

# Tuatahi First Fibre

Simplified Price List

July 2022

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# General

## 1. General Notes

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- 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

## Baseband

Baseband		
Access	Site Type	Cost Per Month
Baseband (Greenfield)	Greenfield	\$27.06
Baseband (Brownfield)	Brownfield	\$31.39
Additional Voice Port	Greenfield/Brownfield	\$16.23

## Bitstream 2 Ultra

Bitstream 2 Ultra								
Product Name	Headline Rate (Mbps)	Service Bandwidth (Mbps)					Segment	Cost Per Month
		High Priority CIR		Low Priority CIR (Sym.)	Low Priority EIR			
		Down	Up		Down	Up		
Bitstream 2 Ultra 30/10 2.5/2.5 <sup>1</sup>	50/10	2.5	2.5	2.5	50	20	Res	\$45.99
Bitstream 2 Ultra 30/10 10/2.5 <sup>1</sup>	50/10	10	2.5	2.5	50	20	Res	\$50.06
Bitstream 2 Ultra 30/10 5/5 <sup>1</sup>	50/10	5	5	2.5	50	20	Bus/Res	\$54.06
Bitstream 2 Ultra 50/20 2.5/2.5	50/20	2.5	2.5	2.5	50	20	Res	\$45.99
Bitstream 2 Ultra 50/20 5/5	50/20	5	5	2.5	50	20	Bus	\$54.06
Bitstream 2 Ultra 100/20 2.5/2.5 <sup>1</sup>	300/100	2.5	2.5	2.5	300	100	Res	\$47.87 <sup>2</sup>
Bitstream 2 Ultra 100/50 2.5/2.5	100/50	2.5	2.5	2.5	100	50	Bus/Res	\$54.01
Bitstream 2 Ultra 100/50 10/2.5	100/50	10	2.5	2.5	100	50	Bus/Res	\$57.09
Bitstream 2 Ultra 100/100 2.5/2.5 <sup>1</sup>	300/300	2.5	2.5	2.5	300	300	Bus/Res	\$59.53
Bitstream 2 Ultra 200/20 2.5/2.5 <sup>1</sup>	300/300	2.5	2.5	2.5	300	300	Bus/Res	\$59.53
Bitstream 2 Ultra 200/100 2.5/2.5 <sup>1</sup>	300/300	2.5	2.5	2.5	300	300	Bus/Res	\$59.53
Bitstream 2 Ultra 200/200 2.5/2.5 <sup>1</sup>	500/500	2.5	2.5	2.5	500	500	Bus/Res	\$70.35
Bitstream 2 Ultra Max/20 2.5/2.5	Max/20	2.5	2.5	2.5	Max <sup>3</sup>	20	Res	\$70.35
Bitstream 2 Ultra 1G/500 2.5/2.5	1G/500	2.5	2.5	2.5	Max <sup>3</sup>	500	Res	\$59.53
Bitstream 2 Ultra 1G/500 2.5/2.5 (Bus)	1G/500	2.5	2.5	2.5	Max <sup>3</sup>	500	Bus	\$81.17

## Bitstream 3

Bitstream 3				
Product Name	Service Bandwidth (High Priority CIR, EIR =0) (Mbps)		Segment	Cost Per Month
	Down	Up		
Bitstream 3 2.5/2.5	2.5	2.5	Bus/Res	\$133.92
Bitstream 3 10/10	10	10	Bus/Res	\$146.09
Bitstream 3 20/20	20	20	Bus/Res	\$162.33
Bitstream 3 30/30	30	30	Bus/Res	\$178.57
Bitstream 3 40/40	40	40	Bus/Res	\$194.80
Bitstream 3 50/50	50	50	Bus/Res	\$211.03

<sup>1</sup> This service component will change on 31 July 2022 to represent the actual product speeds, the actual speeds are specified in the service description for Bitstream 2 Ultra in table 3.4.6

<sup>2</sup> The price for Bitstream 2 Ultra 100/20 2.5/2.5 will change from 1 March 2023 to \$49.78.

<sup>3</sup> Max refers to GPON service offered at a maximum line speed rate of 1 Gbps.

Bitstream 3				
Product Name	Service Bandwidth (High Priority CIR, EIR =0) (Mbps)		Segment	Cost Per Month
	Down	Up		
Bitstream 3 60/60	60	60	Bus/Res	\$227.26
Bitstream 3 70/70	70	70	Bus/Res	\$243.50
Bitstream 3 80/80	80	80	Bus/Res	\$259.73
Bitstream 3 90/90	90	90	Bus/Res	\$275.96
Bitstream 3 100/100	100	100	Bus/Res	\$292.20

### Bitstream 3a

Bitstream 3a					
Product Name	Service Bandwidth (Mbps)			Segment	Cost Per Month
	High Priority CIR (Sym.)	Low Priority CIR (Sym.)	Low Priority EIR (Sym.)		
Bitstream 3a 100/100 2.5/2.5	2.5	2.5	95	Bus/Res	\$133.92
Bitstream 3a 100/100 5/5	5	2.5	92.5	Bus/Res	\$137.97
Bitstream 3a 100/100 7.5/7.5	7.5	2.5	90	Bus/Res	\$142.03
Bitstream 3a 100/100 10/10	10	2.5	87.5	Bus/Res	\$146.09
Bitstream 3a 100/100 20/20	20	2.5	77.5	Bus/Res	\$162.33
Bitstream 3a 100/100 30/30	30	2.5	67.5	Bus/Res	\$178.57
Bitstream 3a 100/100 40/40	40	2.5	57.5	Bus/Res	\$194.80
Bitstream 3a 100/100 50/50	50	2.5	47.5	Bus/Res	\$211.03
Bitstream 3a 100/100 60/60	60	2.5	37.5	Bus/Res	\$227.26
Bitstream 3a 100/100 70/70	70	2.5	27.5	Bus/Res	\$243.50
Bitstream 3a 100/100 80/80	80	2.5	17.5	Bus/Res	\$259.73
Bitstream 3a 100/100 90/90	90	2.5	7.5	Bus/Res	\$275.96

### Bitstream 3b

Bitstream 3b							
Product Name	Headline Rate (Mbps)	Service Bandwidth (Mbps)					Cost Per Month
		High Priority CIR		Low Priority CIR (Symmetric)	Low Priority EIR		
		Down	Up		Down	Up	
Bitstream 3b 50/50 2.5/2.5	50/50	2.5	2.5	2.5	50	50	\$108.22
Bitstream 3b 50/50 5/5	50/50	5	5	2.5	50	50	\$112.28
Bitstream 3b 50/50 10/10	50/50	10	10	2.5	50	50	\$120.39
Bitstream 3b 50/50 20/20	50/50	20	20	2.5	50	50	\$136.62
Bitstream 3b 50/50 30/30	50/50	30	30	2.5	50	50	\$152.86
Bitstream 3b 50/50 40/40	50/50	40	40	2.5	50	50	\$169.10
Bitstream 3b 50/50 50/50	50/50	50	50	2.5	50	50	\$185.33
Bitstream 3b 200/200 2.5/2.5	200/200	2.5	2.5	2.5	200	200	\$189.39
Bitstream 3b 200/200 5/5	200/200	5	5	2.5	200	200	\$193.45
Bitstream 3b 200/200 10/10	200/200	10	10	2.5	200	200	\$201.56
Bitstream 3b 200/200 20/20	200/200	20	20	2.5	200	200	\$217.78
Bitstream 3b 200/200 30/30	200/200	30	30	2.5	200	200	\$234.03
Bitstream 3b 200/200 40/40	200/200	40	40	2.5	200	200	\$250.26
Bitstream 3b 200/200 50/50	200/200	50	50	2.5	200	200	\$266.49
Bitstream 3b 200/200 60/60	200/200	60	60	2.5	200	200	\$282.73

Bitstream 3b							
Product Name	Headline Rate (Mbps)	Service Bandwidth (Mbps)					Cost Per Month
		High Priority CIR		Low Priority CIR (Symmetric)	Low Priority EIR		
		Down	Up		Down	Up	
Bitstream 3b 200/200 70/70	200/200	70	70	2.5	200	200	\$298.96
Bitstream 3b 200/200 80/80	200/200	80	80	2.5	200	200	\$315.19
Bitstream 3b 200/200 90/90	200/200	90	90	2.5	200	200	\$331.43
Bitstream 3b 200/200 100/100	200/200	100	100	2.5	200	200	\$347.66
Bitstream 3b Max/Max 2.5/2.5	Max/Max	2.5	2.5	2.5	Max	Max	\$297.62
Bitstream 3b Max/Max 10/10	Max/Max	10	10	2.5	Max	Max	\$309.78

## Hyperfibre

Hyperfibre						
Product Name	Segment	Access Technology	Headline Rate (Mbps)		Cost Per Month	
			Low Priority (Sym.)	High Priority (Sym.)		
Hyperfibre Home 2000/2000	Home	BS2 Ultra	2000	-	\$83.20	
Hyperfibre Home 4000/4000	Home	BS2 Ultra	4000	-	\$104.00	
Hyperfibre Small Business 2000/2000 2.5	Small Business	BS2 Ultra	2000	2.5	\$88.40	
Hyperfibre Small Business 4000/4000 2.5	Small Business	BS2 Ultra	4000	2.5	\$109.20	
Hyperfibre Business 4000/4000 10	Business	BS3b	4000	10	\$270.40	
Hyperfibre Business 4000/4000 20	Business	BS3b	4000	20	\$280.80	
Hyperfibre Business 4000/4000 50	Business	BS3b	4000	50	\$312.00	
Hyperfibre Business 4000/4000 100	Business	BS3b	4000	100	\$364.00	

Note: In addition to the transaction charge, an additional upgrade charge will apply as specified in Appendix 1 section 1.15 of the Price List where there is an upgrade of an existing Bitstream GPON ONT to the Hyperfibre ONT.

## P2P Bitstream 4

P2P Bitstream 4					
Product Name	Access		High Priority CIR Bandwidth (Symmetric)		Cost Per Month
Bitstream 4 100Mbps 10Mbps	100M/100M		10 Mbps		\$ 308.43
Bitstream 4 100Mbps 20Mbps	100M/100M		20 Mbps		\$ 319.25
Bitstream 4 100Mbps 30Mbps	100M/100M		30 Mbps		\$ 330.07
Bitstream 4 100Mbps 50Mbps	100M/100M		50 Mbps		\$ 351.72
Bitstream 4 100Mbps 70Mbps	100M/100M		70 Mbps		\$ 373.36
Bitstream 4 100Mbps 100Mbps	100M/100M		100 Mbps		\$ 405.83
Bitstream 4 1Gbps 100Mbps	1G/1G		100 Mbps		\$ 487.00
Bitstream 4 1Gbps 150Mbps	1G/1G		150 Mbps		\$ 541.11
Bitstream 4 1Gbps 200Mbps	1G/1G		200 Mbps		\$ 595.22
Bitstream 4 1Gbps 300Mbps	1G/1G		300 Mbps		\$ 703.44
Bitstream 4 1Gbps 500Mbps	1G/1G		500 Mbps		\$ 919.88
Bitstream 4 1Gbps 700Mbps	1G/1G		700 Mbps		\$ 1,136.32
Bitstream 4 1Gbps 1Gbps	1G/1G		1 Gbps		\$ 1,460.99

P2P Bitstream 4					
Product Name	Access		High Priority CIR Bandwidth (Symmetric)		Cost Per Month
Bitstream 4 10Gbps 1Gbps	10G/10G		1 Gbps		\$ 2,434.98
Bitstream 4 10Gbps 2Gbps	10G/10G		2 Gbps		\$ 3,517.19
Bitstream 4 10Gbps 3Gbps	10G/10G		3 Gbps		\$ 4,599.40
Bitstream 4 10Gbps 4Gbps	10G/10G		4 Gbps		\$ 5,681.62
Bitstream 4 10Gbps 5Gbps	10G/10G		5 Gbps		\$ 6,763.83
Bitstream 4 10Gbps 6Gbps	10G/10G		6 Gbps		\$ 7,846.04
Bitstream 4 10Gbps 7Gbps	10G/10G		7 Gbps		\$ 8,928.26
Bitstream 4 10Gbps 8Gbps	10G/10G		8 Gbps		\$ 10,010.47
Bitstream 4 10Gbps 9Gbps	10G/10G		9 Gbps		\$ 11,092.68
Bitstream 4 10Gbps 10Gbps	10G/10G		10 Gbps		\$ 12,174.89

## Bitstream Services Education Variants

Bitstream Services Education Variants						
Product Name	Access	Service Bandwidth (Mbps)			Access Technology	Cost Per Month
		High Priority CIR (Sym.)	Low Priority CIR (Sym.)	Low Priority EIR (Sym.)		
BS2 Ultra Educational 30/30 10/10	-	10	2.5	50	BS2 Ultra	\$54.11
BS2 Ultra Educational 50/50 10/10	-	10	2.5	50	BS2 Ultra	\$62.76
BS3a Educational 100/100 10/10	-	10	2.5	87.5	BS3a	\$113.64
BS3b Education 50/50 10Mbps	-	10	2.5	50	BS3b	\$81.17
BS3b Education Max/Max 10Mbps	-	10	2.5	Max	BS3b	\$270.56
BS4 Educational 100Mbps 10Mbps	100M/100M	10	-	-	BS4	\$227.26
BS4 Educational 100Mbps 20Mbps	100M/100M	20	-	-	BS4	\$238.09
BS4 Educational 100Mbps 30Mbps	100M/100M	30	-	-	BS4	\$248.91
BS4 Educational 100Mbps 50Mbps	100M/100M	50	-	-	BS4	\$270.56
BS4 Educational 100Mbps 70Mbps	100M/100M	70	-	-	BS4	\$292.20
BS4 Educational 100Mbps 100Mbps	100M/100M	100	-	-	BS4	\$324.67
BS4 Educational 1Gbps 100Mbps	1G/1G	100	-	-	BS4	\$384.19
BS4 Educational 1Gbps 150Mbps	1G/1G	150	-	-	BS4	\$438.30
BS4 Educational 1Gbps 200Mbps	1G/1G	200	-	-	BS4	\$492.41
BS4 Educational 1Gbps 300Mbps	1G/1G	300	-	-	BS4	\$600.63
BS4 Educational 1Gbps 500Mbps	1G/1G	500	-	-	BS4	\$817.08
BS4 Educational 1Gbps 700Mbps	1G/1G	700	-	-	BS4	\$1,033.52
BS4 Educational 1Gbps 1Gbps	1G/1G	1 Gbps	-	-	BS4	\$1,358.18
Hyperfibre Education 4000/4000 10*	Education	10	-	4000	BS3b	\$166.40
Hyperfibre Education 4000/4000 20*	Education	20	-	4000	BS3b	\$176.80
Hyperfibre Education 4000/4000 50*	Education	50	-	4000	BS3b	\$208.00
Hyperfibre Education 4000/4000 100*	Education	100	-	4000	BS3b	\$260.00

Note \*: Note: In addition to the transaction charge, an additional upgrade charge will apply as specified in Appendix 1 section 1.15 of the Price List where there is an upgrade of an existing Bitstream GPON ONT to the Hyperfibre ONT.

## Bitstream Services Priority User Diversity Variants

Bitstream Service Priority User Diversity & Enhanced SLA Variants	
Description	Cost Per Month
Priority User Service route diversity	\$811.66 or Monthly Charge if greater
Priority User Service route and entry point diversity	\$1,623.32 or Monthly Charge if greater
Priority User Service Route, entry point and CO diversity	POA

## 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"> <li>• 2 hours for metro areas (HN, CB, TAW, TGA, WAN, NP); or</li> <li>• 4 hours for non-metro areas (HAW, TOK), in response to a fault that is preventing the supply of a Service.</li> </ul>	\$860.36 one off charge. If SLA timeframes are not met this charge is not applied.

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

## Handover Connection (E-NNI) Services

Handover Connection (E-NNI) Services	
Service	Cost Per Month
E-NNI Port - 1 Gbps Handover Connection	\$108.22
E-NNI Port - 10 Gbps Handover Connection	\$324.67

## Direct Fibre Access (DFA) Services

Direct Fibre Access (DFA) Services	
Service	Cost Per Month
Direct Fibre Access (DFA) Service	\$270.56
Layer 1 DFA Enhanced SLA 1 (additional to Monthly Charges for above services)	\$27.06
Layer 1 DFA Enhanced SLA 2 (additional to Monthly Charges for above services)	\$54.11
Layer 1 DFA Enhanced SLA 3 (additional to Monthly Charges for above services)	\$108.22
DFA - Priority User Service route diversity (Default SLA Only)	\$811.66
DFA - Priority User Service route and entry point diversity (Default SLA Only)	\$1,623.32
DFA - Priority User Service Route, entry point and CO diversity (Default SLA Only)	POA

## Fibre Interconnection and Co-Location Services

Fibre Interconnection and Co-Location Services	
Service	Cost Per Month
Fibre Patch Service	\$10.83
Inter-CO Fibre Service between Hamilton POIs, or between Tauranga POIs	\$270.56
Inter-CO Fibre Service between Ngaruawahia POI and Hamilton West POI	\$844.66
Inter-CO Fibre Service between Matangi POI and Hamilton East POI	\$844.66



Fibre Interconnection and Co-Location Services	
Service	Cost Per Month
Inter-CO Fibre Service between Matangi POI and Cambridge POI	\$844.66
Inter-CO Fibre Service between Cambridge POI and Hamilton East POI	\$844.66
Inter-CO Fibre Service between Cambridge POI and Te Awamutu POI	\$527.90
Inter-CO Fibre Service between Te Awamutu POI and Hamilton West POI	\$844.66
Inter-CO Fibre Service between Papamoa POI and Tauranga East POI	\$844.66
Fibre Interconnection Service Enhanced SLA 1 (additional to Monthly Charges for above services)	\$27.06
Fibre Interconnection Service Enhanced SLA 2 (additional to Monthly Charges for above services)	\$54.11
Fibre Interconnection Service Enhanced SLA 3 (additional to Monthly Charges for above services)	\$108.22
Inter-CO Fibre Service diversity between Hamilton POIs, or between Tauranga POIs (Default SLA Only)	\$811.66
Inter-CO Fibre Service Diversity and entry point diversity between Hamilton POIs, or between Tauranga POIs (Default SLA Only)	\$1,623.32
Central Office and POI Co-location Service	\$1,623.32

## 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.	\$113.44
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.	\$43.28
Inability to complete request (Cancellation)	<p>Fixed charge for work that cannot be completed either because:</p> <ul style="list-style-type: none"> <li>of cancellation by Service Provider or End User after order has been passed to service company, or</li> <li>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.</li> </ul> <p>This charge will not apply where access was prevented by a Force Majeure event.</p>	\$183.98
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 \$395.01  Residential \$156.93
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.	\$26.98

# Premises Networking

## 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 100/100, 200/20, 200/100 or 200/200 Mbps	Bitstream 2 Ultra Max/500, Max/20 Mbps or Hyperfibre
Internet Only Install	FREE	FREE	FREE	FREE	FREE
Basic Install	\$131.98	\$131.98	\$79.19	FREE	FREE
Simple Install	\$200.61	\$200.61	\$147.82	\$95.02	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"> <li>• General Premises Wiring Diagnosis and Repair.</li> <li>• Repair of Premises Wiring beyond the copper ETP.</li> <li>• Patch Cable Repair/Replacement.</li> <li>• 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).</li> <li>• Jackpoint testing.</li> <li>• Test all existing standard Jackpoints to verify whether they are working or not.</li> <li>• Repair and/or replace jack point at End User Premises required to deliver the applicable Wholesale Service and/or Premises Networking service</li> <li>• This service incurs a flat charge of \$274.51</li> </ul>				
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 \$274.51				

- Subject to Factsheet terms and conditions.

## 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.	\$68.63*
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	\$158.37**

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.	\$15.84**
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.	\$68.63**
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.	\$131.98***

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.