

# Premises Networking Services Factsheet

Tuatahi First Fibre Limited (**TFF**) is pleased to offer our retailers (**Service Providers**) a series of technician based in-homeservices for residential and business End Users.

Our Premises Networking Services are made up of the following:

Residential Premises	Business Premises
Internet Only Install	Business Premises Install
Basic Install	
Simple Install	
Baseband Only Install	
Residential Premises Networking Repair	

The above is a summary of the Premises Networking Services and individual scopes can be found in the schedules below.

For the purposes of this Factsheet **Premises Wiring** means the existing wiring and/or structured cabling installed within the End User’s Premises to support the delivery of Telecommunications Services. This includes residential-type 2-wire system (e.g. cat1 with BT jack) and integrated cabling systems (e.g. cat3, cat5, cat6, with RJ45/RJ11 jacks), but excludes the lead-in fibre cable from the TFF ETP to TFF ONT installed by TFF.

## General Terms

- Premises Networking Services will be made available to order from TFF until 30 June 2023 (the **Term**).
- Premises Networking Services are not Wholesale Services.
- Premises Networking is a Miscellaneous Ancillary Service - which means that it is an Ancillary Services provided at TFF’s discretion and falls outside of the scope of TFF’s contract with the Crown.
- Premises Networking Services are not subject to regulation, the Price Caps or any other price caps.
- All Premises Networking Services are limited to the End User’s primary residential or business Premises (whichever applies). Premises Networking Services will not apply to any secondary or adjacent dwellings such as garages, sheds, sleepouts, etc.
- TFF will not be required to move any furniture in order to complete any of the Premises Networking Services. It is the responsibility of the End User to provide access to allow the TFF technician to perform the Premises Networking Services. If the End User fails to provide access (which includes safe and unimpeded access) to the End User’s Premises, TFF is not obligated to perform the Premises Networking Services and TFF shall be entitled to charge the Service Provider for the requested Premises Networking Service. Examples of this include Service Provider activation failure and Service Provider product logistics failure.

- If the Service Provider's CPE/RGW is faulty or otherwise not operating, TFF will not be liable to the Service Provider (or the End User) for a failed install. TFF will only replace the faulty CPE/RGW with a spare CPE/RGW if the TFF technician has one available at the time that technician arrives at the End User Premises to carry out the installation. If no spare CPE/RGW is available, TFF will advise the Service Provider and ask if they would like the technician to return to the End User Premises with a replacement CPE/RGW at a later date (referred to as Second Install). The Service Provider will be liable for one or more of the additional charges listed in Schedule 2 of this Factsheet for each Second Install visit.
- If the Service Provider fails to provision the service within the defined provisioning timespan allocated or fails to activate the service TFF will not be liable to the Service Provider (or the End User) for a failed install and any subsequent charges will apply accordingly.
- If the TFF technician arrives at the End User's Premises to complete a Service and the End User has not received the Service Provider's (or the End User's) RGW or CPE, or the CPE is not functioning and the Services cannot be completed, even after the completion of any troubleshooting, the TFF technician will only be obligated to activate the TFF ONT (in accordance with TFF's provisioning obligations in TFF's then current Reference Offer) and that will not be deemed to be a failed install. The Service Provider may submit a further Service Order Request to reschedule all or part of the Premises Networking Services and such requests will incur one or more of the additional charges listed in Schedule 2.

### **Availability**

Premises Networking Services are only available to order in conjunction with Baseband, Bitstream 2 and Bitstream 2 Ultra connections for residential and where specified qualifying business End Users. Service Provider's must be onboarded with TFF prior to ordering any of the Premises Networking Services.

### **Changes to Availability, Price and/or Scope of Works**

During the Term, TFF will provide Service Provider's with 30 days prior written notice of any change to the availability, price and/or scope of work for the Premises Networking Services.

### **Service Levels**

1. Premises Networking Services do not include the management or the supply of, or any maintenance or assure activities in relation to, any Service Provider or End-User equipment (including RGW, CPE, set-top boxes). If the Service Provider requests TFF to provide a service which is not included in the relevant scope of work for the requested Premises Networking Service scope of work, and if TFF agrees to provide that additional service, the Service Provider will be liable for all of the additional charges.
2. TFF will use all reasonable endeavours to complete a Premises Networking Service within the same timeframes set out in the then current TFF Reference Offer for the provisioning of the Baseband, Bitstream 2 or Bitstream 2 Ultra Wholesale Service to the ONT (the **Provisioning SLA**), provided that if the work required to complete a Premises Networking Service falls outside the Scope of Work, or if the Service Provider has not delivered its equipment to the relevant End User Premises before installation of the relevant Wholesale Service or if the Service Provider equipment is faulty, the Service Provider accepts that TFF is not liable to the Service Provider (or the End User) if TFF is unable to complete the Premises Networking Service within the Provisioning SLA.

### **What do Premises Networking Services cost?**

Refer to Schedule 2, Schedule 4 and Schedule 6 of this Factsheet for current charges.

### **For more information**

This information is an overview of the Premises Networking Services provided by TFF to Service Provider's. For more information please refer to the specific schedules or contact your TFF Account Manager.

# Schedule 1

## Residential Premises Networking Service – Scopes of Work

### 1. Internet Only

The Internet Only Premises Networking Service is limited to the following Scope of Work:

- a) Performed after the installation of the TFF Optical Network Terminal (ONT) in the home distributor and connecting the incoming fibre to the ONT;
- b) Installing the Service Provider's residential gateway device (RGW) and up to two (2) metres of the ONT, provided that the End User will need to supply patch cords for each telephone and data outlet to be connected;
- c) Connecting power to the RGW and completing a basic initial configuration check of the RGW (Plug and Play);
- d) Completion of a simple connection speed test to ensure the End User is receiving the Wholesale Service ordered by that End User (subject to the terms set out in the Service Description for that Wholesale Service); and
- e) If required, an activation call to the Service Provider to facilitate number porting.

### 2. Basic Install

The Basic Install Premises Networking Service is limited to the following Scope of Work:

- a) Performed after the installation of the ONT in the home distributor and connecting the incoming fibre to the ONT;
- b) Installing the Service Provider's RGW and up to two (2) metres of the ONT, provided that the End User will need to supply patch cords for each telephone and data outlet to be connected
- c) Connecting power to the RGW and completing a basic initial configuration check of the RGW (Plug and Play);
- d) Intercepting the existing End User Premises (copper) voice service wiring at the copper ETP or as close as possible to the first jack point and connecting to the ONT or RGW ATA voice port;
- e) Completion of a basic test at a single jack point to confirm that the End User's existing voice service is operational or an activation call to the Service Provider to facilitate number porting on the RGW and, if requested by the Service Provider, to confirm completion of the installation; and
- f) Completion of a simple connection speed test to ensure the End User is receiving the Wholesale Service ordered by that End User (subject to the terms set out in the Service Description for that Wholesale Service).

### 3. Simple Install

The Simple Install Premises Networking Service is limited to the following Scope of Work:

- a) Performed after the installation of the ONT in the home distributor and connecting the incoming fibre to the ONT;
- b) Installing the Service Provider's RGW and up to two (2) metres of the ONT, provided that the End User will need to supply patch cords for each telephone and data outlet to be connected;
- c) Integration of the agreed Service Provider's Customer Premises Equipment (CPE) (e.g. RGW, set top box (STB) or VoIP handset) up to the standard patch cable length of 2 meters from the ONT and each CPE;
- d) Connecting power to the RGW and completing a basic initial configuration check of the RGW (Plug and Play);
- e) Intercepting the existing End User Premises (copper) voice service wiring at the copper ETP or as close as possible to the first jack point and connecting to the ONT or RGW ATA voice port;
- f) Completion of a basic test at a single jack point to confirm that the End User's existing voice service is operational or an activation call to the Service Provider to facilitate number porting on the RGW and, if requested by the Service Provider, to confirm completion of the installation;
- g) Completion of a simple connection speed test to ensure the End User is receiving the Wholesale Service ordered by that End User (subject to the terms set out in the Service Description for that Wholesale Service); and
- h) Follow the CPE set-up instructions in accordance with the supplied or internet accessible manual, and configure the CPE and demonstrate the functionality to the End User (provided that if the Service Provider does not provide the instruction guide to TFF, TFF will not be required to complete any other CPE testing).

#### 4. Baseband Only

The Baseband Only Premises Networking Service is limited to the following Scope of Work:

- a) Performed after the installation of the ONT in the home distributor and connecting the incoming fibre to the ONT;
- b) Installing the Service Provider's or End User's telephone and up to two (2) metres of the ONT, provided that the End User will need to supply patch cords for each telephone to be connected;
- c) Intercepting the existing End User Premises (copper) voice service wiring at the copper ETP or as close as possible to the first jack point and connecting that existing wiring to the ONT ATA voice port;
- d) If required, an activation call to the Service Provider to facilitate number porting;
- e) Completion of a basic test at a single jack point to confirm that the End User's voice service is operational or an activation call to the Service Provider to facilitate number porting on the RGW and, if requested by the Service Provider, to confirm completion of the installation; and
- f) Confirm status of all existing jack points, advising End User of any that are not in working condition.

#### 5. General Terms & Exclusions

- a) The Scopes of Work for the Internet Only, Basic Install, Simple Install, Baseband Premises Networking Services do not include:
  - TFF holding CPE stock for the Service Provider.
  - Delivering the CPE to the End User.
  - Any service or actions not set out in this Factsheet.
- b) Any trouble shooting will be limited to either a reboot of the CPE or restoring the CPE to the default settings, and TFF, in its absolute discretion, will determine the type of trouble shooting it performs, provided that the TFF technician will only be required to perform any CPE trouble-shooting on-site at the End User Premises for a maximum of 30 minutes.

# Schedule 2

## Residential Premises Networking Services - Charges

- The following charges\* will apply to the Premises Networking Services performed by TFF during the Term and will be charged by TFF on the terms set out below and otherwise in accordance with the then current TFF Reference Offer:

	BITSTREAM 2/2 ULTRA WHOLESALE SERVICE (RESIDENTIAL)				
	30/10	50/20	100/20 100/50	100/100 200/20 200/100 200/200	Max/20 Max/500 Hyperfibre
<b>Premises Networking Service</b>	<b>Premises Networking Charges</b>				
<b>Internet Only</b>	FREE	FREE	FREE	FREE	FREE
<b>Basic Install</b>	\$131.98	\$131.98	\$79.19	FREE	FREE
<b>Simple Install</b>	\$200.61	\$200.61	\$147.82	\$95.02	FREE
	BASEBAND WHOLESALE SERVICE (RESIDENTIAL)				
	Baseband (Brownfield)		Baseband (Greenfield)		
<b>Wholesale Service Charge</b>	\$31.39		\$27.06		
<b>Premises Networking Service</b>	<b>Premises Networking Charges</b>				
<b>Baseband Only</b>	\$131.98		\$131.98		

\* All charges are stated excluding GST and are to be paid inclusive of GST.

2. The following charges\* may also apply in addition to the Premises Networking Services and will be charged by TFF on the terms set out below and otherwise in accordance with the then current TFF Reference Offer:

Service Component	Description	Charge Invoiced	Charge
<b>Truck Roll</b>	Charge for a single truck roll to the End User Premises to deliver the applicable residential Wholesale Service and/or Premises Networking Service and/or any other Service TFF has agreed to provide: e.g. change of Service Provider; change of residential Wholesale Service; change of residential Premises Networking Service; connection of Service Provider CPE.	Following completion of Service Order	\$68.63**
<b>Installation Wiring</b>	Charge to install additional single Cat6 wiring with RJ45 jack point at the End User Premises required to deliver the applicable residential Wholesale Service and/or Premises Networking Service.	Following completion of Service Order	\$158.37***
<b>Jack Point Testing</b>	Charge to test all existing standard jack points to verify they are working correctly in order to deliver the applicable residential Wholesale Service and/or Premises Networking Service. This charge does not include any repairs, replacement, reinstallation or changes to existing wiring at the End User Premises.	Following completion of Service Order	\$15.84***
<b>Install Jack Point</b>	Charge to install a new jack point at the End User Premises required to deliver the applicable Wholesale Service and/or Premises Networking Service.	Following completion of Service Order	\$68.63***
<b>Additional Set Top Box</b>	Charge to install additional Set Top Box at the End User Premises required to deliver the applicable residential Wholesale Service and/or Premises Networking Service.	Following completion of Service Order	\$131.98***

\* All charges are stated excluding GST and are to be paid inclusive of GST.

\*\* This charge will be incurred by the Service Provider for each Truck Roll required to either: (i) complete the provisioning of each subsequent residential Wholesale Service Connection after the first residential Wholesale Service Connection at the End User Premises (i.e. “moves-adds-changes”); and (ii) complete all rescheduled and repeat visits to the End User Premises caused by any matter that is outside TFF’s control (including, but not limited to, access to the End User Premises is denied; End User and/or Service Provider CPE not on-site at the agreed time; faulty CPE).

\*\*\* If the Service Provider orders this service and it is not part of the installation of the first residential Wholesale Service Connection at the relevant End User Premises, the Truck Roll charge will also apply.

# Schedule 3

## Residential Premises Networking Repair Service – Scope of Work

### Purpose and Interpretation

The purpose of this Scope of Work is to provide details of the Residential Premises Networking Repair Service (RPN Repair Service) to be provided by TFF during the Term. In this Scope of Work, defined terms have the meaning given to them in this Factsheet or the TFF Reference Offer (which includes the TFF Wholesale Services Agreement and Price List); and references to clauses or sections are references to clauses or sections in this Scope of Work (unless expressly provided otherwise).

### 1. Residential Premises Networking Repair Service

The Residential Premises Networking Repair Service is inclusive of items a-h below and incurs a flat charge as specified in Schedule 4:

- a) General Premises Wiring Diagnosis and Repair.
- b) Repair of Premises Wiring beyond the copper ETP.
- c) Patch Cable Repair/Replacement.
- d) The repair and replacement of standard third party cat3/cat5e/cat6 patch cables between the ONT and CPE (e.g. RGW, Set-Top Box, phone, alarms).
- e) Jack point testing.
- f) Test all existing standard jack points to verify whether they are working or not.
- g) Repair and/or replace jack point at End User Premises required to deliver the applicable Wholesale Service and/or Premises Networking Service.
- h) Any trouble shooting will be limited to either a reboot of the CPE or restoring the CPE to the default settings, and TFF, in its absolute discretion, will determine the type of trouble shooting it performs, provided that the TFF technician will only be required to perform any CPE trouble-shooting on-site at the End User Premises for a maximum of 30 minutes.

### 2. Exclusions and General Terms

The Scope of Work for the RPN Repair Service does not include any of the following:

- a) Residential Premises Networking Install Services. Therefore, if the End User requires other services (e.g. premises wiring) then they must contact their Service Provider, who can then submit a Change Order request to TFF.
- b) Repair and/or replacement of Service Provider (or other third party) CPE.
- c) Fibre splicing.
- d) OTDR or LSPM testing.
- e) Any repair that cannot be accessed by existing access points at the End User Premises (i.e. any cable that requires cut and repair of floors, walls or ceilings).



- f) Multiple fault scenarios where the faults identified are greater than five at one End User Premises.
- g) Any type or form of construction or damage repair to the End User Premises.
- h) TFF holding CPE stock for the Service Provider.
- i) Delivering the CPE to the End User.
- j) Any service or actions not set out in this Factsheet.

Residential Premises Networking Repair Service is only available to be ordered and performed in End User Premises that have generic cabling as defined by AS/NZS 15018

# Schedule 4

## Residential Premises Networking Repair Service – Charges

<b>General Premises Wiring Diagnosis and Repair</b>	\$274.51*
<b>Patch Cable Repair/Replacement</b>	
<b>Jack Point Testing</b>	
<b>Repair/Replace Jack Point</b>	

\* *All charges are stated excluding GST and are to be paid inclusive of GST.*

# Schedule 5

## Business Premises Networking Install – Scope of Work

### 1. Business Premises Networking Install

The Business Premises Networking Install Service provides a bespoke wiring for Business End Users who would like voice integration to the site and is limited to the following Scope of Work:

- a) The Business Premises Networking Install Service will be completed following the installation of the ONT and connecting the incoming fibre to the ONT;
- b) Installing the Service Provider's RGW and up to two (2) metres of the ONT, provided that the End User will need to supply patch cords for each telephone and data outlet to be connected;
- c) Connecting power to the RGW and completing a basic initial configuration check of the RGW (Plug and Play);
- d) The installation of up to two (2) new, or the replacement of up to two (2) existing, Jack point(s) or intercepting the existing End User Premises (copper) voice service wiring at the copper termination of the premise and connecting to the 1st and/or 2nd port of the ONT or RGW ATA voice port;
- e) Completion of a simple connection speed test to ensure the End User is receiving the Wholesale Service ordered by that End User (subject to the terms set out in the Service Description for that Wholesale Service);
- f) Completion of a basic test at up to 2 single Jack points to confirm the End User's voice services are operational.
- g) If required, an activation call to the RSP to facilitate number porting.

### 2. Exclusions and General Terms

The Business Premise Networking Install Service does not include:

- a) TFF holding RGW stock for the RSP; or
- b) TFF delivering the RGW to the End User; or
- c) Any installation or configuration of other CPE that is not explicitly included in the Business Premises Networking Install Scope of Work e.g. PABX
- d) Any other services or actions not stated in the Business Premises Networking Install Scope of Work.
- e) Business Premises Networking Install is only available to Business End Users who are qualified by TFF's Business Connection Team.

# Schedule 6

## Business Premises Networking Install – Charges

<b>Eligible across Business Bitstream 2, 2 Ultra, 3, 3A, 3B Products.</b>	\$274.51*
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\* *All charges are stated excluding GST and are to be paid inclusive of GST.*