; and
- (e) Q&A.

6.1.3 The Access Seeker will ensure that a reasonable number of staff (up to a maximum number of 10) attend any training provided.

- 6.1.4 Any additional training required by the Access Seeker beyond reasonable initial set up training will be charged for by Telecom in accordance with the Sub-loop UCLL Price List.

PART 2 – FORECASTING

7 ACCESS SEEKER FORECASTING

7.1 Access Seeker Forecasting

Overview

- 7.1.1 The Access Seeker must use all reasonable endeavours to provide Telecom with Forecasts of the volumes of its expected Orders as outlined in clauses 7.2.5, 7.2.7, 7.4.3, 7.4.4, 7.5.5, 7.7.5 and 7.8.2 below.
- 7.1.2 There are five Forecast types that Access Seekers must provide:
- (a) Bulk Transfer Forecasts;
 - (b) Migration Forecasts;
 - (c) BAU Forecasts;
 - (d) Exception to BAU Forecasts; and
 - (e) Sub-loop Tie Cable Forecasts.
- 7.1.3 A Forecasting Template will be provided by Telecom with a separate worksheet for each Forecast type. The Forecasting Template will be published on a Telecom website and available at the time the Forecast is required. Each time the Access Seeker is required to submit a Forecast, it must email Telecom a copy of the Forecasting Template with all information in the relevant worksheets completed in full.
- 7.1.4 Where the Access Seeker fails to submit the required BAU Forecasts, Telecom will use all reasonable endeavours to process any relevant orders but there will be no requirement for Telecom to meet the relevant Service Levels in the Sub-loop UCLL Service Level Terms in respect of the services or transactions to which the missing forecast should have related.

7.2 Bulk Transfer Forecasts

Definition of Bulk Transfer

- 7.2.1 A Bulk Transfer is the transfer, in a coordinated manner, of 10 or more Sub-loop MPFs or 10 or more End Users onto services based on the Sub-loop UCLL Service supplied to the Access Seeker. Bulk Transfer involves a number of

Sub-loop MPF Transfer Orders and/or Other Service to Sub-loop MPF Transfer Orders that may need to be synchronised, and resources co-ordinated, in order to meet the specific requirements of the Access Seeker and may involve dedicated or additional resource at the Distribution Cabinet.

7.2.2 Subject to clause 7.2.3 there are two circumstances where an Access Seeker may request a Bulk Transfer:

- (a) as Access Seekers build End Users on other Telecom provided services, then migrate them to the Sub-loop UCLL Service; and
- (b) transfers of End Users between an Other Service Provider and the Access Seeker at the Distribution Cabinet as the result of a mass acquisition.

7.2.3 Bulk Transfers:

- (a) must be a planned and managed event with representatives from Telecom, the Access Seeker (and in the case of Bulk Transfers as the result of mass acquisition, the Losing Service Provider) working through an agreed process;
- (b) must involve End Users all fed from the same Distribution Cabinet;
- (c) must not include new End User connections (i.e. End Users that were not End Users of either the Access Seeker or, in the case of Bulk Transfers as the result of a mass acquisition, the Losing Service Provider, prior to the Bulk Transfer);
- (d) must not include Sub-loop MPF Move Address or Sub-loop MPF Relinquishment Orders; and
- (e) must not include any requests for additional services on a Sub-loop MPF as part of the process.

7.2.4 Bulk Transfers are carried out in accordance with an agreed plan and are not subject to the Service Levels set out in the Sub-loop UCLL Service Level Terms.

Forecasting Requirements

7.2.5 For any proposed Bulk Transfer the Access Seeker must submit to Telecom a Bulk Transfer Forecast at least three months and two Working Days before the first day of the month in which the Access Seeker requests the Bulk Transfer to commence. The date the Access Seeker requests the Bulk Transfer to commence is referred to below as Sub-loop MPF Day Zero. Further, more detailed Bulk Transfer Forecasts for that Bulk Transfer must then be submitted:

- (a) two months and two Working Days before the first day of the month of Sub-loop MPF Day Zero; and
- (b) one month and two Working Days before the first day of the month of Sub-loop MPF Day Zero.

7.2.6 An Access Seeker can request a Bulk Transfer of less than the 10 lines specified in clause 7.2.1, however the transfer must be a planned and managed event in accordance with clause 7.2.3(a). The Access Seeker must forecast a Bulk Transfer of less than the 10 lines along with other Bulk Transfer of 10 lines or more noting that Telecom will charge for this managed service and below 10 lines there will be no economies of scale in the transfer fee.

7.2.7 The detail required in the Bulk Transfer Forecasts increases as Sub-loop MPF Day Zero is approached. All Bulk Transfer Forecasts must contain all of the information indicated in the relevant worksheet of the Forecasting Template and must include the date the Bulk Transfer Forecast is submitted, the date of Sub-loop MPF Day Zero and the Distribution Cabinet at which the Bulk Transfer is to take place. In addition:

- (a) the Bulk Transfer Forecast submitted three months and two Working Days before the first day of the month of Sub-loop MPF Day Zero must show the number of proposed Sub-loop MPF Transfer Orders and Other Service to Sub-loop MPF Transfer Orders at each Distribution Cabinet for the month of Sub-loop MPF Day Zero;
- (b) the Bulk Transfer Forecast submitted two months and two Working Days before the first day of the month of Sub-loop MPF Day Zero must show the number of proposed Sub-loop MPF Transfer Orders and Other Service to Sub-loop MPF Transfer Orders at each Distribution Cabinet for each week in the month of Sub-loop MPF Day Zero; and
- (c) the Bulk Transfer Forecast submitted one month and two Working Days before the first day of the month of Sub-loop MPF Day Zero must show the number of proposed Sub-loop MPF Transfer Orders and Other Service to Sub-loop MPF Transfer Orders at each Distribution Cabinet for each Working Day in the month of Sub-loop MPF Day Zero.

7.3 **Migration Forecasts**

Definition of a Migration

7.3.1 A Migration is the move of Exchange based unbundled or resold services that entail access to the copper line between the Exchange and the End User's premises to the Sub-loop UCLL Service, and is part of the Distribution Cabinet, or initial or subsequent equipment, installation process. Migration may occur at the time of installation of the Distribution Cabinet or as subsequently

requested by the Access Seeker and may be in respect of any number of Sub-loop MPFs.

7.3.2 Subject to clause 7.3.3 there are two circumstances where an Access Seeker may request a Migration:

- (a) the Access Seeker has requested the migration of their End Users from Exchange based unbundled or resale services to the Sub-loop UCLL Service in conjunction with the initial installation of Access Seeker Equipment in a new or existing Distribution Cabinet; or
- (b) as otherwise requested by an Access Seeker subject to the availability of the UCLL Service under clause 38.12 of the UCLL Standard Terms Determination General Terms.

7.3.3 Migrations:

- (a) must be a planned and managed event with representatives from Telecom, the Access Seeker (and in the case of Migrations as the result of mass acquisition, the Losing Service Provider) working through an agreed process;
- (b) must involve End Users all fed from the same Distribution Cabinet;
- (c) must not include new End User connections (i.e. End Users that were not End Users of either the Access Seeker or, in the case of Migrations as the result of a mass acquisition, the Losing Service Provider, prior to the Migration);
- (d) must not include Sub-loop MPF Move Address or Sub-loop MPF Relinquishment Orders; and
- (e) must not include any requests for additional services on a Sub-loop MPF as part of the process.

7.3.4 Migrations are carried out in accordance with an agreed plan and are not subject to the Service Levels set out in the Sub-loop UCLL Service Level Terms.

7.3.5 Where the Access Seeker is also an access seeker in respect of the Sub-loop Co-location Service, the Access Seeker must submit a Migration Forecast for any proposed Migration in accordance with the requirements of the Sub-loop Co-location Operations Manual.

7.3.6 Where the Access Seeker is not also an access seeker in respect of the Sub-loop Co-location Service, the Access Seeker must use all reasonable endeavours to provide Telecom with aggregated, non-binding quarterly

Forecasts for the next 18 months of the Access Seeker's quarterly demand for Migrations (i.e. a rolling 18-month forecast for the next six quarters which is updated quarterly). Each Migration Forecast must include a committed forecast, by quarter, for the first 12 months and an indicative forecast for quarters five and six. In addition, the Access Seeker must submit to Telecom in respect of any proposed Migration a revised Migration Forecast at least one month and two Working Days prior to the first day of the month in which the Access Seeker requests the Migration to commence. All of these revised Migration Forecasts must contain:

- (a) all of the information indicated in the Migration Forecast worksheet of the Forecasting Template and must include the date the Migration is to take place; and
- (b) the number of proposed Sub-loop MPF Transfer Orders and proposed Other Service to Sub-loop MPF Transfer Orders that are relevant to the proposed Migration at each Distribution Cabinet for each week in the month in which the Access Seeker requests the Migration to commence.

7.4 **BAU Forecasts**

Definition

7.4.1 BAU Forecasts involve the ongoing normal forecasting of any of the following categories of UCLL Service orders and Orders (i) Sub-loop MPF New Connection Orders, Sub-loop MPF Transfer Orders and Other Service to Sub-loop MPF Transfer Orders; and (ii) MPF New Connection Orders, MPF Transfer Orders and Other Service to MPF Transfer Orders.

7.4.2 Bulk Sub-loop MPF transfer for a single End User as part of the Sub-loop UCLL Service is considered part of BAU Forecasting. However, Access Seekers may, at their cost, request additional capacity to support the business customer situation where there are multiple lines to be transferred in a coordinated manner (provided at least 10 lines are involved). Where Access Seekers wish to make such a request, they should contact their Telecom Service Delivery Manager. Telecom and the Access Seeker will agree any additional capacity required. Any additional capacity will be charged for in accordance with the Sub-loop UCLL Price List.

Forecasting Requirements

7.4.3 (a) The Access Seeker must each month submit to Telecom a BAU Forecast of its expected volumes of each of the following:

- (i) Sub-loop MPF New Connection Orders;
- (ii) Sub-loop MPF Transfer Orders
- (iii) Other Service to Sub-loop MPF Transfer Orders;

(iv)MPF New Connection Orders;

(v)MPF Transfer Orders; and

(vi)Other Service to MPF Transfer Orders,

at each Forecast Cluster for each month in the following 12 month BAU Forecast period. BAU Forecasts are therefore rolling forecasts that are submitted each month. For the avoidance of doubt, the Access Seeker is (a) not required to submit BAU Forecasts for subclauses (iv) to (vi) where the Access Seeker is not an Access Seeker for the UCLL Service; or (b) not required to submit BAU Forecasts in accordance with the UCLL Operations Manual.

(b) Joint BAU Forecasts for the UCLL Service and the Sub-loop UCLL Service under this clause 7.4.3 and any other joint forecasts required by this Manual:

(i) are designed to reduce compliance costs for Access Seekers and Telecom, because Access Seekers are required to produce a combined forecast for the UCLL Service and the Sub-loop UCLL Service, where applicable; and

(ii) must comply with the terms and conditions of the operations manual of the relevant standard terms determination to which the Forecast relates (being this Manual and the UCLL Operations Manual).

7.4.4 Each BAU Forecast must be provided at least one month and two Working Days before the start of the 12 month BAU Forecast period to which it relates. A BAU Forecast must contain all of the information indicated in the relevant worksheet of the Forecasting Template including the date it is submitted to Telecom.

7.5 **Exception to BAU Forecasts**

Definition

7.5.1 These are Forecasts of Sub-loop MPF New Connection Orders, Sub-loop MPF Transfer Orders, and Other Service to Sub-loop MPF Transfer Orders submitted for a one-off market event and have the following characteristics:

(a) they are separate from (and in excess of) BAU Forecasts; and

(b) they may require increased resource at the Distribution Cabinet.

7.5.2 The key requirement is for Telecom to provide a capability such as a 'Rapid Response' churn of End Users, resulting from initiatives such as a door knock selling campaign, whereby Sub-loop MPF New Connection Orders, Sub-loop MPF Transfer Orders, and Other Service to Sub-loop MPF Transfer Orders can be processed immediately and service swung over in a relatively short timeframe.

7.5.3 The additional capacity required to meet the requirements of an Exception to BAU Forecast will be agreed by Telecom and the Access Seeker. Any additional capacity will be charged for at the price determined in accordance with the Sub-loop UCLL Price List.

7.5.4 Exception to BAU Orders are not subject to the Service Levels as defined in the Sub-loop UCLL Service Level Terms. The earlier the Access Seeker's Exception to BAU Forecast is submitted to Telecom, the more likely it will be that Telecom will be able to provide capability that meets the Access Seeker's requirements.

Forecasting Requirements

7.5.5 For any proposed Exception to BAU Order, the Access Seeker must submit to Telecom an Exception to BAU Forecast at least three months and two Working Days before the first Working Day of the month in which the Access Seeker requests the Exception to BAU to commence. The date the Access Seeker requests the Exception to BAU to commence is referred to below as Exception to BAU Day Zero. Further, more detailed Exception to BAU Forecasts for that Exception to BAU must then be submitted:

- (a) two months and two Working Days before the first day of the month of Exception to BAU Day Zero; and
- (b) one month and two Working Days before the first day of the month of Exception to BAU Day Zero.

7.5.6 The detail required in the Exception to BAU Forecasts increases as Exception to BAU Day Zero is approached. All Exception to BAU Forecasts must contain all of the information indicated in the relevant worksheet of the Forecasting Template and must include the date the Exception to BAU Forecast is submitted, the date of Exception to BAU Day Zero and the Forecast Cluster at which the Exception to BAU Order is to take place. In addition:

- (a) the Exception to BAU Forecast submitted three months and two Working Days before the first day of the month of Exception to BAU Day Zero must show the number of proposed Sub-loop MPF New Connection Orders, Sub-loop MPF Transfer Orders and Other Service to Sub-loop MPF Transfer Orders at each Forecast Cluster for the month of Exception to BAU Day Zero;
- (b) the Exception to BAU Forecast submitted two months and two Working Days before the first day of the month of Exception to BAU Day Zero must show the number of proposed Sub-loop MPF New Connection Orders, Sub-loop MPF Transfer Orders and Other Service to Sub-loop MPF Transfer Orders at each Forecast Cluster for each week in the month of Exception to BAU Day Zero; and

- (c) the Exception to BAU Forecast submitted one month and two Working Days before the first day of the month of Exception to BAU Day Zero must show the number of proposed Sub-loop MPF New Connection Orders, Sub-loop MPF Transfer Orders and Other Service to Sub-loop MPF Transfer Orders at each Forecast Cluster for each Working Day in the month of Exception to BAU Day Zero.

7.6 **Forecasting Submission**

Forecasting Submission Process

- 7.6.1 Each Forecast will be emailed to the email address advised by Telecom from time to time.
- 7.6.2 The Access Seeker will ensure each Forecast is as accurate as possible.
- 7.6.3 The Access Seeker will ensure that each Forecast is received by the dates specified above, as applicable.
- 7.6.4 Telecom may make a reasonable request of the Access Seeker to provide additional information relating to a Forecast already provided. The Access Seeker must prepare the requested information with reasonable care and promptly provide it.
- 7.6.5 The Access Seeker's Forecast is Confidential Information for the purposes of section 31 of the Sub-loop Services General Terms. For the avoidance of doubt, where the Access Seeker's Forecast includes a Forecast in respect of the UCLL Service, that Forecast also qualifies as Confidential Information for the purposes of section 34 of the General Terms of the UCLL Standard Terms Determination.

7.7 **BAU underforecast/overforecast**

- 7.7.1 An Access Seeker may forecast any level of BAU Orders it considers appropriate, subject to this section 7.
- 7.7.2 The intent of the following provisions is to progressively increase the accuracy of forecasts and to limit variations in forecasts during the 12 month period of BAU Forecasts leading up to the Order Month.
- 7.7.3 In this clause 7.7:
 - (a) "All Orders" means together, (i) Sub-loop MPF New Connection Orders, Sub-loop MPF Transfer Orders and Other Service to Sub-loop MPF Transfer Orders; and where joint forecasting is required by this Manual;

(ii) MPF New Connection Orders, MPF Transfer Orders and Other Service to MPF Transfer Orders (if any);

- (b) "Previous Forecast" means the total of All Orders forecasted for the relevant Order Month in the BAU Forecast submitted in respect of the previous month;
- (c) "Order Month" means the month in which All Orders are made, or which forecasts relate to, as applicable;
- (d) "Order Volume" means the total volume of All Orders forecasted by the Access Seeker;
- (e) "Month [x]" means the month that is x months before the relevant Order Month. For example Month 2 means the month that is two months before the relevant Order Month).

7.7.4 BAU Forecasts submitted in respect of Months 1 to 12 shall include forecast of All Orders on a per Forecast Cluster basis. An Access Seeker must submit BAU Forecasts for months 7 to 12 even though BAU Forecasts for these months are not governed by clause 7.7.5. Where the Access Seeker is aware that volume is not likely to be evenly distributed within any Forecast Cluster over the month or across weeks within the month, BAU forecasts submitted in respect of:

- (a) Month 2 shall include Forecast of All Orders on a per week, per Forecast Cluster basis across all Forecast Clusters; and
- (b) Month 1 shall include Forecast of All Orders on a per day, per Forecast Cluster basis across all Forecast Clusters,

for the Order Month.

7.7.5 Where the Access Seeker provides a BAU Forecast of 10 or more connections for any Order Month, the Order Volume for that Order Month must be:

- (a) where the BAU Forecast is for Month 6 or Month 5 (inclusive) (in this paragraph (a), "relevant month"), no greater than 120% and no less than 80% of the total of the Previous Forecast (if any); and where the Order Volume for the relevant month is
 - (i) greater than 120%; or
 - (ii) less than 80%

of the Previous Forecast (or deemed to be forecasted under this clause 7.7.5), then the BAU Forecast submitted in respect of the relevant month will be deemed to be a forecast for an amount of All Orders equal to:

- (iii) 120% of the total of the All Orders forecasted where paragraph (i) above applies; or
- (iv) 80% of the total of the All Orders forecasted where paragraph (ii) above applies;

(b) where the BAU Forecast is for Month 4 or Month 3 (inclusive) (in this paragraph (b), "relevant month"), no greater than 115% and no less than 85% of the Previous Forecast; and where the Order Volume for that Order Month is:

- (i) greater than 115%; or
- (ii) less than 85%;

of the Previous Forecast (or deemed to be forecasted under this clause 7.7.5), then the BAU Forecast submitted in respect of the relevant month will be deemed to be a forecast for an amount of All Orders equal to:

- (iii) 115% of the total of the All Orders forecasted where paragraph (i) above applies; or
- (iv) 85% of the total of those Orders forecasted paragraph (ii) above applies;

(c) where the BAU Forecast is for Month 2 (in this paragraph (c), "relevant month"), no greater than 110% and no less than 90% of the Previous Forecast, per Forecast Service Area and where the Order Volume for the relevant month for a Forecast Service Area is:

- (i) greater than 110%; or
- (ii) less than 90%;

of the Previous Forecast for that Forecast Service Area (or deemed to be forecasted under this clause 7.7.5), then the BAU Forecast submitted in respect of the relevant month will be deemed to be a forecast for an amount of All Orders equal to:

- (iii) 110% of the total of the All Orders forecast for that Forecast Service Area, where paragraph (i) above applies; or;

(iv) 90% of the total of the All Orders forecast for that Forecast Service Area, where paragraph (ii) above applies;

(d) where the BAU Forecast is for Month 1 (in this paragraph (d), "relevant month"), no greater than 105% and no less than 95% of the Previous Forecast, per Forecast Service Area and where the Order Volume for the relevant month for a Forecast Service Area is:

(i) greater than 105%; or;

(ii) less than 95%;

of the Previous Forecast for that Forecast Service Area (or deemed to be forecasted under this clause 7.7.5), then the BAU Forecast submitted in respect of the relevant month will be deemed to be a forecast for an amount of All Orders equal to:

(iii) 105% of the total of the All Orders forecast for that Forecast Service Area, where paragraph (i) above applies; or

(iv) 95% of the total of the All Orders forecast for that Forecast Service Area, where paragraph (ii) above applies;

7.7.6 Telecom will notify the Access Seeker of the deeming effects of paragraphs (a) to (d) of clause 7.7.5 so that the Access Seeker is aware of its then current BAU Forecast for a month.

7.7.7 The Volume of All Orders actually made in an Order Month should be no greater than 105% or no less than 95% of the Previous Forecast per Forecast Service Area, and in the case of each day of the Order Month per Forecast Service Area:

(a) no greater than 130% of the Forecast in respect of each Month 1 for that same day for the Forecast Service Area, if such Forecast is submitted in accordance with clause 7.7.4(b); or

(b) if no such Forecast is submitted for that same day in accordance with clause 7.7.4(b), no greater than 130% of the average daily forecast of Month 1 (i.e. when the Forecast for Month 1 is divided by the number of Working Days in the month and rounded to the nearest whole number) for the Forecast Service Area.

The +/-5% is the "tolerance level", and the +30% is the "daily tolerance level". If the tolerance level for a Forecast Service Area is exceeded, the provisions of clauses 7.7.8 or 7.7.9 apply.

7.7.8 (A) Subject to clause 7.7.8(B) where the volume of All Orders actually made (excluding those orders that have been cancelled or rejected as at the end of the month) by the Access Seeker for an Order Month for a Forecast Service Area is less than 95% of the Previous Forecast for that Forecast Service Area (or deemed to be forecasted under clause 7.7.5) for that Order Month (*Overforecast*) then, if requested by Telecom, the Access Seeker will pay to Telecom the sum of \$20 per All Orders for each of All Orders which fall between All Orders actually made and the 95% threshold.

(B) If the Access Seeker is also an access seeker for the UCLL Service, then the Access Seeker shall not be required to make any payment under clause 7.7.8 (A) in respect of an Order Month if the same payment is payable for the same Order Month in accordance with clause 6.1.33 of the UCLL Operations Manual, to the end and intent that Telecom shall not “double recover” for an Overforecast under this clause 7.7.8 and under clause 6.1.33 of the UCLL Operations Manual.

7.7.9 Where the volume of All Orders actually made (excluding those orders that have been cancelled or rejected as at the end of the month) by the Access Seeker for an Order Month for a Forecast Service Area is greater than 105% of the Previous Forecast for that Forecast Service Area (or deemed to be forecasted under clause 7.7.5) for that Order Month (*Underforecast*), then there will be no requirement for Telecom to meet the relevant service levels to the extent that they relate to Orders within the volume of All Orders that Exceed the 105% threshold that applies.

7.7.10 Where the volume of All Orders actually made (excluding those orders that have been cancelled or rejected as at the end of the month) for a day of an Order Month for a Forecast Service Area (in this clause 7.7.10 “the relevant day”):

- (a) is greater than 130% of the Forecast submitted in respect of Month 1 for that same day for the Forecast Service Area, if such Forecast is submitted in accordance with clause 7.7.4(b); or
- (b) if no such Forecast is submitted for that same day in accordance with clause 7.7.4(b), is no greater than 130% of the average daily forecast of Month 1 (i.e. when the Forecast for Month 1 is divided by the number of Working Days in the month and rounded to the nearest whole number) for the Forecast Service Area;

(“Excess Orders”),\

there will be no requirement for Telecom to meet the Service Levels set out in the Sub-loop UCLL Service Level Terms to the extent that they relate to Orders that are Excess Orders.

- 7.7.11 To the extent that clauses 7.7.9 or 7.7.10 applies, and so far as is practicable, Telecom will consult with the Access Seeker about any All Orders actually made during a week of a month that:
- (a) exceed the Month 1 BAU Forecast; or
 - (b) exceed the daily tolerance level (as described under clause 7.7.7).
- 7.7.12 Telecom will notify the Access Seeker of:
- (a) any sum claimed by Telecom in respect of any Overforecast under clause 7.7.8; and
 - (b) the extent to which Telecom was unable to meet the Service Levels in the Sub-loop UCLL Service Level Terms as the result of any Underforecast or any Excess Orders in accordance with clauses 7.7.9 or 7.7.10;
- 7.7.13 The parties acknowledge that:
- (a) for the purposes of clauses 7.7.4 to 7.7.5 a forecast “in respect” of a month shall in practice be submitted 1 month and 2 Working Days before that month;
 - (b) where the volume of All Orders actually made (as calculated at the end of the Order Month) by the Access Seeker for a Forecast Service Area for an Order Month as compared against the Previous Forecast for that Forecast Service Area (or deemed to forecasted under clause 7.7.5) for that Order Month has a variance of less than 10, the consequences for inaccurate forecasting set out in clauses 7.7.8(A) and 7.7.9 will not apply; and
 - (c) where the volume of All Orders actually made (as calculated at the end of the Order Month) by the Access Seeker for a Forecast Service Area, for an Order Month is less than 10, the consequences for inaccurate forecasting set out in clause 7.7.10 will not apply.
- 7.7.14 Until the Access Seeker has provided at least two consecutive months of monthly BAU Forecasts, Telecom will use all reasonable endeavours to process any Orders but there will be no requirement for Telecom to meet the relevant Service Levels set out in the Sub-loop UCLL Service Level Terms.

7.8 **Sub-loop Tie Cable Forecasts**

Definition

- 7.8.1 Sub-loop Tie Cable Forecasts involve the monthly forecasting of Sub-loop Tie Cable Service Orders.

Forecasting Requirements

- 7.8.2 The Access Seeker must each month submit to Telecom a Sub-loop Tie Cable Forecast of its expected volumes of Sub-loop Tie Cable Orders at each Distribution Cabinet for each month in the following 12 month Sub-loop Tie Cable Forecast period. Sub-loop Tie Cable Forecasts are therefore rolling forecasts that are submitted each month.
- 7.8.3 Each Sub-loop Tie Cable Forecast must be provided at least one month before the start of the 12 month Sub-loop Tie Cable Forecast period to which it relates. A Sub-loop Tie Cable Forecast must contain all of the information indicated in the relevant worksheet of the Forecasting Template including the date it is submitted to Telecom.

PART 3 – PROVISIONING

8 **THE OO&T SYSTEM**

8.1 **OO&T**

Overview

- 8.1.1 Subject to the provisions below relating to business continuity all Orders for the Sub-loop UCLL Service must be placed using OO&T. Any Orders that the Access Seeker attempts to place by other means (for example, by email or by fax) will be invalid and may be disregarded by Telecom. If an Access Seeker does place an invalid Order, Telecom will use all reasonable endeavours to notify the Access Seeker if such Orders have been received.
- 8.1.2 OO&T allows the Access Seeker to:
- (a) submit and track the status of Orders; and
 - (b) update existing Orders (up to the time they are accepted).
- 8.1.3 Access Seekers requesting:
- (a) Bulk transfer for a single End User as described in clause 7.2.1; or
 - (b) Migrations for a single End User as described in clause 7.3.1; or
 - (c) Exception to BAU Orders as described in clauses 7.5.1 and 7.5.2,

must contact their Telecom Service Delivery Manager to agree what additional capacity is required, how Orders relating to that capacity will be processed, and how the additional capacity will be delivered.

- 8.1.4 Access Seekers requesting Bulk Transfers as described in clauses 7.2.1 to 7.2.4 or Migrations as described in clauses 7.3.1 to 7.3.4 or the Sub-loop Tie Cable Service must, prior to submitting Orders through OO&T, contact their Telecom Service Delivery Manager, to begin discussing the relevant details.

Terms of Provision

- 8.1.5 OO&T is a Telecom System provided by Telecom in accordance with the Sub-loop Services General Terms and this Manual.

B2B

- 8.1.6 The Access Seeker can choose to directly integrate its systems with OO&T via the OO&T Business to Business Web Services Interface (B2B). If the Access Seeker is interested in B2B it can contact its Account Manager for documentation describing the development required to interact with B2B. A trial agreement must be signed before access to a test site, after which an Integration Access Agreement is required to be executed prior to migrating to a production instance.

8.2 **Access to OO&T**

Description of OO&T

- 8.2.1 OO&T allows the Access Seeker to log on to a secure site for placing and monitoring Orders with Telecom.

Access for Authorised Personnel

- 8.2.2 The Access Seeker will provide Telecom with the names of one or two people to become OO&T user administrators. These people will then manage the creating and disabling of Access Seeker staff accounts to access OO&T.

- 8.2.3 On request from the Access Seeker, Telecom will reset, disable or alter the user administrator accounts.

Right to Restrict or Prohibit Use of OO&T

- 8.2.4 Subject to clause 8.2.5, Telecom reserves the right to restrict or prohibit access to OO&T if any of the Access Seeker's staff or systems:

- (a) perform malicious or unintentional actions that damage or may potentially damage OO&T; or
- (b) use OO&T in an unauthorised manner or in such a way that causes or may cause material performance issues,

provided that Telecom will restrict or prohibit access to the minimum extent practicable to protect OO&T and any related system.

- 8.2.5 Telecom must use all reasonable endeavours to provide the Access Seeker with reasonable prior Notice of such restrictions or prohibitions. Where this is not practicable in the circumstances, Telecom will give the Access Seeker Notice of the restriction or prohibition as soon as practicable after the event.

Additional Functionalities or Enhancements to OO&T

- 8.2.6 Where Telecom creates any additional functionality within OO&T or makes any enhancement to it, Telecom will give Notice to the Access Seeker. The Access Seeker will modify its own provisioning systems and/or operational procedures to the extent required. Telecom must consult with the Access Seekers before notifying Access Seekers of any additional functionality or enhancements to OO&T which affect the use of OO&T in relation to the Sub-loop UCLL Service.

- 8.2.7 The Access Seeker will utilise the additional functionalities or enhancements to OO&T as notified by Telecom from the date specified in Telecom's Notice (at the latest).

- 8.2.8 The Access Seeker is responsible for ensuring that its own systems are configured in accordance with its use of OO&T and comply with the requirements in the Telecom document entitled "Telecom Web Services Interface Software Development Kit" and the Telecom document entitled "Chorus OO&T User Guide" (reference ASD-001).

8.3 Costs

Telecom's Costs

- 8.3.1 Telecom will be solely responsible for Telecom's costs of designing and developing OO&T, including any modifications and enhancements.

Access Seeker's Costs

- 8.3.2 The Access Seeker will be solely responsible for the costs of modifying its systems to interface with OO&T and B2B and for participating in the consultation and implementation process.

OO&T Fees

- 8.3.3 Telecom will charge a monthly licence fee for OO&T as set out in the Sub-loop UCLL Price List.

8.4 Terms of Use

Use of OO&T

- 8.4.1 The Access Seeker must only use OO&T for purposes authorised by Telecom.

Availability

- 8.4.2 Telecom will use all reasonable endeavours to ensure that OO&T is available to Access Seekers 24 hours a day, 7 days a week.
- 8.4.3 Telecom must take all reasonable steps to prevent the introduction of viruses or other destructive features to OO&T, but does not guarantee that it is free of such viruses or other destructive features.

Business Continuity

- 8.4.4 If Telecom advises the Access Seeker that OO&T is unavailable the Access Seeker may submit provisioning requests by emailing the relevant form to Telecom as outlined below.
- 8.4.5 Telecom will make the following business continuity forms available to the Access Seeker:
- (a) Pre-qualification form;
 - (b) Sub-loop MPF New Connection form;
 - (c) Sub-loop MPF Transfer form;
 - (d) Other Service to Sub-loop MPF Transfer form;
 - (e) Bulk Transfer form;
 - (f) Migration form;
 - (g) Sub-loop MPF Relinquishment form;
 - (h) Sub-loop MPF Move Address form;
 - (i) Sub-loop Tie Cable Service form; and
 - (j) Sub-loop MPF Pair Change and Re-termination form.

- 8.4.6 All business continuity forms submitted in accordance with this clause 8.4 should come from a generic mailbox. This mailbox must include the Access Seeker's name in the email subject line as below:

[Sub-loop UCLL Form Name] - [Access Seeker Name] - [Access Seeker reference number]

- 8.4.7 Once completed, business continuity forms must be sent to the business continuity email address advised by Telecom in accordance with section 2.

9 ORDER PROCESSING

9.1 Order Types

9.1.1 The following types of Orders may be made and each will be processed as outlined below:

- (a) Pre-qualification;
- (b) Sub-loop MPF New Connection;
- (c) Sub-loop MPF Transfer;
- (d) Other service to Sub-loop MPF Transfer;
- (e) Bulk Transfer;
- (f) Migration;
- (g) Sub-loop MPF Relinquishment;
- (h) Sub-loop MPF Move Address;
- (i) Sub-loop Tie Cable Service; and
- (j) Sub-loop MPF Pair Change or Re-termination.

9.2 Mandatory Fields

9.2.1 For each Order that is submitted either via OO&T or by email as outlined in clauses 8.4.4 to 8.4.7, the Access Seeker must complete all of the fields on the relevant form that are marked as mandatory.

9.3 Order Acknowledgement

9.3.1 For each Order that is submitted either via OO&T, or by email as outlined in clauses 8.4.4 to 8.4.7, Telecom will provide the Access Seeker with acknowledgement of receipt of that Order, subject to clause 9.5.1.

9.4 Business Hours

9.4.1 Orders will only be provisioned by Telecom during Business Hours.

9.4.2 For the purpose of determining whether Telecom has met any relevant Service Levels as defined in the Sub-loop UCLL Service Level Terms for dealing with Orders, any Orders submitted to Telecom outside of Business Hours will be deemed to have been received by Telecom in the first Business Hour of the following Working Day.

9.5 **Order Validation**

9.5.1 An Order will be deemed invalid and may be rejected by Telecom if:

- (a) it is not submitted in accordance with this Manual;
- (b) one or more of the rejection criteria listed in Appendix C apply;
- (c) it is otherwise defective; or
- (d) the Access Seeker will not have capability at the required Distribution Cabinet to access and interconnect with the Sub-loop UCLL Service (whether by co-locating their equipment at the Distribution Cabinet or otherwise).

9.5.2 Telecom will perform a validation check of each Order that it receives. That validation check will determine whether the Order complies with the requirements of clause 9.5.1.

9.5.3 If an Order is rejected, Telecom will advise the Access Seeker of that rejection and provide the Access Seeker with the applicable rejection reason.

9.6 **Irregularities**

9.6.1 Telecom will waive immaterial irregularities and process Orders where the intention is unambiguous. Examples of such irregularities include:

- (a) use of different conjunctions (e.g. "&" instead of "and");
- (b) improper application or omission of apostrophes;
- (c) variations in letter case;
- (d) use of initials instead of first names, or vice versa; and
- (e) names where letters have been accidentally transposed but the meaning is still clear (e.g. Dominoin = Dominion).

9.7 **RFS Date**

9.7.1 If an Order is accepted, Telecom will advise the Access Seeker of an expected Ready For Service (*RFS*) Date (where applicable to the type of Order involved).

9.7.2 Telecom will use all reasonable endeavours to meet the notified expected RFS Date as provided in clause 9.7.1.

9.7.3 Where Telecom becomes aware that it will be unable to meet the expected RFS Date notified under clause 9.7.1, Telecom will advise the Access Seeker of a revised expected RFS Date. In that situation the relevant Service Levels in the

Sub-loop UCLL Service Level Terms will continue to apply to the original notified expected RFS Date, rather than the revised expected RFS Date.

9.8 **Updating an Order**

9.8.1 The Access Seeker may change an existing Order that has been submitted using OO&T provided that changes to an existing Order by an Access Seeker can only be made within three Working Days of the RFS Date if Telecom has given its consent in writing to the change and that consent is not unreasonably withheld.

9.8.2 If the Access Seeker changes an existing Order under this clause 9.8.2:

- (a) Telecom will notify the Access Seeker of a revised expected RFS Date (where applicable to the type of Order involved); and
- (b) all of the relevant Service Levels for that Order, as defined in the Sub-loop UCLL Service Level Terms, will be restarted and measured as from the revised RFS Date.

9.9 **HDB3 interference**

9.9.1 If Telecom receives a Sub-loop MPF New Connection or Sub-loop MPF Move Address Order and identifies that an HDB3 system is present in the relevant Binder:

- (a) Telecom will move the HDB3 system or the relevant Sub-loop MPF to an alternative Binder; or
- (b) if no alternative Binder is available, Telecom will:
 - (i) if reasonably practicable, replace the HDB3 system with an alternative and more efficient technology as soon as reasonably practicable; but
 - (ii) if replacement with alternative and more efficient technology is not reasonably practicable (or not reasonably practicable immediately), Telecom may ask the Access Seeker to reduce power for the affected Customer and the Access Seeker will do so in accordance with the Interference Management Plan.

9.9.2 Each party will bear its own costs in relation to any work required under clause 9.9.1. The Access Seeker will not be required to pay for any additional work performed by Telecom in accordance with clause 9.9.1.

9.10 **Sub-loop MPF normalisation**

9.10.1 The Access Seeker may request that Telecom normalise the Sub-loop MPF in respect of which the Access Seeker has submitted a Sub-loop New Connection

or Sub-loop MPF Move Address Order, by removing any loading coils or equivalent network elements.

- 9.10.2 Where Telecom receives a request under clause 9.10.1, Telecom will use reasonable endeavours to normalise the relevant Sub-loop MPF as soon as reasonably practicable.
- 9.10.3 Telecom makes no guarantee of the suitability of the Sub-loop MPF for voice or other services once any loading coils or equivalent network elements are removed (beyond compliance with the specifications of the Sub-loop UCLL Service as set out in the Sub-loop UCLL Service Description).
- 9.10.4 The Access Seeker will bear the reasonable costs of any work required under clause 9.10.1 as set out in the Sub-loop UCLL Price List.
- 9.10.5 Where clause 9.10.1 applies, the relevant Service Levels in the Sub-loop UCLL Service Level Terms will not apply.

9.11 **Local and Mobile Number Portability**

- 9.11.1 When a number portability request is raised in conjunction with a Sub-loop UCLL Request Telecom must:
 - (a) comply with the Local and Mobile Number Portability (*LMNP*) terms; and
 - (b) use all reasonable endeavours to ensure that the number portability request is actioned at the same time as the Sub-loop UCLL Request.
- 9.11.2 Telecom is not liable for a failure to meet any relevant Service levels for a Sub-loop UCLL transaction where the failure to meet those Service Levels is a result of Telecom's compliance with requirements under the LMNP Terms relating to a valid number portability request and with clause 9.11.1.
- 9.11.3 Where a number portability request is raised in conjunction with a Sub-loop UCLL Request and the Access Seeker fails to do something under the LMNP Terms that prevents Telecom from meeting the relevant Service Levels for the Sub-loop UCLL Service transaction, then the relevant Service Levels for that Sub-loop UCLL Service transaction will not apply.

9.12 **Abandoned service**

- 9.12.1 When Telecom receives a Sub-loop MPF New Connection Order or a Sub-loop MPF Move Address Order for an address for which there is a Worker in the name of an Other Service Provider the Order will be rejected and the Access Seeker advised of the existence of the Worker. The Access Seeker may then proceed to the abandonments procedure set out in clause 9.12.3 below to avoid a denial of service situation or request the provision of an alternative Sub-loop MPF.

9.12.2 The Access Seeker has the ability to determine if the address to be occupied has a Sub-loop MPF installed that is still in a working state by reference to the pre-qualification service described in clause 9.17 below, which will show a working ASID in place.

9.12.3 The abandonments procedure is as follows:

(a) step one:

- (i) Telecom shall send a notification to the Other Service Provider who currently holds that Sub-loop MPF notifying them that the service will be disconnected after 1 Working Day;
- (ii) the Access Seeker may send a notification to the End User notifying them that the provision of services may be delayed while the abandonments procedure is followed.

(b) step two:

- (i) if the Other Service Provider who currently holds that Sub-loop MPF notifies Telecom that the service is not abandoned the Access Seeker requesting service will be advised that there is no abandoned service. If spares are available the Access Seeker may opt to request provision of an alternative Sub-loop MPF;
- (ii) if the Other Service Provider who currently holds that Sub-loop MPF notifies Telecom that the service is abandoned the Access Seeker requesting service will be advised to place a transfer order and that the order will proceed. The Other Service Provider who held the Sub-loop MPF may make their own arrangements to provide a call divert or other continuity service within their capability limits or discretion;
- (iii) if the Other Service Provider who currently holds that Sub-loop MPF fails to contact Telecom within one Working Day, the Access Seeker requesting service will be advised that a transfer order may proceed once requested via OO&T.

9.12.4 Should the Access Seeker's results from the pre-qualification service described in clause 9.17 below show multiple working ASIDs in place, or should Telecom advise the Access Seeker of multiple working ASIDs when the order is placed, the Access Seeker will be required to contact the Other Service Provider who currently holds that Sub-loop MPF requesting identification of the affected ASID. Once the affected ASID is identified then the abandonments procedure set out in clause 9.12.3 can proceed.

9.12.5 Where clause 9.12.1 or 9.12.4 applies, the relevant Service Levels in the Sub-loop UCLL Service Level Terms will not apply in respect of the Access Seeker's initial Order.

9.13 **Insufficient Capacity in Distribution Cabinets**

9.13.1 Telecom must use all reasonable endeavours to arrange equipment in an efficient manner to ensure that there is sufficient relevant Capacity in a Distribution Cabinet to meet Orders placed in accordance with this Manual.

9.13.2 An Order that otherwise meets all the requirements set out in this Manual may be rejected by Telecom if there is insufficient relevant Capacity in a Distribution Cabinet for installation of HDP block(s) and connection of cables on the Distribution Cabinet DF.

9.13.3 In the event that there is insufficient relevant Capacity, the Access Seeker may request Grooming of a Distribution Cabinet. Subject to clause 9.13.1, the Access Seeker must pay the costs of all Grooming work required under this clause 9.13 in accordance with the Sub-loop UCLL Price List.

9.13.4 Where an Access Seeker makes a Grooming request under clause 9.13.3, Telecom must use all reasonable endeavours to Groom the Distribution Cabinet to realise unused Capacity.

9.13.5 Grooming may require Telecom, the Access Seeker and Other Service Providers to consult for the purpose of realising unused relevant Capacity.

9.13.6 The Access Seeker that makes an Order that results in Grooming under clause 9.13.3 will have priority on any unused Capacity realised by any Grooming carried out under this clause 9.13 that is a direct result of that Access Seeker's Order under clause 9.13.3.

9.14 **Land Occupation Agreements**

Overview

9.14.1 The Access Seeker must follow the requirements and processes set out in this clause 9.14 in relation to obtaining any relevant Landlord consents or giving any notifications that are necessary before supply of the Sub-loop Tie Cable Service to the Access Seeker can commence. Where Telecom is not provided with the evidence required under this clause 9.14 that the Access Seeker has obtained the relevant consent or given the appropriate notification within a reasonable timeframe it may reject the relevant Order.

Telecom's obligations

9.14.2 Where an Order for the Sub-loop Tie Cable Service is for a Distribution Cabinet which is subject to a Land Occupation Arrangement, Telecom will:

- (a) assess whether the Land Occupation Arrangement sets out any restrictions or preconditions relating to supply of the Sub-loop Tie Cable Service;
- (b) advise the Access Seeker if there are no restrictions or preconditions relating to supply of the Sub-loop Tie Cable Service. If, following its assessment under clause 9.14.2(a), Telecom determines there are restrictions or pre-conditions in any Land Occupation Arrangement that would require the Access Seeker to obtain Landlord consent, Telecom will use its best endeavours to provide the Access Seeker with all relevant documentation and any other additional information relating to or evidencing the Land Occupation Arrangement, that is reasonably necessary for the Access Seeker to obtain the Landlord's consent;
- (c) notify the Access Seeker if Telecom believes that a copy of the document evidencing the Land Occupation Arrangement is not required or needs to be withheld, including the reasons for its decision;
- (d) provide the Access Seeker with all necessary contact details for the Landlord, to enable the Access Seeker to obtain the Landlord's consent or written acknowledgement for Sub-loop Tie Cable Service;
- (e) use its best endeavours to assist the Access Seeker in obtaining the Landlord's consent; and
- (f) in the event that Telecom and the Access Seeker cannot resolve an issue as to whether Landlord Consent is required, either may follow the Dispute Resolution procedure under section 36 of the Sub-loop Services General Terms.

9.14.3 Notwithstanding clause 9.14.2, Telecom is not required to provide the Access Seeker with any documentation, part of any documentation, or other information relating to or evidencing the Land Occupation Agreement to the extent (and only to the extent) that such documentation, part of documentation or other information is subject to an obligation of confidentiality for the benefit of the Landlord (and any such information is deemed to be Telecom's Confidential Information under section 31 of the Sub-loop Services General Terms), provided that Telecom uses its best endeavours to obtain a waiver of the obligation of confidence from the Landlord.

9.14.4 Telecom will use best endeavours when entering into new Land Occupation Arrangements or renewing existing Land Occupation Arrangements to agree terms:

- (a) that ensure that the Land Occupation Arrangements do not contain any material terms that are confidential between Telecom and the Landlord; and
- (b) with the Landlord that enables Access Seekers to access the relevant site without necessarily requiring the Access Seeker to obtain Landlord's consent.

9.14.5 Telecom will not be subject to any relevant Service Levels in the Sub-loop UCLL Service Level Terms in relation to an Order where the Access Seeker does not fulfil the Access Seeker's obligations under clauses 9.14.6 to 9.14.9 in sufficient time to allow Telecom to meet any relevant Service Levels.

Access Seeker's obligations

9.14.6 As soon as reasonably practical after Telecom provides the Land Occupation Arrangement, the Access Seeker must:

- (a) where provisioning the Sub-loop Tie Cable Service requires the consent of the Landlord for the grant of a sub-lease or sub-licence, obtain the written consent of the Landlord;
- (b) where the Land Occupation Arrangement may permit Telecom to grant a sub-lease or sub-licence without the express written consent of the Landlord, provide written notification to the Landlord of the intended grant of sub-lease or sub-licence;
- (c) bear all costs arising in relation to obtaining the Landlord's written consent or written acknowledgement; and
- (d) provide a copy of the Landlord's written consent to Telecom, or provide a copy of the notice sent to the Landlord.

9.14.7 The Access Seeker is solely responsible for obtaining the Landlord's written consent or written acknowledgement except to the extent that Telecom is required under clause 9.14.2(e) to use its best endeavours to assist the Access Seeker in obtaining the Landlord's consent.

9.14.8 The Access Seeker must provide Telecom with Notice of a revocation of any Landlord's consent required under this clause 9.14 occurring at any time the Access Seeker is receiving the Sub-loop Tie Cable Service.

9.14.9 When consulting and negotiating with the Landlord pursuant to this clause 9.14, the Access Seeker must:

- (a) conduct itself in a way that will maintain and preserve a mutually beneficial relationship between Telecom and the Landlord;

- (b) seek to resolve in good faith any issues that may arise, and to work towards a fair and reasonable outcome for all parties concerned; and
- (c) not make any claims, representations or warranties on behalf of Telecom, and the Access Seeker will have no authority to, and must not, bind Telecom in any way, unless the Access Seeker has first obtained Telecom's prior written consent to do so.

9.15 **Confirmations**

9.15.1 Telecom will provide the Access Seeker with confirmation that provisioning of an Order has been completed.

9.15.2 Order confirmations submitted to the Access Seeker outside of Business Hours will be deemed to have been received by the Access Seeker in the first Business Hour of the following Working Day.

9.16 **Charges**

9.16.1 Charges for all the transactions, processes and services referred to in this Part are set out in the Sub-loop UCLL Price List. Charges may only be made for valid Orders following the validation provided for in clause 9.5.2.

9.17 **Ordering Sub-loop UCLL Pre-qualification**

Overview

9.17.1 Pre-qualification is a service that enables the Access Seeker to:

- (a) confirm the Distribution Cabinet that serves a given address or existing Sub-loop MPF to ensure the Access Seeker has co-location or remote co-location Capacity at that Distribution Cabinet;
- (b) receive estimated line attenuation ranges or actual electrical characteristics for an address or Sub-loop MPF; and
- (c) receive information on the Sub-loop MPFs potentially available to an End User's site.

9.17.2 There are four types of pre-qualification:

- (a) unauthorised automatic pre-qualification;
- (b) authorised automatic pre-qualification;
- (c) special manual pre-qualification investigation; and
- (d) manual Sub-loop MPF testing.

Pre-qualification Acknowledgement

- 9.17.3 For each pre-qualification Order that is received by Telecom, Telecom will provide the Access Seeker with acknowledgement of receipt of the Order.

9.18 Unauthorised Automatic Pre-qualification

Overview

- 9.18.1 Unauthorised automatic pre-qualification is available when the Access Seeker does not have End User authorisation to supply services to the End User's service address.

Information Supplied

- 9.18.2 The Access Seeker will supply the item to be pre-qualified. That item may either be a service address or an existing Sub-loop MPF.
- 9.18.3 For a service address entry to be pre-qualified, a single address needs to be identified by selection from the existing Telecom address list using OO&T.
- 9.18.4 For an existing Sub-loop MPF entry to be pre-qualified, the associated ASID needs to be supplied.

Information Returned

- 9.18.5 The information returned by OO&T may include:
- (a) a single, total count of all Sub-loop MPFs currently working at the address plus all Sub-loop MPFs that are either present at the address but not working or that could be connected to the address with jumpering and, if necessary, extra service leads to the address;
 - (b) the theoretical estimated line attenuation range for each Sub-loop MPF;
 - (c) the identifier for the Loop Wire Centre that serves the address; and
 - (d) a flag indicating HDB3 in the same Binder.
- 9.18.6 If items in the unauthorised automatic qualification results are not populated, Telecom will automatically do a manual population of the data and the results will be returned to the Access Seeker.

9.19 Authorised Automatic Pre-qualification

Overview

- 9.19.1 Authorised automatic pre-qualification is available where the Access Seeker has obtained End User authorisation to investigate the supply of services to the End User's service address.

Information Supplied

- 9.19.2 The Access Seeker will supply the item to be pre-qualified. That item may either be a service address or an existing Sub-loop MPF.
- 9.19.3 For a service address entry to be pre-qualified, a single address needs to be identified by selection from the existing Telecom address list using OO&T. (Note that if the service address is absent, a new address can be submitted and Pre-qualification would be manual - see below on special manual Pre-qualification investigations.)
- 9.19.4 For an existing Sub-loop MPF entry to be pre-qualified, the associated ASID needs to be supplied.
- 9.19.5 The Access Seeker must also indicate confirmation that the End User has authorised the Access Seeker to investigate the supply of services to the End User's service address.
- 9.19.6 The Access Seeker must retain for a period of one year, and produce to Telecom or another Access Seeker on demand, evidence that the End User has authorised the Access Seeker to make an investigation into the supply of services in accordance with clause 9.19.1.

Information Returned

- 9.19.7 The information returned by OO&T may include:
- (a) a count of all Sub-loop MPFs currently working at the address;
 - (b) a count of all Sub-loop MPFs that are either present but not working or that could be connected with jumpering and, if necessary, extra service leads to the service address;
 - (c) the theoretical estimated line attenuation range for each Sub-loop MPF;
 - (d) the identifier for the Loop Wire Centre that serves the address; and
 - (e) a flag indicating HDB3 in the same Binder.
- 9.19.8 If items in the authorised automatic Pre-qualification results are not populated, Telecom will automatically do a manual population of the data and the results will be returned to the Access Seeker.

9.20 **Special Manual Pre-qualification Investigation**

Overview

- 9.20.1 A special manual pre-qualification investigation is carried out in circumstances where the Access Seeker wishes to obtain information about a new address.

Information Supplied

- 9.20.2 The Access Seeker must submit the new address with all address elements provided (street name, number etc).
- 9.20.3 The Access Seeker must also supply confirmation that the End User has authorised the Access Seeker to supply services to the End User's service address.

Information Returned

- 9.20.4 OO&T will return the following information:
- (a) a count of all Sub-loop MPFs currently working at the address;
 - (b) a count of all Sub-loop MPFs that are either present but not working or that could be connected with jumpering and, if necessary, extra service leads to the service address;
 - (c) the theoretical estimated line attenuation range for each Sub-loop MPF;
 - (d) the identifier for the Loop Wire Centre that serves the address; and
 - (e) a flag indicating HDB3 in the same Binder.

9.21 Manual Line Testing

Overview

- 9.21.1 Manual Sub-loop MPF testing pre-qualification is available for Access Seekers to ascertain actual rather than theoretical estimated Sub-loop MPF electrical characteristics, such as might be required when an estimated result has returned a value that is marginal for an intended service. Measurements will be performed by a specialist group of service company staff and will be subject to scheduling according to their availability.

Information Supplied

- 9.21.2 The Access Seeker will supply:
- (a) the address or if available the ASID for the existing Sub-loop MPF to be measured;
 - (b) confirmation that the End User has authorised the Access Seeker to supply services to the End User's service address and that the current service can be disrupted while measurement is carried out;
 - (c) details of which of the following items should be included in the physical measurement of the Sub-loop MPF's electrical characteristics (from one end):

- (i) A&B earth and battery;
- (ii) insertion loss at 160kHz;
- (iii) A&B capacitance to earth;
- (iv) loop capacitance; and
- (v) loop resistance (to NTE termination).

9.21.3 Testing will not include the End User's premises wiring, only Telecom's Network path from ETP to Distribution Cabinet DF.

Information Returned

9.21.4 OO&T will return the information requested in accordance with 9.21.2(c) once the site visit has been completed and the data captured in the system.

9.22 Authorisation for Transfer Orders

Overview

9.22.1 This clause 9.22 applies to Sub-loop MPF Transfer Orders and Other Service to Sub-loop MPF Transfer Orders, where an End User is transferring from an Other Service Provider or Telecom to the Access Seeker.

9.22.2 The Access Seeker must obtain the Customer Authorisation to these transfers, in accordance with the terms of the Customer Transfer Code, before the relevant Order is submitted.

9.22.3 Telecom is entitled to rely on the Transfer Order as evidence that a valid Customer Authorisation has been obtained in accordance with the Customer Transfer Code. Telecom is not liable in the event that authorisation is found to be invalid or not in accordance with the Customer Transfer Code.

9.22.4 Telecom and the Access Seeker will comply with the Customer Transfer Code.

9.23 Orders

9.23.1 Orders for the following must be placed in OO&T using the relevant webform or B2B interface:

- (a) Sub-loop MPF New Connection;
- (b) Sub-loop MPF Transfer;
- (c) Other Service to Sub-loop MPF Transfer;
- (d) Sub-loop MPF Relinquishment;

- (e) Sub-loop MPF Move Address;
- (f) Sub-loop MPF Pair Change and Re-termination; and
- (g) the Sub-loop Tie Cable Service.

9.23.2 These Orders will be processed in accordance with this section 9.

9.24 **Bulk Transfer Orders**

Overview

9.24.1 Bulk Transfers enable an Access Seeker to transfer large volumes of End Users or Sub-loop MPFs onto the Sub-loop MPF Service in a co-ordinated manner. Details of what a Bulk Transfer is and when a Bulk Transfer can be requested are set out in clauses 7.2.1 to 7.2.4 above.

Submitting Bulk Transfer Orders

9.24.2 Access Seekers should contact their Telecom Service Delivery Manager to discuss the requirements and timeframes of any Bulk Transfer before placing a Bulk Transfer Order.

9.24.3 All Bulk Transfer Orders are to be entered in the OO&T system at least 20 Working Days before the date on which the Access Seeker requests the first individual transfer included in the Bulk Transfer to occur.

9.24.4 Once a Bulk Transfer Order has been placed, Telecom and the Access Seeker must agree on a Bulk Transfer Plan that:

- (a) describes how the Bulk Transfer will be managed and carried out (including details of the dates on which the relevant batches of individual transfers will take place and, where appropriate, the resources to be used); and
- (b) states the price to be paid (excluding the charges for the individual transfers) by the Access Seeker for the provision of the Bulk Transfer service by Telecom. This price must be determined in accordance with the Sub-loop UCLL Price List.

9.24.5 Where there are resource contention issues in relation to the carrying out of the Bulk Transfer, the Bulk Transfer Plan must be consistent with the application of the priority rules set out in clauses 9.13 and 9.26 and Telecom can specify (without the agreement of the Access Seeker) the details of the plan (including individual transfer dates) to the extent necessary to enable compliance with those rules.

9.24.6 Once the Bulk Transfer Plan has been agreed, any necessary changes to the Bulk Transfer Order will be made and this order will be accepted and allocated

an accepted bulk transfer order number. The Access Seeker must then submit an individual Order for each transfer included in the Bulk Transfer. Each such individual Order must state that it is part of a Bulk Transfer and include the accepted bulk transfer order number for that Bulk Transfer.

- 9.24.7 If the parties cannot agree on the terms of the Bulk Transfer Plan, either party may refer the issue to the Dispute Resolution procedure in section 36 of the Sub-loop Services General Terms. Any such dispute will be treated as a technical or operational dispute and in the event of a Deadlock, must be resolved by expert determination. Telecom is not required to undertake any Bulk Transfer until a Bulk Transfer Plan has been agreed by the Access Seeker and Telecom or determined by an expert.
- 9.24.8 Bulk Transfer Orders are not able to be cancelled within 10 Working Days of the date on which the first relevant individual transfer will take place. Cancellations made earlier than 10 Working Days before the date on which the first relevant individual transfer will take place will be subject to the cancellation fee as set out in the Sub-loop UCLL Price List.
- 9.24.9 Telecom is entitled to rely on a Bulk Transfer Order as evidence that valid Customer Authorisations have been obtained in accordance with the requirements of the Customer Transfer Code. Telecom is not liable in the event that the Customer Authorisations are found to be invalid or not in accordance with the Customer Transfer Code.
- 9.24.10 The individual transfers covered by a Bulk Transfer Order are subject to the same processes, systems and rules as other transfers.
- 9.24.11 Telecom will use all reasonable endeavours to ensure that individual transfers covered by a Bulk Transfer Order will be completed in a timely manner. However workflow will be managed separately and Service Levels under the Sub-loop UCLL Service Level Terms will not apply to individual transfers covered by a Bulk Transfer Order.

9.25 **Migration Orders**

Overview

- 9.25.1 Migrations are where an Access Seeker has requested the move of Exchange based unbundled or resale services that entail access to the copper line between the Exchange and the End User's premises to the Sub-loop UCLL Service and is part of Distribution Cabinet, or initial or subsequent equipment, installation process.

Submitting Migration Orders

- 9.25.2 Any proposed Migrations must meet the requirements set out in clauses 7.3.1 to 7.3.4 of this Manual noting that the End Users must all be on the same Distribution Cabinet.

- 9.25.3 Access Seekers should contact their Telecom Service Delivery Manager to discuss the requirements and timeframes of any Migration before placing a Migration Order.
- 9.25.4 All Migration Orders are to be entered in the OO&T system at least 8 Working Days before the date on which the Access Seeker requests the first individual transfer included in the Migration to occur.
- 9.25.5 Once a Migration Order has been placed, Telecom and the Access Seeker must agree on a Migration Plan that:
- (a) describes how the Migration will be managed and carried out (including details of the dates on which the relevant batches of individual transfers will take place and, where appropriate, the resources to be used); and
 - (b) states the price to be paid (excluding the charges for the individual transfers) by the Access Seeker for the provision of the Migration service by Telecom. This price must be determined in accordance with the Sub-loop UCLL Price List.
- 9.25.6 Where there are resource contention issues in relation to the carrying out of the Migration, the Migration Plan must be consistent with the application of the priority rules set out in clauses 9.13 and 9.26 and Telecom can specify (without the agreement of the Access Seeker) the details of the plan (including individual transfer dates) to the extent necessary to enable compliance with those rules.
- 9.25.7 Once the Migration Plan has been agreed, any necessary changes to the Migration Order will be made and this order will be accepted and allocated an accepted Migration Order number. The Access Seeker must then submit either:
- (a) an individual Order for each transfer included in the Migration. Each such individual Order must state that it is part of a Migration and include the accepted Migration order number for that Migration; or
 - (b) a list of individual transactions to be included in the Migration Order, which Telecom will enter into service Orders for the fee set out in the Sub-loop UCLL Price List.
- 9.25.8 If the parties cannot agree on the terms of the Migration Plan, either party may refer the issue to the Dispute Resolution procedure in section 36 of the Sub-loop Services General Terms. Any such dispute will be treated as a technical or operational dispute and in the event of a Deadlock, must be resolved by expert determination. Telecom is not required to undertake any Migration until a

Migration Plan has been agreed by the Access Seeker and Telecom or determined by an expert.

- 9.25.9 Migration Orders are not able to be cancelled within 8 Working Days from the date on which the Access Seeker requests the first individual transfer included in the Migration to occur. Cancellations made earlier than 8 Working Days before the date on which the first relevant individual transfer will take place will be subject to the cancellation fee as set out in the Sub-loop UCLL Price List.
- 9.25.10 Although Migrations will not involve any change of Access Seeker for a given End User Telecom is entitled to rely on a Migration Order as evidence that valid Customer Authorisations have been obtained in accordance with the requirements of the Customer Transfer Code. Telecom is not liable in the event that the Customer Authorisations are found to be invalid or not in accordance with the Customer Transfer Code.
- 9.25.11 The individual transfers covered by a Migration Order are subject to the same processes, systems and rules as other transfers.
- 9.25.12 Telecom will use all reasonable endeavours to ensure that individual transfers covered by a Migration Order will be completed in a timely manner. However workflow will be managed separately and Service Levels under the Sub-loop UCLL Service Level Terms will not apply to individual transfers covered by a Migration Order.
- 9.26 **Prioritisation of Orders**
- 9.26.1 Where there is contention for resources in relation to the provisioning of Bulk Transfers and/or Migration Orders, or where Bulk Transfer and/or Migration activity poses a risk to BAU provisioning activity, Telecom will apply the following prioritisation rules.
- 9.26.2 BAU capability must be preserved above all other requirements.
- 9.26.3 The order in which Bulk Transfers or Migrations will be carried out will be the order in which the Bulk Transfer or Migration Orders are received. However where two or more Access Seekers submit a Bulk Transfer Order or a Migration Order on the same day, and this gives rise to contention for resources, the order in which the Bulk Transfers or Migrations will be carried out will be decided by the "throw of a coin".
- 9.26.4 Resources will be used in a serial fashion in a pre determined order (that matches the order of the relevant Bulk Transfers or Migrations).
- 9.26.5 In a case where more resource is available to perform transfers than is able to be supported by the Access Seeker (an Access Seeker cannot manage the volume of transfers possible per day at their end), the additional resource may

be able to be used performing transfers for the next Access Seeker on the priority list.

PART 4 - PROBLEM MANAGEMENT

10 OFM

10.1 Overview

10.1.1 Telecom has a web-based fault management system (**OFM**). OFM allows Access Seekers to:

- (a) create a new trouble ticket;
- (b) retrieve a trouble ticket;
- (c) update a trouble ticket; and
- (d) report faults.

10.2 Terms of Provision

10.2.1 In relation to the Sub-loop UCLL Service, OFM is a Telecom System provided by Telecom in accordance with the Sub-loop Services General Terms, the Sub-loop UCLL Service Level Terms and this Manual.

10.3 Access to OFM

Description of OFM

10.3.1 OFM allows the Access Seeker to log on to a secure site for reporting and monitoring faults with Telecom.

Access for Authorised Personnel

10.3.2 In accordance with section 2 the Access Seeker will provide Telecom with the names of one or two people to become OFM user administrators. These people will then manage the creating and disabling of Access Seeker staff accounts to access OFM.

10.3.3 On request from the Access Seeker, Telecom will reset, disable or alter the user administrator accounts.

Right to Restrict or Prohibit Use of OFM

10.3.4 Subject to the Notice provisions below, Telecom may restrict or prohibit access to OFM if any of the Access Seeker's staff or systems:

- (a) perform malicious or unintentional actions that damage or may potentially damage OFM; or

- (b) use OFM in an unauthorised manner or in such a way that causes or may cause material performance issues;

provided that Telecom will restrict or prohibit access to the minimum extent practicable to protect OFM and any related system.

- 10.3.5 Telecom must use reasonable endeavours to provide the Access Seeker with reasonable prior notice of such restrictions or prohibitions. Where this is not practicable in the circumstances, Telecom will give the Access Seeker notice of the restriction or prohibition as soon as practicable after the event.

10.4 **Additional Functionalities or Enhancements to OFM**

- 10.4.1 Where Telecom creates any additional functionality within OFM or makes any enhancement to it, Telecom will give Notice to the Access Seeker. The Access Seeker will modify its own fault systems and its own operational procedures to the extent required. Telecom must consult with the Access Seekers before notifying Access Seekers of any additional functionality or enhancements to OFM which affect the use of OFM in relation to the Sub-loop UCLL Service.

- 10.4.2 The Access Seeker will utilise the additional functionalities or enhancements to OFM as notified by Telecom from the date specified in Telecom's Notice (at the latest).

10.5 **Costs**

Telecom's Costs

- 10.5.1 Telecom will be solely responsible for Telecom's costs of designing and developing OFM, including any modifications and enhancements.

Access Seeker's Costs

- 10.5.2 Access Seekers will be solely responsible for the costs of modifying their processes to work with OFM and their systems to interface with OFM (if applicable).

OFM Fees

- 10.5.3 Telecom will charge a monthly licence fee for OFM as set out in the Sub-loop UCLL Price List.

10.6 **Terms of Use**

Use of OFM

- 10.6.1 The Access Seeker must only use OFM for purposes authorised by Telecom.

Availability

- 10.6.2 Telecom will use all reasonable endeavours to ensure that OFM is available to Access Seekers 24 hours a day, seven days a week.

- 10.6.3 Telecom must take reasonable steps to prevent the introduction of viruses or other distinctive features to OFM, but Telecom does not guarantee that it is free of such viruses or other distinctive features.

11 **FAULTS**

11.1 **Faults within the Sub-loop UCLL Service**

Responsibility for faults

- 11.1.1 Telecom is only responsible for faults that are within Telecom's responsibility, as set out in section 21 of the Sub-loop Services General Terms. If Telecom investigates and no fault is found or no fault for which Telecom is responsible is found, Telecom will charge the Access Seeker the No Fault Found fee as set out in the Sub-loop UCLL Price List. Where Telecom is responsible for the fault, no No Fault Found fee will be charged.

- 11.1.2 When the Sub-loop Tie Cable Service is being provided Telecom is not responsible for any fault in the tie cable (regardless of whether or not Telecom supplied the tie cable).

Initial Diagnosis by the Access Seeker

- 11.1.3 It is the Access Seeker's responsibility to provide initial fault diagnosis on all faults reported to it by its End Users.
- 11.1.4 The requirements for this initial fault diagnosis are set out in section 22 of the Sub-loop Services General Terms.

Reporting Faults to Telecom

- 11.1.5 Subject to clause 11.1.6 the Access Seeker must use OFM for reporting all faults regarding the Sub-loop UCLL Service. If the Access Seeker uses any other method to report a fault, the relevant Service Levels as defined in the Sub-loop UCLL Service Level Terms will not apply to that fault.
- 11.1.6 Where Telecom advises the Access Seeker OFM is unavailable, the Access Seeker must submit fault reports to Telecom by calling the 0800 fault reporting service number provided by Telecom. Telecom must use all reasonable endeavours to advise Access Seekers immediately upon becoming aware that the OFM is unavailable.
- 11.1.7 Once the Access Seeker has provided initial fault diagnosis, complied with section 22 of the Sub-loop Services General Terms and determined that it requires Telecom's assistance to resolve the fault, the following information is required when reporting a fault:

- (a) confirmation that the initial fault diagnosis has been completed;

- (b) contact name and phone number of the Access Seeker staff member logging the fault;
- (c) contact name, phone number, and alternate phone number of the End User experiencing the fault (where appropriate);
- (d) End User's circuit/line number/ASID that is experiencing the fault (where appropriate);
- (e) fault type and description;
- (f) the Access Seeker's best estimate of the time the fault occurred;
- (g) address and contact details for the site of the fault (where appropriate); and
- (h) any other known relevant information.

11.1.8 If any of the above information is not provided, the relevant Service Levels in the Sub-loop UCLL Service Level Terms will not apply.

Irregularities

11.1.9 Telecom will waive immaterial irregularities and process fault reports where the intention is unambiguous. Examples of such irregularities include:

- (a) use of different conjunctions (e.g. "&" instead of "and");
- (b) improper application or omission of apostrophes;
- (c) variations in letter case;
- (d) use of initials instead of first names, or vice versa; and
- (e) names where letters have been accidentally transposed but the meaning is still clear (e.g. Dominoin = Dominion).

Hours of Operation

11.1.10 Faults can be logged 24 hours a day, seven days a week.

11.1.11 Faults that are Telecom's responsibility will be fixed by Telecom representatives during Fault Restoration Hours. If a fault is logged outside of those hours, it is possible Telecom will only start working on the fault as from 7.00am the following day. Extended fault restoration hours apply for emergency faults.

11.1.12 For the purpose of determining whether Telecom has met any relevant Service Levels for dealing with Faults, any Faults submitted to Telecom outside of Fault

Restoration Hours will be deemed to have been received by Telecom in the first Fault Restoration Hour of the following day.

Fault Report Acknowledgement

- 11.1.13 When a fault report is received, Telecom will advise the Access Seeker, acknowledging receipt of the fault report.

Fault Tracking

- 11.1.14 All Faults will be logged in OFM and the Access Seeker will be given a fault reference number and an expected fault restoration time. The expected fault restoration time will be provided in accordance with Telecom's fault prioritisation systems.
- 11.1.15 Telecom will use all reasonable endeavours to meet the notified expected fault restoration time as provided in clause 11.1.14.
- 11.1.16 Where Telecom has allocated an expected fault restoration time to a Fault and it subsequently becomes apparent that the fault restoration time cannot be met, Telecom will advise the Access Seeker of a revised fault restoration time. In that situation the Service Levels in the Sub-loop UCLL Service Level Terms will continue to apply to the originally notified expected restoration time, rather than the revised fault restoration time.
- 11.1.17 The Access Seeker will be able to check the progress of a Fault via OFM. The fault reference number is to be used in all communications regarding the Fault.

Telecom Contractor Work

- 11.1.18 If Telecom identifies the need to send a faults contractor, Telecom will update OFM.
- 11.1.19 The Access Seeker's helpdesk is responsible for coordinating site access and any required outage window with the End User.

Fault Closure

- 11.1.20 Once the Fault has been resolved, Telecom will notify the Access Seeker via OFM (or other means) that the Fault has been resolved, confirm the fault reference number and, where available, provide the cause of the Fault and any actions taken to reach resolution.

Emergency Faults

- 11.1.21 Emergency faults reported to Telecom outside of the hours of operation set out in clause 11.1.11 will be treated on a case by case basis.
- 11.1.22 In the first instance, Telecom will propose a temporary solution. However, in the absence of a viable temporary solution, Telecom may schedule a callout to respond to emergency faults in relation to:

- (a) medical emergencies;
- (b) where the End User provides an essential community service (e.g. police or a doctor's residence); or
- (c) where there is a mass outage that impacts on 200 or more End Users.

Escalation Protocol

11.1.23 The Escalation Protocol is provided in Appendix B.

11.2 **Interference**

Overview

11.2.1 Telecom and the Access Seeker must comply with the Interference Management Plan.

Investigating Interference by Others

11.2.2 If the Access Seeker considers that their ability to fully utilise the Sub-loop UCLL Service is being materially impaired by a failure by another Access Seeker that is using the Sub-loop UCLL Service in the relevant Distribution Cabinet to comply with the Interference Management Plan (**possible third party interference**) the Access Seeker may notify Telecom in writing.

11.2.3 That notice may request Telecom to ask the other relevant Access Seeker(s) to provide Telecom with any information reasonably required to assist Telecom to establish whether a breach of the Interference Management Plan by the other Access Seeker is causing the possible third party interference, and in the light of that information to investigate the cause of the possible third party interference.

11.2.4 Telecom will comply with any reasonable request under clause 11.2.3 and the Third Party Interference Investigation Charge set out in the Sub-loop UCLL Price List will apply. Telecom will advise the Access Seeker of the conclusion reached by its investigation.

11.2.5 If interference is found and was caused by any Access Seeker's equipment that breaches the Interference Management Plan, this Charge will apply to that Access Seeker that caused the interference. If interference is not found, or was caused by either any Access Seeker's equipment that does not breach the Interference Management Plan or equipment owned by another person who is not an Access Seeker, this Charge will apply to the Access Seeker that claimed there was interference.

11.2.6 Telecom will provide details of why its conclusion was reached if it is able to do so. Telecom will not be required to provide any details regarding the conclusion reached if to do so would require it to disclose confidential information of other Access Seekers.

11.2.7 If Telecom concludes as a result of its investigation that a failure by another Access Seeker (Defaulting Access Seeker) to comply with the Interference Management Plan when using the Sub-loop UCLL Service is causing the impairment, then Telecom must use all reasonable endeavours to ensure that the Defaulting Access Seeker remedies that failure and complies with the Interference Management Plan as soon as reasonably practicable.

11.2.8 "All Reasonable endeavours" in this context does not require Telecom to either enforce the Sub-loop Services Terms or to complain to the Commission in respect of the breach (the Access Seeker may do these things directly).

Investigation Assistance

11.2.9 An Access Seeker must provide (at its own cost) all information (including confidential information) and all other assistance reasonably required by Telecom to enable Telecom to determine whether the Interference Management Plan is being complied with by the Access Seeker.

Liability

11.2.10 For the avoidance of doubt, Telecom has no liability to the Access Seeker for any failure to comply with its obligations under the Sub-loop Services Terms when that failure is caused by another Access Seeker not complying with the Interference Management Plan.

PART 5 - TIE CABLING FOR REMOTE CO-LOCATION

12 TIE CABLING FOR REMOTE CO-LOCATION

12.1 Overview

12.1.1 Where the Access Seeker's equipment used to provide access to and interconnection with the Sub-loop UCLL Service is located outside of a Distribution Cabinet (whether in the Access Seeker's pedestal or a third party's pedestal), the Access Seeker can purchase the Sub-loop Tie Cable Service. Under the Sub-loop Tie Cable Service, copper tie cable pairs will be used to connect the HDP block(s) on the Distribution Cabinet's DF and the remotely co-located Access Seeker Equipment. The Sub-loop Tie Cable Service installation and space rental charges set out in the Sub-loop UCLL Price List will apply.

12.1.2 An Access Seeker may supply its own tie cables or the Access Seeker may ask Telecom to supply the tie cables. In either case the tie cables must meet the specification referred to in Appendix D. Where Telecom supplies the tie cable the Access Seeker will purchase that tie cable from Telecom for a commercially agreed price.

12.1.3 Telecom will install HDP block(s) with Splitters if requested to do so by the Access Seeker except where Telecom reasonably considers that:

- (a) it is not technically feasible to install HDP block(s) with Splitters in the Distribution Cabinet DF; or
- (b) technically suitable Splitters are not available.

12.2 Tie Cabling Pair Identifier

12.2.1 As Sub-loop Tie Cables for remote co-location are external cables, designations (names) will be assigned by Telecom to each tie pair in accordance with the normal Telecom network practice. For instance:

- (a) the normal Telecom network name ELL/BM R99_03_099E identifies shelf 99, cable 03, pair 99 on the equipment side at the Ellerslie BM Distribution Cabinet; and
- (b) the related tie cable equipment number assigned and specified on service requests would be LWC=ELL/BM, tie pair=LR-102-0099. (LR means remote UCLL co-location tie cable, 102 is the cable number and 0099 is the pair number padded to the maximum size with leading zeros).

- 12.2.2 The naming standard is contained in the Telecom document "Network Naming Standard for Regulated or Commercial Access Network Requirements" (reference ASD-0459).

Telecom Responsibilities

- 12.2.3 Telecom will name all remote co-location cable pairs and record these in Telecom's system for managing copper inventory.
- 12.2.4 Telecom will identify the route that the Sub-loop Tie Cable will take within the Distribution Cabinet (including Telecom ducts and Distribution Cabinet Manholes) and install any required cable racking to support the tie cable.
- 12.2.5 Telecom will install the Sub-loop Tie Cable between the Access Seeker's network cable and the HDP block(s).
- 12.2.6 For Telecom supplied Sub-loop Tie Cable, the tie cable will be delivered to the Access Seeker outside and adjacent to the Distribution Cabinet Manhole. For Access Seeker supplied tie cable, a length of cable advised by Telecom will be received at the Distribution Cabinet Manhole. In either case, Telecom and the Access Seeker will work together to get cable from the Distribution Cabinet Manhole to the Access Seeker's manholes and ducts with Telecom performing all work in the Distribution Cabinet Manhole.
- 12.2.7 Telecom will supply and record the necessary space on the HDP block(s).
- 12.2.8 Telecom will terminate Sub-loop Tie Cable pairs on the HDP block(s).
- 12.2.9 Telecom is responsible for the repair and/or replacement of faulty termination at the HDP block(s).

Access Seeker Responsibilities

- 12.2.10 The Access Seeker will deliver its (or a third party's) network cable to the Distribution Cabinet Manhole (with Telecom performing all work in the Distribution Cabinet Manhole).
- 12.2.11 The Access Seeker will complete the joint between its network cable and the Sub-loop Tie Cable outside the Distribution Cabinet Manhole.
- 12.2.12 The Access Seeker will own the Sub-loop Tie Cable and will be responsible for its maintenance. However, because tie cables will be located within the Distribution Cabinet, the Access Seeker must request Telecom to carry out any maintenance. Where an Access Seeker requests Telecom to carry out any maintenance on a tie cable Telecom must do so and the Tie Cable Maintenance Charge set out in the Sub-loop UCLL Price List will apply. If Telecom reasonably considers that any maintenance work needs to be carried out on a

tie cable, and the Access Seeker agrees that maintenance work is required, Telecom may carry out that work and apply the Tie Cable Maintenance Charge.

12.2.13 The Access Seeker must maintain and be responsible for its own tie cable inventory system. This system must be able to record the following:

- (a) the termination of each tie cable pair;
- (b) the Access Seeker's own assignments or reassignments of tie cable pairs; and
- (c) changes to tie cable pairs when service has been transferred (e.g. for fault resolution).

Resolution of Inconsistency

12.2.14 Where Telecom's records and the Access Seeker's records differ with regard to the status of a tie cable pair, the Access Seeker must confirm the accuracy of the status of the tie cable pair in its inventory system.

12.2.15 If this does not resolve the difference, the Access Seeker must liaise with Telecom's Provisioning Manager.

12.2.16 After the tie cable is jointed to the network cable by the Access Seeker and is terminated at the HDP block(s) by Telecom, Telecom and the Access Seeker will jointly carry out end-to-end testing between the HDP block(s) and the Access Seeker's remote equipment location.

12.3 Recording and Data Management

Overview

12.3.1 Where the Sub-loop Tie Cable Service is being supplied, Access Seekers must ensure that information regarding their sub ducts and cabling is supplied to Telecom for recording. Access Seekers should check subsequent as-built records to ensure accuracy of detail. Telecom requires Access Seekers to mark or label cables/plant in the field.

12.3.2 Telecom will keep Distribution Cabinet plans up to date with changes.

12.3.3 Access Seekers are to ensure that all connections made are recorded with Telecom including the:

- (a) location of cables within the Distribution Cabinet;
- (b) connections made to the MDF, identified and coded for billing information on the Telecom provisioning, billings and support systems; and

(c) assignments/allocations of fibres within cable sheaths.

12.3.4 Information about Access Seeker connections is required to enable Telecom to manage the delivery of the Sub-loop UCLL Service. This information is Confidential Information under the Sub-loop Services General Terms.

PART 6 – BILLING

13 BILLING

13.1 Invoicing

13.1.1 Telecom will invoice the Access Seeker for all Charges on the basis specified in the Sub-loop UCLL Price List. Invoices will be in an electronic bill format (eBill). eBill will replace the provision of a paper invoice, except that a printed GST summary will be provided to the Access Seeker. A hard copy paper invoice will be available to Access Seekers at the price set out in the Sub-loop UCLL Price List.

13.1.2 The eBill must include the following information:

- (a) Service Identifier;
- (b) Fault or Order identifier; and
- (c) type of charge.

13.1.3 Telecom will transmit the eBill using a secure web portal. The eBill can be accessed through a web browser. Alternatively, the Access Seeker can arrange with Telecom to write their own scripts and access the eBill through a script platform.

13.1.4 In accordance with section 2 the Access Seeker will provide Telecom with the list of people that are authorised to download the eBill file. Telecom will set up access rights for these people on a secure web portal.

13.1.5 Telecom will provide the eBill and the printed GST summary to the Access Seeker free of charge.

13.1.6 Telecom will maintain one or more separate Access Seeker accounts for services provided to the Access Seeker. Telecom may alter the account structure as it considers appropriate, however, Telecom will consult with the Access Seeker prior to doing so.

13.2 Billing Enquiries

13.2.1 If the Access Seeker wishes to raise a billing enquiry, it may do so by emailing the Telecom billing team in the first instance at the billing email address supplied by Telecom under section 2.

13.2.2 The email must include the following information:

- (a) a header reading 'Billing Query'; and

(b) a completed Billing Enquiry Form.

13.2.3 Telecom will acknowledge the query and will attempt to respond within the current billing period. Any billing enquiries submitted without the use of a Billing Enquiry Form will be rejected.

13.2.4 Additional information, over and above that reasonably required to assist Access Seekers in interpreting invoices, will be charged in accordance with the Sub-loop UCLL Price List. The Access Seeker may require Telecom to provide a quote for any such request for further information.

13.2.5 The process set out in this clause 13.2 is an informal enquiry process that does not limit the Sub-loop Services General Terms. If the Access Seeker wishes to claim an Invoice Error in an invoice, it must follow the procedure set out in section 15 of the Sub-loop Services General Terms, including giving written notice of the Invoice Error to Telecom.

PART 7 - REQUIREMENTS FOR END USER SITE VISITS

- 14 **Arranging Time for End User Site Visits**
Fault and provisioning related site visits will be arranged by appointment under OO&T and need not be confirmed. Telecom will not be required to consult the Access Seeker or End User when work at a site does not require entry to a premises or contact with an End User. Where entry to a premises or contact with an End User is required then the Access Seeker will make arrangements for the site visit with the End User and the relevant Telecom representative.
- 15 **Field Force**
Telecom representatives will carry Telecom identification and wear appropriate clothing.
- 16 **Arriving on Time**
The Telecom representative will use all reasonable endeavours to start all visits to an Access Seeker End User's site at the scheduled time.
- 17 **Courtesy**
When interacting with any Access Seeker End User, Telecom representatives will always act in a professional and courteous manner, and they will not use that interaction for sales and marketing purposes.
- 18 **Confirming Details and Outcomes of Visit**
At the completion of all site visits, the relevant Telecom representative will record the details in appropriate systems.
- 19 **Abortive End User Site Visit Fee**
When for any reason outside Telecom's control it is unable to complete a visit at the scheduled time (eg an End User is unavailable), Telecom will charge the Access Seeker an abortive End User Site Visit Fee in accordance with the Sub-loop UCLL Price List.

APPENDIX A – GLOSSARY

Term	Meaning
ASID	Access Service Identifier.
BAU Forecast	A Forecast as described at clauses 7.4.1 to 0.
Binder	A group of Sub-loop MPFs bound (twisted) together in a cable.
Bulk Transfer	Has the meaning given in clauses 7.2.1 to 7.2.4.
Bulk Transfer Forecast	A Forecast as described at clauses 7.2.5 to 7.2.7.
Bulk Transfer Plan	Has the meaning in clause 9.24.4.
Customer Authorisation	A valid authorisation for a Transfer Order by a customer or a customer's duly appointed agent that meets the requirements of the Customer Transfer Code.
Customer Premises Equipment	Means Customer Premises Equipment located at the End-User's premises.
Customer Transfer Code	The Code for the Transfer of Telecommunications Services ('The Customer Transfer Code') approved by the Commission on 12 October 2006 and any equivalent replacement Code.
Exception to BAU	Has the meaning given in clauses 7.5.1 and 7.5.2.
Exception to BAU Forecast	A Forecast as described in clause 7.5.5 and clause 7.5.6.
Exception to BAU Day Zero	Means the date the Access Seeker requests an Exception to BAU to commence.
Forecast	Any or all (as the context requires) of the Forecasts required to be provided by the Access Seeker in this Manual.
Forecast Cluster	A group of Exchanges and Distribution Cabinets (which group has sufficient relationship to the management and deployment of field resource to enable Telecom to meet the Sub-loop UCLL Service Level Terms) in a geographic area as shown in the table in Appendix E.
Forecast Service Area	A group of Forecast Clusters as identified in Appendix E.

Term	Meaning
Forecasting Template	The template provided by Telecom with a separate worksheet for each Forecast type.
HDB3	High Density Bipolar Order 3, a legacy data service protocol.
Losing Service Provider	The Access Seeker or Other Service Provider (as the case may be) that is losing the telecommunications service (from the point of view of a customer).
Migration	Has the meaning given in clauses 7.3.1 to 7.3.4
Migration Forecast	A Forecast in relation to Migrations as described in the Sub-loop Co-location Operations Manual, or clause 7.3.6, as the case may be.
Migration Plan	Has the meaning in clause 9.25.5.
MPF New Connection Orders	Has the meaning given in the UCLL Standard Terms Determination.
MPF Transfer Orders	Has the meaning given in the UCLL Standard Terms Determination.
Operational Date	The date on which the Sub-loop UCLL Service is operationalised.
Order	Any order for the Sub-loop UCLL Service.
Order Month	The month in which Orders are actually made.
Other Service to MPF Transfer Orders	Has the meaning given in the UCLL Standard Terms Determination.
Other Service to Sub-loop MPF Transfer	The transfer of an End User from services (other than the Sub-loop MPF Service) provided over Telecom's Local Loop Network to a Sub-loop MPF Service, as authorised by the End User.
Possible third party interference	Has the meaning in clause 11.2.2.
Pre-qualification	Has the meaning given in clause 9.17.1.
RFS Date	The date advised by Telecom under clause 9.7.1.
Sub-loop MPF Day Zero	The date the Access Seeker requests a Bulk Transfer to commence.
Sub-loop MPF Move	A Sub-loop MPF Move Address is where the End User requests the relocation of their Access Seeker telecommunications services to another

Term	Meaning
Address	physical address. It involves the moving of the customer end termination of the jumper from one Sub-loop MPF to another (where an existing service lead into the building and a spare or intact Sub-loop MPF back to the cabinet exists). It may be in the same cabinet or another.
Sub-loop MPF New Connection	The establishment of a new service instance of the Sub-loop MPF Service (i.e. there is no Sub-loop MPF Transfer or Other Service to Sub-loop MPF Transfer). The service is established from spares or intact circuits with an existing service lead into the building. That is, it utilises an existing Sub-loop MPF that is not currently used for the provision of telecommunications services.
Sub-loop MPF Pair Change or Re-termination	An Sub-loop MPF pair change or re-termination requiring the changing of jumpers/pair change at the Handoff Distribution Point (HDP) to effect a port change.
Sub-loop MPF Relinquishment	Where the Access Seeker terminates supply of the Sub-loop MPF Service in respect of a particular End User. This entails Telecom updating its records and billing. Telecom may either physically disconnect the Sub-loop MPF at any point between the cabinet and the End User's premises or leave the Sub-loop MPF circuit intact.
Sub-loop MPF Service	Consists of provision of a Sub-loop MPF for access to End Users and is described in the Sub-loop UCLL Service Description.
Sub-loop MPF Transfer	The transfer of the Sub-loop MPF Service connected to an End User's premises from one Access Seeker to another, as authorised by the End User.
Sub-loop Tie Cable Service	The Sub-loop Tie Cable Service as described in the Sub-loop UCLL Service Description and as outlined in more detail in section 12.
Sub-loop Tie Cable	A tie cable running from the Distribution Cabinet DF to a point outside and adjacent to the Distribution Cabinet Manhole.
UCLL Operations Manual	Has the meaning given in the UCLL Standard Terms Determination.
Transfer Order	A Sub-loop MPF Transfer Order, an Other Service to Sub-loop MPF Transfer Order and/or a Bulk Transfer Order as the context requires.
Worker	Means an end to end unbundled circuit that is currently in use by the Access Seeker or an Other Service Provider.

APPENDIX B - ESCALATION PROTOCOL

Rule No.	Escalation Rule	Further Explanation
1	Identify correct escalation path.	Before any issue is escalated, sufficient investigation should be undertaken to ensure that the functional group that will most likely be responsible for resolving the issue has been correctly identified.
2	Attempt to resolve issues at BAU level before escalating them.	Every effort should first be made to resolve an operational issue at the BAU level, i.e. direct communication between the originator and the recipient.
3	First escalation should be via e-mail.	In the first instance an escalation at BAU level should be received via e-mail and clearly labelled as such with the email subject line beginning with "ESCALATION". The email should contain the relevant history of the issue, including the escalation history and when applicable the customer name, ASID/circuit numbers and fault/service order numbers.
4	Level One and Two escalations shall be peer to peer.	If an operational issue can not be resolved at the BAU level it must first be raised by the team member with their own team leader/manager. If the team leader/manager agrees that the issue warrants being escalated to the other party they shall contact their peer in the other organisation and endeavour to resolve the issue between them - this would normally be the level one escalation point. Under no circumstance should this step in the escalation path be bypassed unless every reasonable attempt to communicate with their peer in the other organisation has failed. Only then should the level one contact in party A attempt to escalate the issue to the level two contact in party B. Subject to the above, level two escalations should also be peer to peer.
5	A mutually agreed plan of action to resolve an issue shall not be interfered with by other individuals.	If a plan of action to address an escalated issue has been agreed to by both parties then no other individual from either organisation should attempt to interfere with that agreement. If another individual has a concern with an already agreed plan of action they should raise it in the first instance with the person in their own organisation that was party to the original agreement.

- 6 People who do not follow the above rules will be redirected to the correct point of escalation.
- If, as part of an escalation, an individual is contacted by a person from the other company and it is discovered that that person has not followed the protocol described above, then that individual can at their discretion respectfully redirect that person to the correct escalation contact person.

APPENDIX C - REJECTION CRITERIA

Reject Code	Description	Explanation
007	Services not covered	The request is for the supply of a service that is not covered by existing standard terms with the Access Seeker.
010	Wrong order type	The request has been provided using the wrong form.
011	Open Service Order	There is an existing open service order in relation to the relevant service/line/circuit.
014	Invalid Account Number	The account information specified is incorrect or does not match the information in Telecom's records.
015	Invalid line or address	The service identifier or address specified on the form is incorrect or does not match the information in Telecom's records.
018	Not capable of providing service	A reason explanation is provided in the Rejection comments field: There is insufficient capacity on Telecom's network Equipment/plant is temporarily unavailable. Incompatible Line Type The line/connection/circuit/network identified is incapable of supporting the service requested.
020	Incomplete information	The form does not contain all of the required information.
021	Corrupt or unreadable	The form is wholly or partially corrupted or unreadable.
023	Other incorrect information	The form contains other information that is incorrect or that does not match the information in Telecom's records.
036	Requested service not present for deactivation	Unable to process this deactivation/relinquishment request as service does not exist/is not on the line
037	Requested service already present	The service which has been requested is already in existence.
038	Outside service area	Service requested is outside of the current service area.
047	Contact details	No site contact or contact details.
099	Not otherwise specified	Rejection does not fit into specific codes above.

[TBA] Service unsupported The line/connection/circuit/network identified is incapable of supporting the service requested.

APPENDIX D – TECHNICAL DOCUMENTS

List of Technical Documents referred to in Sub-loop Services Terms:

ASD-001 OO&T User Guide
ASD-002 Tie Cable Specification
ASD-0033 Transmission Station Earthing Connections
ASD-0042 PTTN Training Presentation
ASD-0137 Specification for Telecommunications equipment seismic frames
ASD-0335 Earthing Systems for Telecom Sites
ASD-0380 Whisper Cabinet Design & installation
ASD-0444 Broadband Pedestal Design & Installation
ASD-0459 Network Naming Standard for Regulated or Commercial Access Network Requirements
ASD-0484 Whisper 2 Cabinet Design & Installation
ASD-2151 Lightning Protection Design Guide
ASD-2856 Seismic Protection Standards Manual Part Two
ASD-4501 PTTN-Site Work
ASD-6314 Telecom Site Access & Security Manual
ASD-7386 Gas Safety
ASD-8213 Separations Between Telecom Plant & Power Network Earthing Systems
ASD-10952 Earth Potential Rise & Induction - Isolation Systems

Hazard Control Plans Name

HCP-001 Secondary Cells - Acid Burns
HCP-002 Secondary Cells - Explosion
HCP-003 Car parks, Foyers and Entrances
HCP-004 Windows and Window Ledges
HCP-005 Passage Ways and Stairs
HCP-006 Kitchen and Toilet Areas
HCP-010 Cables Across Floors / Walkways
HCP-011 Stored Unmarked Containers
HCP-012 Walls and Doors
HCP-015 Secondary Cells - Exposed Terminals
HCP-020 Electric Shock From Telecommunication Circuits (Startle Effect)
HCP-023 Gas Soldering Irons
HCP-026 Drilling
HCP-029 Violence in the Workplace
HCP-031 Confined Spaces
HCP-035 Lightning
HCP-036 Sealed Batteries in Cabinets, Manholes or Confined Spaces - Explosion
HCP-038 Noise
HCP-041 Smoking
HCP-043 Extra Low Voltage Bus Bars -Exposed Live Metal
HCP-044 Ladders
HCP-046 Lifting
HCP-047 Local Utilities - Power
HCP-055 Manholes
HCP-065 Burning Circuit Board Cards
HCP-070 Mains Powered Electrical Appliances
HCP-074 Working On The Road
HCP-075 Working In Public Areas
HCP-077 Hazardous Voltage In Plant
HCP-078 Parking - Roadside
HCP-080 Soldering
HCP-084 Operation of Tools / Plant
HCP-097 Optical Fibre
HCP-099 Radio Frequency Exposure

Telecom Video Name

ASV-PTTN PTTN Site Access Possum Bourne Video

Telecom Technical Forms Name

ASF-001 Certificate of Compliance (CoC)
ASF-002 PTTN Site Access Training Register
ASF-003 Initial Site Audit
ASF-004 UCLL Billing Query Form
ASF-059 Site Access Card Application
ASF-060 PTTN Site Access Test
ASF-007 Access Seeker Key Application and Change Form

APPENDIX E – FORECAST CLUSTERS AND FORECAST SERVICE AREAS

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
AIREDALE STREET	FC06	AK CBD	CSA08	Auckland Central
AUCKLAND CENTRAL	FC06	AK CBD	CSA08	Auckland Central
AVONDALE	FC07	AK Central	CSA08	Auckland Central
BLOCKHOUSE BAY	FC07	AK Central	CSA08	Auckland Central
ELLERSLIE	FC07	AK Central	CSA08	Auckland Central
GLENDOWIE	FC07	AK Central	CSA08	Auckland Central
MT ALBERT	FC06	AK CBD	CSA08	Auckland Central
MAYORAL DRIVE	FC06	AK CBD	CSA08	Auckland Central
MT EDEN	FC06	AK CBD	CSA08	Auckland Central
MT ROSKILL	FC07	AK Central	CSA08	Auckland Central
NEW LYNN	FC07	AK Central	CSA08	Auckland Central
ONEHUNGA	FC07	AK Central	CSA08	Auckland Central
PONSONBY	FC06	AK CBD	CSA08	Auckland Central
REMUERA	FC06	AK CBD	CSA08	Auckland Central
ST HELIERS BAY	FC07	AK Central	CSA08	Auckland Central
THREE KINGS	FC07	AK Central	CSA08	Auckland Central
TAMAKI	FC07	AK Central	CSA08	Auckland Central
WAIHEKE	FC07	AK Central	CSA08	Auckland Central
ALBANY	FC03	Glenfield	CSA09	Auckland North
BIRKENHEAD	FC04	Northshore	CSA09	Auckland North
BIRKDALE	FC04	Northshore	CSA09	Auckland North

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
BROWNS BAY	FC03	Glenfield	CSA09	Auckland North
DEVONPORT	FC04	Northshore	CSA09	Auckland North
FORREST HILL	FC04	Northshore	CSA09	Auckland North
GLEN EDEN	FC05	Henderson	CSA09	Auckland North
GLENFIELD	FC03	Glenfield	CSA09	Auckland North
GREENHITHE	FC03	Glenfield	CSA09	Auckland North
HELENSVILLE	FC03	Glenfield	CSA09	Auckland North
HUIA	FC05	Henderson	CSA09	Auckland North
HENDERSON	FC05	Henderson	CSA09	Auckland North
KUMEU	FC03	Glenfield	CSA09	Auckland North
MASSEY	FC05	Henderson	CSA09	Auckland North
TE ATATU	FC05	Henderson	CSA09	Auckland North
TORBAY	FC03	Glenfield	CSA09	Auckland North
TITIRANGI	FC05	Henderson	CSA09	Auckland North
TAKAPUNA	FC04	Northshore	CSA09	Auckland North
WAITAKERE	FC05	Henderson	CSA09	Auckland North
WHENUAPAI	FC03	Glenfield	CSA09	Auckland North
WAIMAUKU	FC03	Glenfield	CSA09	Auckland North
WAIATARUA	FC05	Henderson	CSA09	Auckland North
AWHITU	FC10	Counties	CSA07	Auckland South
BEACHLANDS	FC08	Howick	CSA07	Auckland South
BOMBAY	FC10	Counties	CSA07	Auckland South

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
CLEVEDON	FC10	Counties	CSA07	Auckland South
EAST TAMAKI	FC08	Howick	CSA07	Auckland South
GLENBROOK	FC10	Counties	CSA07	Auckland South
GLEN MURRAY	FC10	Counties	CSA07	Auckland South
HOWICK	FC08	Howick	CSA07	Auckland South
HUNUA	FC10	Counties	CSA07	Auckland South
KARAKA	FC10	Counties	CSA07	Auckland South
KAIAUA	FC10	Counties	CSA07	Auckland South
MANUKAU CITY	FC09	Papatoetoe	CSA07	Auckland South
MARAMARUA	FC10	Counties	CSA07	Auckland South
MANUREWA	FC10	Counties	CSA07	Auckland South
MANGERE	FC09	Papatoetoe	CSA07	Auckland South
MANGATANGI	FC10	Counties	CSA07	Auckland South
MT WELLINGTON	FC09	Papatoetoe	CSA07	Auckland South
OTARA	FC08	Howick	CSA07	Auckland South
OTAHUHU	FC09	Papatoetoe	CSA07	Auckland South
ONEWHERE	FC10	Counties	CSA07	Auckland South
PAPAKURA	FC10	Counties	CSA07	Auckland South
PAKURANGA	FC08	Howick	CSA07	Auckland South
PATUMAHOE	FC10	Counties	CSA07	Auckland South
POKENO	FC10	Counties	CSA07	Auckland South
PAPATOETOE	FC09	Papatoetoe	CSA07	Auckland South

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
PORT WAIKATO	FC10	Counties	CSA07	Auckland South
PUKEKOHE	FC10	Counties	CSA07	Auckland South
PUKEKAWA	FC10	Counties	CSA07	Auckland South
RUNCIMAN	FC10	Counties	CSA07	Auckland South
RUAKAWAKAWA	FC10	Counties	CSA07	Auckland South
TUAKAU	FC10	Counties	CSA07	Auckland South
WAI AU PA	FC10	Counties	CSA07	Auckland South
WHITFORD	FC08	Howick	CSA07	Auckland South
WAIUKU	FC10	Counties	CSA07	Auckland South
MERCER	FC10	Counties	CSA07	Auckland South
ASHHURST	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
ALICETOWN	FC22	Hutt Valley	CSA04	Eastern North Island
BELMONT	FC22	Hutt Valley	CSA04	Eastern North Island
BUNNYTHORPE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
BAY VIEW	FC17	Hawkes Bay	CSA04	Eastern North Island
CHELTENHAM	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
CLIVE	FC17	Hawkes Bay	CSA04	Eastern North Island
CARTERTON	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
CLOVERLEA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
DANNEVIRKE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
EASTBOURNE	FC22	Hutt Valley	CSA04	Eastern North Island
EKETAHUNA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
FEILDING	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
FLAXMERE	FC17	Hawkes Bay	CSA04	Eastern North Island
FEATHERSTON	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
GLADSTONE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
GREYTOWN	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
GLEN OROUA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
GISBORNE	FC16	Gisborne	CSA04	Eastern North Island
HALCOMBE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
HASTINGS	FC17	Hawkes Bay	CSA04	Eastern North Island
HIMATANGI	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
HAUMOANA	FC17	Hawkes Bay	CSA04	Eastern North Island
HAVELOCK NORTH	FC17	Hawkes Bay	CSA04	Eastern North Island
JOHN F KENNEDY	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
KAIRANGA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
KELVIN GROVE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
KIMBOLTON	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
LOWER HUTT	FC22	Hutt Valley	CSA04	Eastern North Island
LINTON	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
LYTTON WEST	FC16	Gisborne	CSA04	Eastern North Island
MAREWA	FC17	Hawkes Bay	CSA04	Eastern North Island
MARTINBOROUGH	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
MAHIA	FC17	Hawkes Bay	CSA04	Eastern North Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
MANUTUKE	FC16	Gisborne	CSA04	Eastern North Island
MARAEKAKAHO	FC17	Hawkes Bay	CSA04	Eastern North Island
MASTERTON	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
MAURICEVILLE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
MATAWAI	FC16	Gisborne	CSA04	Eastern North Island
MAXWELLS LINE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
NAPIER	FC17	Hawkes Bay	CSA04	Eastern North Island
NAENAE	FC22	Hutt Valley	CSA04	Eastern North Island
NUHAKA	FC17	Hawkes Bay	CSA04	Eastern North Island
NORSEWOOD	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
ONGA ONGA	FC17	Hawkes Bay	CSA04	Eastern North Island
OTAMAURI	FC17	Hawkes Bay	CSA04	Eastern North Island
OKAWA	FC17	Hawkes Bay	CSA04	Eastern North Island
OPIKI	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
ORMOND	FC16	Gisborne	CSA04	Eastern North Island
OTANE	FC17	Hawkes Bay	CSA04	Eastern North Island
PORANGAHAU	FC17	Hawkes Bay	CSA04	Eastern North Island
PAHIATUA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
PATUTAHI	FC16	Gisborne	CSA04	Eastern North Island
PIRINOA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
PALMERSTON NORTH	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
PETONE	FC22	Hutt Valley	CSA04	Eastern North Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
RANGIOTU	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
RONGOTEA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
RUATORIA	FC16	Gisborne	CSA04	Eastern North Island
SANSON	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
STOKES VALLEY	FC22	Hutt Valley	CSA04	Eastern North Island
TARADALE	FC17	Hawkes Bay	CSA04	Eastern North Island
TOLAGA BAY	FC16	Gisborne	CSA04	Eastern North Island
TIKITIKI	FC16	Gisborne	CSA04	Eastern North Island
TE KARAKA	FC16	Gisborne	CSA04	Eastern North Island
TIKOKINO	FC17	Hawkes Bay	CSA04	Eastern North Island
TOKOMARU BAY	FC16	Gisborne	CSA04	Eastern North Island
TOKOMARU	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
TE PUIA SPRINGS	FC16	Gisborne	CSA04	Eastern North Island
TAKAPAU	FC17	Hawkes Bay	CSA04	Eastern North Island
TURITEA	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
TE ARAROA	FC16	Gisborne	CSA04	Eastern North Island
UPPER HUTT	FC22	Hutt Valley	CSA04	Eastern North Island
UPPER HUTT NORTH	FC22	Hutt Valley	CSA04	Eastern North Island
WAIROA	FC17	Hawkes Bay	CSA04	Eastern North Island
WOODVILLE	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
WHANGARA	FC16	Gisborne	CSA04	Eastern North Island
WAIPAWA	FC17	Hawkes Bay	CSA04	Eastern North Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
WAITUNA WEST	FC20	Manawatu/Wairarapa	CSA04	Eastern North Island
WAINUIOMATA	FC22	Hutt Valley	CSA04	Eastern North Island
WAIMARAMA	FC17	Hawkes Bay	CSA04	Eastern North Island
WANSTEAD	FC17	Hawkes Bay	CSA04	Eastern North Island
WAIPUKURAU	FC17	Hawkes Bay	CSA04	Eastern North Island
ANDERSONS BAY	FC33	Otago	CSA01	Lower South Island
ALBURY	FC32	South Canterbury	CSA01	Lower South Island
ATAAHUA	FC31	Christchurch South	CSA01	Lower South Island
ALEXANDRA	FC33	Otago	CSA01	Lower South Island
AKAROA	FC31	Christchurch South	CSA01	Lower South Island
ASHBURTON	FC32	South Canterbury	CSA01	Lower South Island
ARUNDEL	FC32	South Canterbury	CSA01	Lower South Island
ARROWTOWN	FC34	Southland	CSA01	Lower South Island
ASHWICK FLAT	FC32	South Canterbury	CSA01	Lower South Island
BALFOUR	FC34	Southland	CSA01	Lower South Island
BRIGHTON	FC33	Otago	CSA01	Lower South Island
BECKENHAM	FC31	Christchurch South	CSA01	Lower South Island
BALCLUTHA	FC33	Otago	CSA01	Lower South Island
BLUFF	FC34	Southland	CSA01	Lower South Island
CAVE	FC32	South Canterbury	CSA01	Lower South Island
CROMWELL	FC33	Otago	CSA01	Lower South Island
CLINTON	FC33	Otago	CSA01	Lower South Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
CORSTORPHINE	FC33	Otago	CSA01	Lower South Island
CLYDE	FC33	Otago	CSA01	Lower South Island
DUNBACK	FC33	Otago	CSA01	Lower South Island
DIAMOND HARBOUR	FC31	Christchurch South	CSA01	Lower South Island
DRUMMOND	FC34	Southland	CSA01	Lower South Island
DUNEDIN	FC33	Otago	CSA01	Lower South Island
DOBSON	FC27	West Coast	CSA01	Lower South Island
DORIE	FC32	South Canterbury	CSA01	Lower South Island
EDENDALE	FC34	Southland	CSA01	Lower South Island
ENFIELD	FC33	Otago	CSA01	Lower South Island
FRANZ JOSEF GLACIER	FC27	West Coast	CSA01	Lower South Island
FAIRLIE	FC32	South Canterbury	CSA01	Lower South Island
FOX GLACIER	FC27	West Coast	CSA01	Lower South Island
GRANITY	FC27	West Coast	CSA01	Lower South Island
GERALDINE	FC32	South Canterbury	CSA01	Lower South Island
GORE	FC34	Southland	CSA01	Lower South Island
GREEN ISLAND	FC33	Otago	CSA01	Lower South Island
GLENAVY	FC32	South Canterbury	CSA01	Lower South Island
GLENITI	FC32	South Canterbury	CSA01	Lower South Island
GREYMOUTH	FC27	West Coast	CSA01	Lower South Island
GOVERNORS BAY	FC31	Christchurch South	CSA01	Lower South Island
GREENPARK	FC31	Christchurch South	CSA01	Lower South Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
GARSTON	FC34	Southland	CSA01	Lower South Island
HAMPDEN	FC33	Otago	CSA01	Lower South Island
HINDS	FC32	South Canterbury	CSA01	Lower South Island
HALFWAY BUSH	FC33	Otago	CSA01	Lower South Island
HIGHBANK	FC32	South Canterbury	CSA01	Lower South Island
HILTON	FC32	South Canterbury	CSA01	Lower South Island
HILDERTHORPE	FC33	Otago	CSA01	Lower South Island
HOKITIKA	FC27	West Coast	CSA01	Lower South Island
HALFMOON BAY	FC34	Southland	CSA01	Lower South Island
HARIHARI	FC27	West Coast	CSA01	Lower South Island
HERIOT	FC34	Southland	CSA01	Lower South Island
HALSWELL	FC31	Christchurch South	CSA01	Lower South Island
HILLMORTON	FC31	Christchurch South	CSA01	Lower South Island
INVERCARGILL	FC34	Southland	CSA01	Lower South Island
INVERCARGILL EAST	FC34	Southland	CSA01	Lower South Island
INANGAHUA JUNCTION	FC27	West Coast	CSA01	Lower South Island
KAPUKA	FC34	Southland	CSA01	Lower South Island
KENNINGTON	FC34	Southland	CSA01	Lower South Island
KARAMEA	FC27	West Coast	CSA01	Lower South Island
KAITANGATA	FC33	Otago	CSA01	Lower South Island
KUROW	FC33	Otago	CSA01	Lower South Island
KUMARA	FC27	West Coast	CSA01	Lower South Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
LAWRENCE	FC33	Otago	CSA01	Lower South Island
LINCOLN	FC31	Christchurch South	CSA01	Lower South Island
LEITH VALLEY	FC33	Otago	CSA01	Lower South Island
LINWOOD	FC31	Christchurch South	CSA01	Lower South Island
LUMSDEN	FC34	Southland	CSA01	Lower South Island
LITTLE RIVER	FC31	Christchurch South	CSA01	Lower South Island
LEESTON	FC31	Christchurch South	CSA01	Lower South Island
LAKE TEKAPO	FC32	South Canterbury	CSA01	Lower South Island
LYTTELTON	FC31	Christchurch South	CSA01	Lower South Island
MAKIKIHI	FC32	South Canterbury	CSA01	Lower South Island
MAUNGATI	FC32	South Canterbury	CSA01	Lower South Island
MACANDREW BAY	FC33	Otago	CSA01	Lower South Island
MT COOK	FC32	South Canterbury	CSA01	Lower South Island
MIDDLEMARCH	FC33	Otago	CSA01	Lower South Island
MAYFIELD	FC32	South Canterbury	CSA01	Lower South Island
MILLERS FLAT	FC33	Otago	CSA01	Lower South Island
MAORI HILL	FC33	Otago	CSA01	Lower South Island
MAHENO	FC33	Otago	CSA01	Lower South Island
MILTON	FC33	Otago	CSA01	Lower South Island
MOKIHINUI	FC27	West Coast	CSA01	Lower South Island
MAKAREWA	FC34	Southland	CSA01	Lower South Island
MORNINGTON	FC33	Otago	CSA01	Lower South Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
MOSSBURN	FC34	Southland	CSA01	Lower South Island
MOTUKARARA	FC31	Christchurch South	CSA01	Lower South Island
MT PLEASANT	FC31	Christchurch South	CSA01	Lower South Island
MANAPOURI	FC34	Southland	CSA01	Lower South Island
MORVEN	FC32	South Canterbury	CSA01	Lower South Island
MOSGIEL	FC33	Otago	CSA01	Lower South Island
MT SOMERS	FC32	South Canterbury	CSA01	Lower South Island
MATAURA	FC34	Southland	CSA01	Lower South Island
METHVEN	FC32	South Canterbury	CSA01	Lower South Island
NGAHERE	FC27	West Coast	CSA01	Lower South Island
NIGHTCAPS	FC34	Southland	CSA01	Lower South Island
NORTH EAST VALLEY	FC33	Otago	CSA01	Lower South Island
OWAKA	FC33	Otago	CSA01	Lower South Island
OTAUTAU	FC34	Southland	CSA01	Lower South Island
OHAI	FC34	Southland	CSA01	Lower South Island
OMARAMA	FC33	Otago	CSA01	Lower South Island
OTEMATATA	FC33	Otago	CSA01	Lower South Island
OMAKAU	FC33	Otago	CSA01	Lower South Island
OUTRAM	FC33	Otago	CSA01	Lower South Island
OREPUKI	FC34	Southland	CSA01	Lower South Island
OTATARA	FC34	Southland	CSA01	Lower South Island
OTIPUA	FC32	South Canterbury	CSA01	Lower South Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
OAMARU	FC33	Otago	CSA01	Lower South Island
OAMARU NORTH	FC33	Otago	CSA01	Lower South Island
ORAWIA	FC34	Southland	CSA01	Lower South Island
PAROA	FC27	West Coast	CSA01	Lower South Island
PUKERAU	FC34	Southland	CSA01	Lower South Island
PORTOBELLO	FC33	Otago	CSA01	Lower South Island
PORT CHALMERS	FC33	Otago	CSA01	Lower South Island
PALMERSTON	FC33	Otago	CSA01	Lower South Island
PLEASANT POINT	FC32	South Canterbury	CSA01	Lower South Island
QUEENSTOWN	FC34	Southland	CSA01	Lower South Island
RAKAIA	FC32	South Canterbury	CSA01	Lower South Island
RYAL BUSH	FC34	Southland	CSA01	Lower South Island
RIVERTON	FC34	Southland	CSA01	Lower South Island
REEFTON	FC27	West Coast	CSA01	Lower South Island
RANFURLY	FC33	Otago	CSA01	Lower South Island
ROSS	FC27	West Coast	CSA01	Lower South Island
RAVENSBOURNE	FC33	Otago	CSA01	Lower South Island
RUNANGA	FC27	West Coast	CSA01	Lower South Island
RIVERSDALE	FC34	Southland	CSA01	Lower South Island
ROXBURGH	FC33	Otago	CSA01	Lower South Island
SOUTH DUNEDIN	FC33	Otago	CSA01	Lower South Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
SOUTHBRIDGE	FC31	Christchurch South	CSA01	Lower South Island
SPRINGSTON	FC31	Christchurch South	CSA01	Lower South Island
ST ANDREWS	FC32	South Canterbury	CSA01	Lower South Island
SOUTH INVERCARGILL	FC34	Southland	CSA01	Lower South Island
STUDHOLME	FC32	South Canterbury	CSA01	Lower South Island
SUMNER	FC31	Christchurch South	CSA01	Lower South Island
TAI TAPU	FC31	Christchurch South	CSA01	Lower South Island
TEMUKA	FC32	South Canterbury	CSA01	Lower South Island
TOKANUI	FC34	Southland	CSA01	Lower South Island
TE ANAU	FC34	Southland	CSA01	Lower South Island
TAPANUI	FC34	Southland	CSA01	Lower South Island
TARRAS	FC33	Otago	CSA01	Lower South Island
TUATAPERU	FC34	Southland	CSA01	Lower South Island
TIMARU	FC32	South Canterbury	CSA01	Lower South Island
TWIZEL	FC32	South Canterbury	CSA01	Lower South Island
THORNBURY	FC34	Southland	CSA01	Lower South Island
WHATAROA	FC27	West Coast	CSA01	Lower South Island
WAIANIWA	FC34	Southland	CSA01	Lower South Island
WASHDYKE	FC32	South Canterbury	CSA01	Lower South Island
WINCHMORE	FC32	South Canterbury	CSA01	Lower South Island
WOODLANDS	FC34	Southland	CSA01	Lower South Island
WAIMATE	FC32	South Canterbury	CSA01	Lower South Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
WILLOWBY	FC32	South Canterbury	CSA01	Lower South Island
WAIKOUAITI	FC33	Otago	CSA01	Lower South Island
WAIKAKA	FC34	Southland	CSA01	Lower South Island
WAIKIWI	FC34	Southland	CSA01	Lower South Island
WILLOWBANK	FC34	Southland	CSA01	Lower South Island
WAIMAHAKA	FC34	Southland	CSA01	Lower South Island
WANAKA	FC34	Southland	CSA01	Lower South Island
WAKANUI	FC32	South Canterbury	CSA01	Lower South Island
WINTON	FC34	Southland	CSA01	Lower South Island
WESTPORT	FC27	West Coast	CSA01	Lower South Island
WAIPAHI	FC34	Southland	CSA01	Lower South Island
WAKATIPU	FC34	Southland	CSA01	Lower South Island
WOODBURY	FC32	South Canterbury	CSA01	Lower South Island
WESTERFIELD	FC32	South Canterbury	CSA01	Lower South Island
WINDSOR	FC33	Otago	CSA01	Lower South Island
WAITANGI	FC31	Christchurch South	CSA01	Lower South Island
WAITATI	FC33	Otago	CSA01	Lower South Island
WYNDHAM	FC34	Southland	CSA01	Lower South Island
AWANUI	FC01	Northland	CSA10	Northland
AHIPARA	FC01	Northland	CSA10	Northland
BROADWOOD	FC01	Northland	CSA10	Northland
DARGAVILLE	FC02	Hibiscus	CSA10	Northland

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
HIBISCUS COAST	FC02	Hibiscus	CSA10	Northland
HIKURANGI	FC01	Northland	CSA10	Northland
KAMO	FC01	Northland	CSA10	Northland
KAEO	FC01	Northland	CSA10	Northland
KAWAU ISLAND	FC02	Hibiscus	CSA10	Northland
KERIKERI	FC01	Northland	CSA10	Northland
KAIPARA FLATS	FC02	Hibiscus	CSA10	Northland
KAIKOHE	FC01	Northland	CSA10	Northland
KIRIKOPUNI	FC02	Hibiscus	CSA10	Northland
KENSINGTON	FC01	Northland	CSA10	Northland
KAUKAPAKAPA	FC02	Hibiscus	CSA10	Northland
KAITAIA	FC01	Northland	CSA10	Northland
KAWAKAWA	FC01	Northland	CSA10	Northland
KAIWAKA	FC02	Hibiscus	CSA10	Northland
LEIGH	FC02	Hibiscus	CSA10	Northland
MAUNGATUROTO	FC02	Hibiscus	CSA10	Northland
MANGONUJ	FC01	Northland	CSA10	Northland
MAUNGAKARAMEA	FC02	Hibiscus	CSA10	Northland
MANGAKAHIA	FC01	Northland	CSA10	Northland
MAHURANGI	FC02	Hibiscus	CSA10	Northland
MAUNGATAPERE	FC01	Northland	CSA10	Northland
MATAKANA	FC02	Hibiscus	CSA10	Northland

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
MANGAWHAI	FC02	Hibiscus	CSA10	Northland
NGUNGURU	FC01	Northland	CSA10	Northland
OKAIHAU	FC01	Northland	CSA10	Northland
OAKLEIGH	FC02	Hibiscus	CSA10	Northland
OPONONI	FC01	Northland	CSA10	Northland
ONERAHI	FC01	Northland	CSA10	Northland
OHAEAWAI	FC01	Northland	CSA10	Northland
PAPAROA	FC02	Hibiscus	CSA10	Northland
PERIA	FC01	Northland	CSA10	Northland
PAIHIA	FC01	Northland	CSA10	Northland
PUKENUI	FC01	Northland	CSA10	Northland
PUHOI	FC02	Hibiscus	CSA10	Northland
RED BEACH	FC02	Hibiscus	CSA10	Northland
RUSSELL	FC01	Northland	CSA10	Northland
RUATANGATA	FC01	Northland	CSA10	Northland
RUAKAKA	FC02	Hibiscus	CSA10	Northland
RUAWAI	FC02	Hibiscus	CSA10	Northland
RAWENE	FC01	Northland	CSA10	Northland
TOWAI	FC01	Northland	CSA10	Northland
WAIPU	FC02	Hibiscus	CSA10	Northland
WELLSFORD	FC02	Hibiscus	CSA10	Northland
WHANGARURU	FC01	Northland	CSA10	Northland

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
WAIHARARA	FC01	Northland	CSA10	Northland
WHAKAPARA	FC01	Northland	CSA10	Northland
WHANGAREI	FC01	Northland	CSA10	Northland
WHANGAREI HEADS	FC01	Northland	CSA10	Northland
WARKWORTH	FC02	Hibiscus	CSA10	Northland
PARUA	FC01	Northland	CSA10	Northland
AUROA	FC19	Taranaki	CSA06	Taranaki
BELL BLOCK	FC19	Taranaki	CSA06	Taranaki
BULLS	FC18	Wanganui	CSA06	Taranaki
ELTHAM	FC19	Taranaki	CSA06	Taranaki
FRANKLEIGH PARK	FC19	Taranaki	CSA06	Taranaki
GONVILLE	FC18	Wanganui	CSA06	Taranaki
HUNTERVILLE	FC18	Wanganui	CSA06	Taranaki
HAWERA	FC19	Taranaki	CSA06	Taranaki
INGLEWOOD	FC19	Taranaki	CSA06	Taranaki
KAPONGA	FC19	Taranaki	CSA06	Taranaki
KAI IWI	FC18	Wanganui	CSA06	Taranaki
LEPPERTON	FC19	Taranaki	CSA06	Taranaki
MANAIA	FC19	Taranaki	CSA06	Taranaki
MARTON	FC18	Wanganui	CSA06	Taranaki
MANUTAHI	FC19	Taranaki	CSA06	Taranaki
MOKAU	FC19	Taranaki	CSA06	Taranaki

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
NATIONAL PARK	FC18	Wanganui	CSA06	Taranaki
NORMANBY	FC19	Taranaki	CSA06	Taranaki
NEW PLYMOUTH	FC19	Taranaki	CSA06	Taranaki
OPUNAKE	FC19	Taranaki	CSA06	Taranaki
OKAIAWA	FC19	Taranaki	CSA06	Taranaki
OHAKUNE	FC18	Wanganui	CSA06	Taranaki
OAKURA	FC19	Taranaki	CSA06	Taranaki
OKATO	FC19	Taranaki	CSA06	Taranaki
PATEA	FC19	Taranaki	CSA06	Taranaki
RAETIHI	FC18	Wanganui	CSA06	Taranaki
RAHOTU	FC19	Taranaki	CSA06	Taranaki
STRATFORD	FC19	Taranaki	CSA06	Taranaki
SPOTSWOOD	FC19	Taranaki	CSA06	Taranaki
TAUMARUNUI	FC18	Wanganui	CSA06	Taranaki
TAIHAPE	FC18	Wanganui	CSA06	Taranaki
TURAKINA	FC18	Wanganui	CSA06	Taranaki
URENUI	FC19	Taranaki	CSA06	Taranaki
WANGANUI	FC18	Wanganui	CSA06	Taranaki
WANGANUI EAST	FC18	Wanganui	CSA06	Taranaki
WANGANUI GIRLS COLLEGE	FC18	Wanganui	CSA06	Taranaki
WHANGAEHU	FC18	Wanganui	CSA06	Taranaki
WAIOURU	FC18	Wanganui	CSA06	Taranaki

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
WAREA	FC19	Taranaki	CSA06	Taranaki
WAITARA	FC19	Taranaki	CSA06	Taranaki
WAVERLEY	FC18	Wanganui	CSA06	Taranaki
AONGATETE	FC13	Tauranga West	CSA05	Tauranga/Rotorua
BETHLEHEM	FC13	Tauranga West	CSA05	Tauranga/Rotorua
COROMANDEL	FC13	Tauranga West	CSA05	Tauranga/Rotorua
EDGECUMBE	FC14	Tauranga East	CSA05	Tauranga/Rotorua
KAWERAU	FC14	Tauranga East	CSA05	Tauranga/Rotorua
KAINGAROA FOREST	FC15	Rotorua	CSA05	Tauranga/Rotorua
KAHAROA	FC15	Rotorua	CSA05	Tauranga/Rotorua
KATIKATI	FC13	Tauranga West	CSA05	Tauranga/Rotorua
LICHFIELD	FC15	Rotorua	CSA05	Tauranga/Rotorua
LYNMORE	FC15	Rotorua	CSA05	Tauranga/Rotorua
MANGAKINO	FC15	Rotorua	CSA05	Tauranga/Rotorua
MAKETU	FC14	Tauranga East	CSA05	Tauranga/Rotorua
MAMAKU	FC15	Rotorua	CSA05	Tauranga/Rotorua
MT MAUNGANUI	FC14	Tauranga East	CSA05	Tauranga/Rotorua
MATATOKI	FC13	Tauranga West	CSA05	Tauranga/Rotorua
MAUNGATAPU	FC14	Tauranga East	CSA05	Tauranga/Rotorua
MATATA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
MURUPARA	FC15	Rotorua	CSA05	Tauranga/Rotorua
NGATEA	FC13	Tauranga West	CSA05	Tauranga/Rotorua

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
NGONGOTAHA	FC15	Rotorua	CSA05	Tauranga/Rotorua
NGAKURU	FC15	Rotorua	CSA05	Tauranga/Rotorua
OKERE FALLS	FC15	Rotorua	CSA05	Tauranga/Rotorua
OHOPE	FC14	Tauranga East	CSA05	Tauranga/Rotorua
OKAREKA	FC15	Rotorua	CSA05	Tauranga/Rotorua
OMOKOROA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
OPOTIKI	FC14	Tauranga East	CSA05	Tauranga/Rotorua
OTUMOETAI	FC13	Tauranga West	CSA05	Tauranga/Rotorua
PACIFIC VIEW	FC14	Tauranga East	CSA05	Tauranga/Rotorua
PUKEHINA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
PAENGAROA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
PAPAMOA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
PAEROA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
PUKETURUA	FC15	Rotorua	CSA05	Tauranga/Rotorua
PUTARURU	FC15	Rotorua	CSA05	Tauranga/Rotorua
REPOROA	FC15	Rotorua	CSA05	Tauranga/Rotorua
REREWHAKAAITU	FC15	Rotorua	CSA05	Tauranga/Rotorua
ROTORUA	FC15	Rotorua	CSA05	Tauranga/Rotorua
ROTOITI	FC15	Rotorua	CSA05	Tauranga/Rotorua
TE PUNA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
TAPU	FC13	Tauranga West	CSA05	Tauranga/Rotorua
TAIRUA	FC13	Tauranga West	CSA05	Tauranga/Rotorua

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
TANEATUA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
TAURANGA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
TURANGI	FC15	Rotorua	CSA05	Tauranga/Rotorua
THAMES	FC13	Tauranga West	CSA05	Tauranga/Rotorua
TIRAU	FC15	Rotorua	CSA05	Tauranga/Rotorua
TE KAHA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
TOKOROA	FC15	Rotorua	CSA05	Tauranga/Rotorua
TAUPO	FC15	Rotorua	CSA05	Tauranga/Rotorua
TE PUKE	FC14	Tauranga East	CSA05	Tauranga/Rotorua
TURUA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
TE RANGA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
TE TEKO	FC14	Tauranga East	CSA05	Tauranga/Rotorua
TE PURU	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WAIHI	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WAOTU	FC15	Rotorua	CSA05	Tauranga/Rotorua
WAIHAU BAY	FC14	Tauranga East	CSA05	Tauranga/Rotorua
WAIHI BEACH	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WELCOME BAY	FC14	Tauranga East	CSA05	Tauranga/Rotorua
WHENUAKITE	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WHANGAMATA	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WHAKATANE	FC14	Tauranga East	CSA05	Tauranga/Rotorua
WHITIANGA	FC13	Tauranga West	CSA05	Tauranga/Rotorua

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
WAITAKARURU	FC13	Tauranga West	CSA05	Tauranga/Rotorua
WAIMANA	FC14	Tauranga East	CSA05	Tauranga/Rotorua
WAIRAKEI	FC15	Rotorua	CSA05	Tauranga/Rotorua
AVONHEAD	FC28	North Canterbury	CSA02	Upper South Island
ATAWHAI	FC26	Nelson/Marlborough	CSA02	Upper South Island
AMBERLEY	FC28	North Canterbury	CSA02	Upper South Island
BELFAST	FC29	Christchurch North	CSA02	Upper South Island
BRIGHTWATER	FC26	Nelson/Marlborough	CSA02	Upper South Island
BURNHAM	FC28	North Canterbury	CSA02	Upper South Island
BLenheim	FC26	Nelson/Marlborough	CSA02	Upper South Island
BURWOOD	FC29	Christchurch North	CSA02	Upper South Island
CHRISTCHURCH	FC30	Christchurch City	CSA02	Upper South Island
CHEVIOT	FC28	North Canterbury	CSA02	Upper South Island
CANTERBURY TECHNOLOGY PARK	FC29	Christchurch North	CSA02	Upper South Island
CUST	FC28	North Canterbury	CSA02	Upper South Island
CULVERDEN	FC28	North Canterbury	CSA02	Upper South Island
COLLINGWOOD	FC26	Nelson/Marlborough	CSA02	Upper South Island
DARFIELD	FC28	North Canterbury	CSA02	Upper South Island
DUNSANDEL	FC28	North Canterbury	CSA02	Upper South Island
FENDALTON	FC29	Christchurch North	CSA02	Upper South Island
GLENTUNNEL	FC28	North Canterbury	CSA02	Upper South Island
HAWARDEN	FC28	North Canterbury	CSA02	Upper South Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
HORORATA	FC28	North Canterbury	CSA02	Upper South Island
HANMER SPRINGS	FC28	North Canterbury	CSA02	Upper South Island
HAREWOOD	FC29	Christchurch North	CSA02	Upper South Island
HAVELOCK	FC26	Nelson/Marlborough	CSA02	Upper South Island
ISLINGTON	FC28	North Canterbury	CSA02	Upper South Island
KAIAPOI	FC29	Christchurch North	CSA02	Upper South Island
KAIKOURA	FC26	Nelson/Marlborough	CSA02	Upper South Island
KIRWEE	FC28	North Canterbury	CSA02	Upper South Island
LOBURN	FC28	North Canterbury	CSA02	Upper South Island
LOWER MOUTERE	FC26	Nelson/Marlborough	CSA02	Upper South Island
LOCHMARA	FC26	Nelson/Marlborough	CSA02	Upper South Island
MURCHISON	FC26	Nelson/Marlborough	CSA02	Upper South Island
MIDDLETON	FC28	North Canterbury	CSA02	Upper South Island
MEMORIAL AVE	FC29	Christchurch North	CSA02	Upper South Island
MAPUA	FC26	Nelson/Marlborough	CSA02	Upper South Island
MOTUEKA	FC26	Nelson/Marlborough	CSA02	Upper South Island
NEW BRIGHTON	FC29	Christchurch North	CSA02	Upper South Island
NGATIMOTI	FC26	Nelson/Marlborough	CSA02	Upper South Island
NELSON	FC26	Nelson/Marlborough	CSA02	Upper South Island
OHOKA	FC28	North Canterbury	CSA02	Upper South Island
OMIHI	FC28	North Canterbury	CSA02	Upper South Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
OXFORD	FC28	North Canterbury	CSA02	Upper South Island
PARNASSUS	FC28	North Canterbury	CSA02	Upper South Island
PICTON	FC26	Nelson/Marlborough	CSA02	Upper South Island
PAPANUI	FC29	Christchurch North	CSA02	Upper South Island
RAI VALLEY	FC26	Nelson/Marlborough	CSA02	Upper South Island
RENWICK	FC26	Nelson/Marlborough	CSA02	Upper South Island
RICHMOND	FC26	Nelson/Marlborough	CSA02	Upper South Island
RICCARTON	FC28	North Canterbury	CSA02	Upper South Island
ROLLESTON	FC28	North Canterbury	CSA02	Upper South Island
RANGIORA	FC28	North Canterbury	CSA02	Upper South Island
ST ARNAUD	FC26	Nelson/Marlborough	CSA02	Upper South Island
SCARGILL	FC28	North Canterbury	CSA02	Upper South Island
SPRING CREEK	FC26	Nelson/Marlborough	CSA02	Upper South Island
SHEFFIELD	FC28	North Canterbury	CSA02	Upper South Island
SEDDON	FC26	Nelson/Marlborough	CSA02	Upper South Island
SEFTON	FC28	North Canterbury	CSA02	Upper South Island
SPENCERVILLE	FC29	Christchurch North	CSA02	Upper South Island
SHIRLEY	FC29	Christchurch North	CSA02	Upper South Island
STOKE	FC26	Nelson/Marlborough	CSA02	Upper South Island
ST ALBANS	FC29	Christchurch North	CSA02	Upper South Island
TAKAKA	FC26	Nelson/Marlborough	CSA02	Upper South Island
THORPE	FC26	Nelson/Marlborough	CSA02	Upper South Island

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
TAPAWERA	FC26	Nelson/Marlborough	CSA02	Upper South Island
TASMAN	FC26	Nelson/Marlborough	CSA02	Upper South Island
TAHUNANUI	FC26	Nelson/Marlborough	CSA02	Upper South Island
UPPER MOUTERE	FC26	Nelson/Marlborough	CSA02	Upper South Island
WARD	FC26	Nelson/Marlborough	CSA02	Upper South Island
WAKEFIELD	FC26	Nelson/Marlborough	CSA02	Upper South Island
WOODEND	FC28	North Canterbury	CSA02	Upper South Island
WAIPARA	FC28	North Canterbury	CSA02	Upper South Island
WAIAM	FC28	North Canterbury	CSA02	Upper South Island
BRYMER	FC12	Waikato West	CSA11	Waikato
CAMBRIDGE	FC11	Waikato East	CSA11	Waikato
CLAUDELANDS	FC11	Waikato East	CSA11	Waikato
ELSTOW	FC11	Waikato East	CSA11	Waikato
EUREKA	FC11	Waikato East	CSA11	Waikato
FLAGSTAFF	FC11	Waikato East	CSA11	Waikato
FRANKTON	FC12	Waikato West	CSA11	Waikato
GORDONTON	FC11	Waikato East	CSA11	Waikato
HINUERA	FC11	Waikato East	CSA11	Waikato
HUNTLY	FC11	Waikato East	CSA11	Waikato
HAMILTON	FC12	Waikato West	CSA11	Waikato
HAMILTON EAST	FC11	Waikato East	CSA11	Waikato
HOROTIU	FC12	Waikato West	CSA11	Waikato

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
KIWITAHU	FC11	Waikato East	CSA11	Waikato
KAWHIA	FC12	Waikato West	CSA11	Waikato
MATAMATA	FC11	Waikato East	CSA11	Waikato
MANAWARU	FC11	Waikato East	CSA11	Waikato
MORRINSVILLE	FC11	Waikato East	CSA11	Waikato
MATANGI	FC11	Waikato East	CSA11	Waikato
MELVILLE	FC12	Waikato West	CSA11	Waikato
NGARUA	FC11	Waikato East	CSA11	Waikato
NGAHINAPOURI	FC12	Waikato West	CSA11	Waikato
NGARUAWAHIA	FC12	Waikato West	CSA11	Waikato
OTOROHANGA	FC12	Waikato West	CSA11	Waikato
OHAUPO	FC12	Waikato West	CSA11	Waikato
ORINI	FC11	Waikato East	CSA11	Waikato
OTEWA	FC12	Waikato West	CSA11	Waikato
PIO PIO	FC12	Waikato West	CSA11	Waikato
PIRONGIA	FC12	Waikato West	CSA11	Waikato
PARAWERA	FC12	Waikato West	CSA11	Waikato
RAGLAN	FC12	Waikato West	CSA11	Waikato
TE PAHU	FC12	Waikato West	CSA11	Waikato
TE AWAMUTU	FC12	Waikato West	CSA11	Waikato

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
TE POI	FC11	Waikato East	CSA11	Waikato
TE KAWA	FC12	Waikato West	CSA11	Waikato
TAHUNA	FC11	Waikato East	CSA11	Waikato
TE AROHA	FC11	Waikato East	CSA11	Waikato
TE KUITI	FC12	Waikato West	CSA11	Waikato
TE KOWHAI	FC12	Waikato West	CSA11	Waikato
TAUPIRI	FC11	Waikato East	CSA11	Waikato
TE RAPA	FC12	Waikato West	CSA11	Waikato
TE UKU	FC12	Waikato West	CSA11	Waikato
TE KAUPHATA	FC11	Waikato East	CSA11	Waikato
WARDVILLE	FC11	Waikato East	CSA11	Waikato
WAERENGA	FC11	Waikato East	CSA11	Waikato
WHATAWHATA	FC12	Waikato West	CSA11	Waikato
WALTON	FC11	Waikato East	CSA11	Waikato
WAITERIMU	FC11	Waikato East	CSA11	Waikato
WAITOA	FC11	Waikato East	CSA11	Waikato
COURTENAY PLACE	FC25	Wellington South	CSA03	Wellington
FOXTON BEACH	FC21	Horowhenua	CSA03	Wellington
FOXTON	FC21	Horowhenua	CSA03	Wellington
HATAITAI	FC25	Wellington South	CSA03	Wellington
ISLAND BAY	FC25	Wellington South	CSA03	Wellington
JOHNSONVILLE	FC23	Porirua	CSA03	Wellington

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
KILBIRNIE	FC25	Wellington South	CSA03	Wellington
KELBURN	FC23	Porirua	CSA03	Wellington
KHANDALLAH	FC23	Porirua	CSA03	Wellington
KARORI	FC23	Porirua	CSA03	Wellington
LEVIN	FC21	Horowhenua	CSA03	Wellington
MIRAMAR	FC25	Wellington South	CSA03	Wellington
MANAKAU	FC21	Horowhenua	CSA03	Wellington
OTAKI	FC21	Horowhenua	CSA03	Wellington
PAEKAKARIKI	FC21	Horowhenua	CSA03	Wellington
PUKERUA BAY	FC21	Horowhenua	CSA03	Wellington
PLIMMERTON	FC21	Horowhenua	CSA03	Wellington
PARAPARAUMU	FC21	Horowhenua	CSA03	Wellington
PORIRUA	FC23	Porirua	CSA03	Wellington
RAUMATI	FC21	Horowhenua	CSA03	Wellington
SHANNON	FC21	Horowhenua	CSA03	Wellington
TE HORO	FC21	Horowhenua	CSA03	Wellington
TITAHU BAY	FC21	Horowhenua	CSA03	Wellington
TAWA	FC23	Porirua	CSA03	Wellington
WAIKANAE	FC21	Horowhenua	CSA03	Wellington
WELLINGTON	FC24	Wellington City	CSA03	Wellington
WHITBY	FC21	Horowhenua	CSA03	Wellington
WELLINGTON SOUTH	FC25	Wellington South	CSA03	Wellington

Exchange Name	Forecast Cluster	Forecast Cluster Name	Forecast Service Area	FSA Name
WAITANGIRUA	FC21	Horowhenua	CSA03	Wellington