

Rural copper

What's happening in non-fibre areas



Copper withdrawal

Only where fibre is available

- ❖ Chorus will not withdraw its copper network in areas where there is no fibre alternative - Copper Withdrawal Code follows the passing of the Telecommunications (New Regulatory Framework) Amendment Act in 2018
- ❖ We are already underway with closing down copper cabinets in fibre areas where there are only a few customers left, mainly in Auckland, Wellington and Dunedin
- ❖ It makes no sense to keep cabinets working when there is a better technology available
- ❖ We will contact customers directly and work with them to help them make the transition
- ❖ Rural copper lines will remain until an alternative is in place

Copper withdrawal code

Role of the Code is to protect the customer

- Understand the process and how it will affect customers
- Information about alternative technologies, and the time to connect to the new fibre network if you choose to
- Time to prepare for the transition

At least six months' notice to customers

- Structured written comms encouraging the migration
- Three notices '**First Notice**', '**Further Notice**', '**Final Notice**' and comms to retailers
- Addressed to 'the occupier'

Only applicable where fibre is available

- Not a mass switch-off of the copper network
- Operates at a local level to encourage customers to move from copper to an alternative technology
- Being carefully managed to ensure there are no surprises

How a customer can make a complaint

- Contact Chorus or their service provider
- Telecommunications Dispute Resolutions
- Contact the Commerce Commission

Copper withdrawal

Where fibre is available

- The changes to copper do not mean the end of the landline
- The underlying technology is changing but customers should be able to keep their landline number and use their wireless handsets as usual
- A dial tone when you pick up the handset means for many, they won't know they are not on copper
- There are challenges in the event of power outages or natural disasters but the Government's 111 Contact Code and the TCF's Vulnerable End-users Code address these issues

Copper withdrawal by the numbers (at June 2022)



378,000

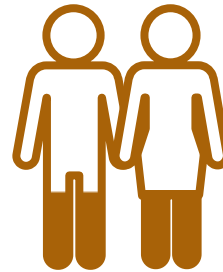
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copper connections in NZ



10,122

addresses notified under the Code



3,177

addresses moved off copper to alternatives



75

street cabinets empty and ready to switch off

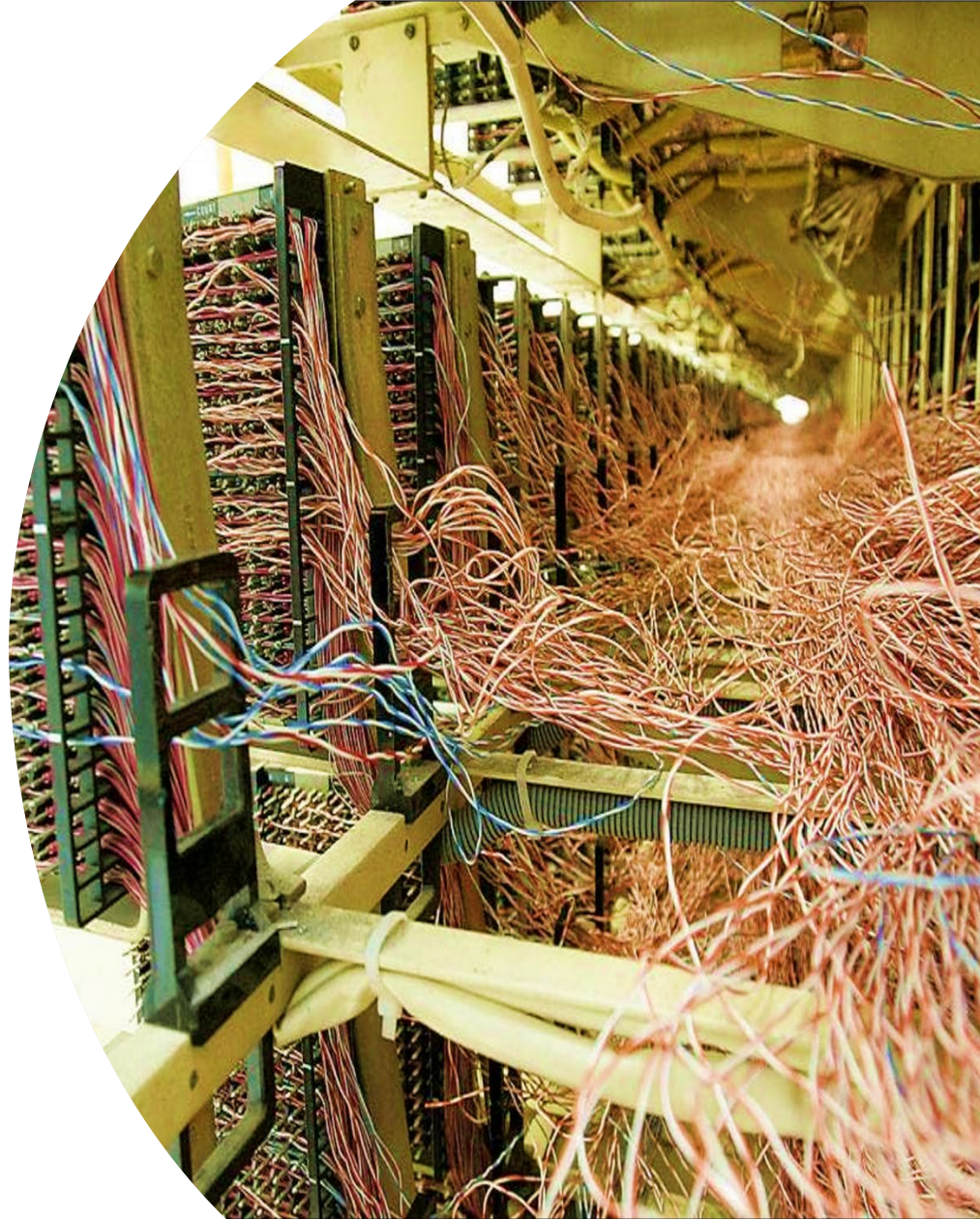
Spark's PSTN migration

- The PSTN is a network of switches that automatically connect landline calls over the copper network
- The PSTN was built in the 1980s and is now nearing end-of-life
 - no components manufactured since 2003
 - shortage of skilled technicians
- Spark's PSTN migration is a separate programme of work to Chorus' copper withdrawal and began in 2020
- Affects both Spark customers and customers of wholesale providers

Copper network

What's happening out there

- ❖ Chorus will continue to maintain the copper network
- ❖ Chorus is regulated and is not able to offer services over its network
- ❖ Service Providers are able to choose the services they offer
- ❖ Some are opting to exit copper voice services
- ❖ TSO obligations sit with Spark



Thanks for your time