

Tuatahi First Fibre

Simplified Price List

January 2022

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General

1. General Notes

- 1.1 All prices stated within this document are GST Exclusive.
- 1.2 This document is intended as a summary only and does not contain all the pricing structures in relation to the Wholesale Service currently provided by Tuatahi First Fibre. For more complete Price List please go to: <https://tuatahifibre.co.nz/knowledge-basket/>

Wholesale Services

2. Baseband

UFB Baseband		
Access	Site Type	Cost Per Month
Baseband	Greenfield	\$26.02
Baseband (Brownfield)	Brownfield	\$30.18
Additional Voice Port	Greenfield/Brownfield	\$15.61

3. Bitstream 2 Ultra

Bitstream 2 Ultra							
Headline Rate	Service Bandwidth					Segment	Cost Per Month
	High Priority CIR		Low Priority CIR (Symmetric)	Low Priority EIR			
	Down	Up		Down	Up		
30M / 10M	2.5 Mbps	2.5 Mbps	2.5 Mbps	30 Mbps	10 Mbps	Res	\$44.22
30M / 10M	10 Mbps	2.5 Mbps	2.5 Mbps	30 Mbps	10 Mbps	Res	\$48.13
30M / 10M	5 Mbps	5 Mbps	2.5 Mbps	30 Mbps	10 Mbps	Bus/Res	\$51.98
50M / 20M	2.5 Mbps	2.5 Mbps	2.5 Mbps	50 Mbps	20 Mbps	Res	\$44.22
50M / 20M	5 Mbps	5 Mbps	2.5 Mbps	50 Mbps	20 Mbps	Bus	\$51.98
100M / 20M	2.5 Mbps	2.5 Mbps	2.5 Mbps	100 Mbps	20 Mbps	Res	\$47.151
100M / 50M	2.5 Mbps	2.5 Mbps	2.5 Mbps	100 Mbps	50 Mbps	Bus/Res	\$51.93
100M / 50M	10 Mbps	2.5 Mbps	2.5 Mbps	100 Mbps	50 Mbps	Bus/Res	\$54.89
100M / 100M	2.5 Mbps	2.5 Mbps	2.5 Mbps	100 Mbps	100 Mbps	Bus/Res	\$57.24
200M / 20M	2.5 Mbps	2.5 Mbps	2.5 Mbps	200 Mbps	20 Mbps	Bus/Res	\$57.24
200M / 100M	2.5 Mbps	2.5 Mbps	2.5 Mbps	200 Mbps	100 Mbps	Bus/Res	\$62.44
200M / 200M	2.5 Mbps	2.5 Mbps	2.5 Mbps	200 Mbps	200 Mbps	Bus/Res	\$67.64
Max / 20M	2.5 Mbps	2.5 Mbps	2.5 Mbps	Max ²	20 Mbps	Res	\$67.64
1G / 500M	2.5 Mbps	2.5 Mbps	2.5 Mbps	Max ²	500 Mbps	Res	\$57.24
1G / 500M	2.5 Mbps	2.5 Mbps	2.5 Mbps	Max ²	500 Mbps	Bus	\$78.05

4. Bitstream 3

Bitstream 3			
Service Bandwidth (High Priority CIR, EIR =0)		Segment	Cost Per Month
Down	Up		
2.5 Mbps	2.5 Mbps	Bus/Res	\$128.77
10 Mbps	10 Mbps	Bus/Res	\$140.47
20 Mbps	20 Mbps	Bus/Res	\$156.09
30 Mbps	30 Mbps	Bus/Res	\$171.70
40 Mbps	40 Mbps	Bus/Res	\$187.31
50 Mbps	50 Mbps	Bus/Res	\$202.91
60 Mbps	60 Mbps	Bus/Res	\$218.52

¹ The price for Bitstream 2 Ultra 100/20 2.5/2.5 will change from 1 March 2022 to \$47.87.

² Max refers to GPON service offered at a maximum line speed rate of 1 Gbps.

Bitstream 3			
Service Bandwidth (High Priority CIR, EIR =0)		Segment	Cost Per Month
Down	Up		
70 Mbps	70 Mbps	Bus/Res	\$234.13
80 Mbps	80 Mbps	Bus/Res	\$249.74
90 Mbps	90 Mbps	Bus/Res	\$265.35
100 Mbps	100 Mbps	Bus/Res	\$280.96

5. Bitstream 3a

Bitstream 3a				
Service Bandwidth			Segment	Cost Per Month
High Priority CIR (Symmetric)	Low Priority CIR (Symmetric)	Low Priority EIR (Symmetric)		
2.5 Mbps	2.5 Mbps	95 Mbps	Bus/Res	\$128.77
5 Mbps	2.5 Mbps	92.5 Mbps	Bus/Res	\$132.67
7.5 Mbps	2.5 Mbps	90 Mbps	Bus/Res	\$136.57
10 Mbps	2.5 Mbps	87.5 Mbps	Bus/Res	\$140.47
20 Mbps	2.5 Mbps	77.5 Mbps	Bus/Res	\$156.09
30 Mbps	2.5 Mbps	67.5 Mbps	Bus/Res	\$171.70
40 Mbps	2.5 Mbps	57.5 Mbps	Bus/Res	\$187.31
50 Mbps	2.5 Mbps	47.5 Mbps	Bus/Res	\$202.91
60 Mbps	2.5 Mbps	37.5 Mbps	Bus/Res	\$218.52
70 Mbps	2.5 Mbps	27.5 Mbps	Bus/Res	\$234.13
80 Mbps	2.5 Mbps	17.5 Mbps	Bus/Res	\$249.74
90 Mbps	2.5 Mbps	7.5 Mbps	Bus/Res	\$265.35

6. Bitstream 3b

Bitstream 3b						
Headline Rate	Service Bandwidth					Cost Per Month
	High Priority CIR		Low Priority CIR (Symmetric)	Low Priority EIR		
	Down	Up		Down	Up	
50M / 50M	2.5 Mbps	2.5 Mbps	2.5 Mbps	50 Mbps	50 Mbps	\$104.06
50M / 50M	5 Mbps	5 Mbps	2.5 Mbps	50 Mbps	50 Mbps	\$107.96
50M / 50M	10 Mbps	10 Mbps	2.5 Mbps	50 Mbps	50 Mbps	\$115.76
50M / 50M	20 Mbps	20 Mbps	2.5 Mbps	50 Mbps	50 Mbps	\$131.36
50M / 50M	30 Mbps	30 Mbps	2.5 Mbps	50 Mbps	50 Mbps	\$146.98
50M / 50M	40 Mbps	40 Mbps	2.5 Mbps	50 Mbps	50 Mbps	\$162.59
50M / 50M	50 Mbps	50 Mbps	2.5 Mbps	50 Mbps	50 Mbps	\$178.20
200M / 200M	2.5 Mbps	2.5 Mbps	2.5 Mbps	200 Mbps	200 Mbps	\$182.11
200M / 200M	5 Mbps	5 Mbps	2.5 Mbps	200 Mbps	200 Mbps	\$186.01
200M / 200M	10 Mbps	10 Mbps	2.5 Mbps	200 Mbps	200 Mbps	\$193.81
200M / 200M	20 Mbps	20 Mbps	2.5 Mbps	200 Mbps	200 Mbps	\$209.41
200M / 200M	30 Mbps	30 Mbps	2.5 Mbps	200 Mbps	200 Mbps	\$225.03
200M / 200M	40 Mbps	40 Mbps	2.5 Mbps	200 Mbps	200 Mbps	\$240.64
200M / 200M	50 Mbps	50 Mbps	2.5 Mbps	200 Mbps	200 Mbps	\$256.25
200M / 200M	60 Mbps	60 Mbps	2.5 Mbps	200 Mbps	200 Mbps	\$271.85

Bitstream 3b						
Headline Rate	Service Bandwidth					Cost Per Month
	High Priority CIR		Low Priority CIR (Symmetric)	Low Priority EIR		
	Down	Up		Down	Up	
200M / 200M	70 Mbps	70 Mbps	2.5 Mbps	200 Mbps	200 Mbps	\$287.46
200M / 200M	80 Mbps	80 Mbps	2.5 Mbps	200 Mbps	200 Mbps	\$303.07
200M / 200M	90 Mbps	90 Mbps	2.5 Mbps	200 Mbps	200 Mbps	\$318.68
200M / 200M	100 Mbps	100 Mbps	2.5 Mbps	200 Mbps	200 Mbps	\$334.29
Max / Max	2.5 Mbps	2.5 Mbps	2.5 Mbps	Max	Max	\$286.17
Max / Max	10 Mbps	10 Mbps	2.5 Mbps	Max	Max	\$297.87
Max / Max	100 Mbps	100 Mbps	2.5 Mbps	Max	Max	\$370.71

7. Hyperfibre

Hyperfibre				
Segment	Description	Headline Rate		Cost Per Month
		Low Priority Down/Up	High Priority Down/Up	
Home	Hyperfibre Home 2000/2000	2000/2000	-	\$80.00
Home	Hyperfibre Home 4000/4000	4000/4000	-	\$100.00
Small Business	Hyperfibre Small Business 2000/2000	2000/2000	2.5./2.5	\$85.00
Small Business	Hyperfibre Small Business 4000/4000	4000/4000	2.5./2.5	\$105.00
Business	Hyperfibre Business 4000/4000	4000/4000	10/10	\$260.00
Business	Hyperfibre Business 4000/4000	4000/4000	20/20	\$270.00
Business	Hyperfibre Business 4000/4000	4000/4000	50/50	\$300.00
Business	Hyperfibre Business 4000/4000	4000/4000	100/100	\$350.00
Education	Hyperfibre Education 4000/4000	4000/4000	10/10	\$160.00
Education	Hyperfibre Education 4000/4000	4000/4000	20/20	\$170.00
Education	Hyperfibre Education 4000/4000	4000/4000	50/50	\$200.00
Education	Hyperfibre Education 4000/4000	4000/4000	100/100	\$250.00

Note: Additional Upgrade Fee of \$350.00 applies + Connection Fees as applicable. Please refer to XGS Rate Card for full pricing structure.

8. P2P Bitstream 4

P2P Bitstream 4				
Access	Access Charge	CIR Bandwidth (Symmetric)	CIR Charge	Cost Per Month
100M / 100M	\$286.17	10 Mbps	\$10.41	\$296.57
100M / 100M	\$286.17	20 Mbps	\$20.82	\$306.97
100M / 100M	\$286.17	30 Mbps	\$31.23	\$317.38
100M / 100M	\$286.17	50 Mbps	\$52.05	\$338.19
100M / 100M	\$286.17	70 Mbps	\$72.87	\$359.00
100M / 100M	\$286.17	100 Mbps	\$104.10	\$390.22
1G / 1G	\$364.21	100 Mbps	\$104.10	\$468.27
1G / 1G	\$364.21	150 Mbps	\$156.15	\$520.29
1G / 1G	\$364.21	200 Mbps	\$208.20	\$572.32
1G / 1G	\$364.21	300 Mbps	\$312.30	\$676.38

P2P Bitstream 4				
Access	Access Charge	CIR Bandwidth (Symmetric)	CIR Charge	Cost Per Month
1G / 1G	\$364.21	500 Mbps	\$520.50	\$884.50
1G / 1G	\$364.21	700 Mbps	\$728.70	\$1,092.62
1G / 1G	\$364.21	1 Gbps	\$1,041.00	\$1,404.80
10G / 10G	\$1,300.74	1 Gbps	\$1,041.00	\$2,341.33
10G / 10G	\$1,300.74	2 Gbps	\$2,082.00	\$3,381.91
10G / 10G	\$1,300.74	3 Gbps	\$3,123.00	\$4,422.50
10G / 10G	\$1,300.74	4 Gbps	\$4,164.00	\$5,463.09
10G / 10G	\$1,300.74	5 Gbps	\$5,205.00	\$6,503.68
10G / 10G	\$1,300.74	6 Gbps	\$6,246.00	\$7,544.27
10G / 10G	\$1,300.74	7 Gbps	\$7,287.00	\$8,584.86
10G / 10G	\$1,300.74	8 Gbps	\$8,328.00	\$9,625.45
10G / 10G	\$1,300.74	9 Gbps	\$9,369.00	\$10,666.04
10G / 10G	\$1,300.74	10 Gbps	\$10,410.00	\$11,706.63

9. Bitstream Services Education Variants

Bitstream Services Education Variants					
Access	Service Bandwidth			Access Technology	Cost Per Month
	High Priority CIR (Symmetric)	Low Priority CIR (Symmetric)	Low Priority EIR (Symmetric)		
-	10 Mbps	2.5 Mbps	30 Mbps	Bitstream 2 Ultra	\$52.03
-	10 Mbps	2.5 Mbps	50 Mbps	Bitstream 2 Ultra	\$60.35
-	10 Mbps	2.5 Mbps	87.5 Mbps	Bitstream 3a	\$109.27
-	10 Mbps	2.5 Mbps	50 Mbps	Bitstream 3b	\$78.05
-	10 Mbps	2.5 Mbps	Max	Bitstream 3b	\$260.15
100M / 100M	10 Mbps	-	-	Bitstream 4	\$218.52
100M / 100M	20 Mbps	-	-	Bitstream 4	\$228.93
100M / 100M	30 Mbps	-	-	Bitstream 4	\$239.34
100M / 100M	50 Mbps	-	-	Bitstream 4	\$260.15
100M / 100M	70 Mbps	-	-	Bitstream 4	\$280.96
100M / 100M	100 Mbps	-	-	Bitstream 4	\$312.18
1G / 1G	100 Mbps	-	-	Bitstream 4	\$369.41
1G / 1G	150 Mbps	-	-	Bitstream 4	\$421.44
1G / 1G	200 Mbps	-	-	Bitstream 4	\$473.47
1G / 1G	300 Mbps	-	-	Bitstream 4	\$577.53
1G / 1G	500 Mbps	-	-	Bitstream 4	\$785.65
1G / 1G	700 Mbps	-	-	Bitstream 4	\$993.77
1G / 1G	1 Gbps	-	-	Bitstream 4	\$1,305.94

10. Bitstream Services Priority User Diversity Variants

Bitstream Service Priority User Diversity & Enhanced SLA Variants	
Description	Cost Per Month
Priority User Service route diversity	\$780.44 or Monthly Charge if greater
Priority User Service route and entry point diversity	\$1,560.88 or Monthly Charge if greater
Priority User Service Route, entry point and CO diversity	POA

11. Critical Response SLA

Critical Response SLA	
Description	Cost Per Month
<p>The Critical Response SLA is where TFF offers to use all reasonable endeavours to achieve a target on-site attendance timeframe of:</p> <ul style="list-style-type: none"> 2 hours for metro areas (HN, CB, TAW, TGA, WAN, NP); or 4 hours for non-metro areas (HAW, TOK), in response to a fault that is preventing the supply of a Service. 	\$827.27 one off charge. If SLA timeframes are not met the \$827.27 fee is not charged.

Note: Please refer to the Critical Response Factsheet on our website for further information.

12. Handover Connection (E-NNI) Services

Handover Connection (E-NNI) Services	
Service	Cost Per Month
E-NNI Port - 1 Gbps Handover Connection	\$104.06
E-NNI Port - 10 Gbps Handover Connection	\$312.18

13. Direct Fibre Access (DFA) Services

Direct Fibre Access (DFA) Services	
Service	Cost Per Month
Direct Fibre Access (DFA) Service	\$260.15
Layer 1 DFA Enhanced SLA 1 (additional to Monthly Charges for above services)	\$26.02
Layer 1 DFA Enhanced SLA 2 (additional to Monthly Charges for above services)	\$52.03
Layer 1 DFA Enhanced SLA 3 (additional to Monthly Charges for above services)	\$104.06
DFA - Priority User Service route diversity (Default SLA Only)	\$780.44
DFA - Priority User Service route and entry point diversity (Default SLA Only)	\$1,560.88
DFA - Priority User Service Route, entry point and CO diversity (Default SLA Only)	POA

14. Fibre Interconnection and Co-Location Services

Fibre Interconnection and Co-Location Services	
Service	Cost Per Month
Fibre Patch Service	\$10.41
Inter-CO Fibre Service between Hamilton POIs, or between Tauranga POIs	\$260.15
Inter-CO Fibre Service between Ngaruawahia POI and Hamilton West POI	\$812.17
Inter-CO Fibre Service between Matangi POI and Hamilton East POI	\$812.17
Inter-CO Fibre Service between Matangi POI and Cambridge POI	\$812.17
Inter-CO Fibre Service between Cambridge POI and Hamilton East POI	\$812.17
Inter-CO Fibre Service between Cambridge POI and Te Awamutu POI	\$507.60
Inter-CO Fibre Service between Te Awamutu POI and Hamilton West POI	\$812.17
Inter-CO Fibre Service between Papamoa POI and Tauranga East POI	\$812.17
Fibre Interconnection Service Enhanced SLA 1 (additional to Monthly Charges for above services)	\$26.02

Fibre Interconnection and Co-Location Services	
Service	Cost Per Month
Fibre Interconnection Service Enhanced SLA 2 (additional to Monthly Charges for above services)	\$52.03
Fibre Interconnection Service Enhanced SLA 3 (additional to Monthly Charges for above services)	\$104.06
Inter-CO Fibre Service diversity between Hamilton POIs, or between Tauranga POIs (Default SLA Only)	\$780.44
Inter-CO Fibre Service Diversity and entry point diversity between Hamilton POIs, or between Tauranga POIs (Default SLA Only)	\$1,560.88
Central Office and POI Co-location Service	\$1,560.88

15. Ancillary Charges

Ancillary Charges		
Service	Description	Charge
No Fault Found (Truck Roll)	Fixed charge for fault call that is closed "no LFC fault found" and requires a truck roll.	\$109.08
No Fault Found (No Truck Roll)	Fixed charge for fault call that is closed "no LFC fault found" and does not require a truck roll.	\$41.62
Inability to complete request (Cancellation)	<p>Fixed charge for work that cannot be completed either because:</p> <ul style="list-style-type: none"> of cancellation by Service Provider or End User after order has been passed to service company, or where access cannot be gained to End Users site at the agreed time where visit is required to deliver Service, for a reason not caused by the LFC. <p>This charge will not apply where access was prevented by a Force Majeure event.</p>	\$176.90
Internal removal or relocation of ONT	Relocation of a service instance of a Bitstream Service or a Direct Fibre Access Service at a Premises (i.e. there is no transfer).	Business \$379.82 Residential \$150.89
Bitstream transfer L1	The change in termination of a fibre on the MOFDF on request or to transfer of the Bitstream Service connected to an End User's premises from one Service Provider to another, as authorised by the End User.	POA charge based on time & materials
Bitstream transfer L2	The transfer of the Bitstream Service connected to an End User's Premises from one Service Provider to another, as authorised by the End User by change of port mapping.	\$25.94

Premises Networking

16. Premises Networking Factsheet

Premises Networking Factsheet*					
Options	Bitstream 2 Ultra 30/10 Mbps	Bitstream 2 Ultra 50/20 Mbps	Bitstream 2 Ultra 100/20 or 100/50 Mbps	Bitstream 2 Ultra 200/20, 200/100 or 200/200 Mbps	Bitstream 2 Ultra Max/500 Mbps
Internet Only Install	FREE	FREE	FREE	FREE	FREE
Basic Install	\$126.90	\$126.90	\$76.14	FREE	FREE
Simple Install	\$192.89	\$192.89	\$142.13	\$91.37	FREE
Residential Premises Networking Repair	Residential Premises Networking Repair is an in-home repair service inclusive of the items below: <ul style="list-style-type: none"> • General Premises Wiring Diagnosis and Repair. • Repair of Premises Wiring beyond the copper ETP. • Patch Cable Repair/Replacement. • 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). • Jackpoint testing. • Test all existing standard Jackpoints to verify whether they are working or not. • Repair and/or replace jack point at End User Premises required to deliver the applicable Wholesale Service and/or Premises Networking service • This service incurs a flat charge of \$263.95 				
Business Premises Networking	Business Premises Networking Install Service provides a bespoke wiring service for Business End Users who would like voice integration to the site. This service incurs a charge of \$263.95				

- Subject to Factsheet terms and conditions.

17. Optional Premises Networking Charges

Optional Premises Networking Charges		
Service	Description	Charge
Truck Roll	Charge for a single truck roll associated with all installation activities and Premises Networking Services performed outside the first connection (fibre installation): e.g., change of Service Provider or Wholesale Service.	\$65.99*
Installation Wiring	Charge to install additional single Cat6 wiring with RJ45 Jackpoint at the same time as the installation of the first service instance of the Wholesale Service at the End User Premises required to provide service	\$152.28**

Optional Premises Networking Charges		
Service	Description	Charge
Jackpoint Testing	Testing of all existing standard Jackpoints to verify they are working correctly. Does not include any repairs or changes to wiring.	\$15.23
Install Jackpoint	Charge to install a new Jackpoint at the same time as the installation of a service instance of the Wholesale Service at the End User Premises required to provide service.	\$65.99**
Additional Set Top Box	Charge to install additional Set Top Box at the same time as the installation of a service instance of the Wholesale Service at the End User Premises required to provide service.	\$126.90***

Notes:

*This charge will apply for End User missed visits and rescheduled/repeat visits to the End User Premises due to factors outside of TFF's control (e.g. faulty CPE).

**If the Service Provider orders this additional service and it is not part of the installation of a new connection, then these charges will incur the Truck Roll charge required to fulfil the order.

*** 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.