

Tuatahi First Fibre

UFB Cancellation Code User Guide

Version 1.0.1

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Introduction

1 About this document

This guide assists with the identification and application of the correct cancellation reason when initiating cancellation of an order in the LFC Portal.

2 Document Audience

This document is intended for use by Retail Service Providers (RSPs)

3 Document Objectives

Failure to properly investigate and apply the correct reason affects our ability to analysis the root cause of cancellations and to accurately report on cancellations.

References to clauses or sections are references to clauses or sections in this Service Description unless expressly provided otherwise. The definitions set out in the General Terms and the Operations Manual apply to this Service Description unless expressly provided otherwise.

Pre-Order Category

This reason category is only for the use of the Service Providers. The reasons correspond to specific drivers of cancellation from the RSP order process and are only included in this document for completeness.

Reasons from this category must not be selected by LFC teams.

Portal Reason	When to use
Number Portability Issue	Order cannot proceed due to issues with porting of associated PSTN telephone number
Credit declined	Order cannot proceed as end customer has failed service provider credit check
In flight change	Order replaced with another request in service provider system before order was placed with the LFC.

Consent Not Gained Category

The reasons correspond to specific drivers of cancellation from the MDU/ROW consent, design & build process.

Portal Reason	When to use
Building owner didn't respond	<ul style="list-style-type: none"> MDU Building Owner (including body corp or building manager) didn't respond to request for consent within allotted time <p>Note: <i>this reason may be used where full consent required.</i></p>
Neighbour declined ROW consent	<ul style="list-style-type: none"> ROW neighbour declined access consent (e.g. for ROW communal build, 3rd party land access) <p>Note: <i>this reason may be used where a valid objection was placed and or consent declined.</i></p>
Neighbour didn't respond	<ul style="list-style-type: none"> ROW neighbour didn't respond to request for consent within allotted time <p>Note: <i>this reason may be used where full consent required.</i></p>
Building owner decline consent due to contribution costs	<ul style="list-style-type: none"> MDU Building Owner (including body corp or building manager) declined access consent due to request for contribution <p>Note: <i>this reason may be used where a valid objection was placed and or consent declined due to contribution cost.</i></p>
Building/premises under renovation	<ul style="list-style-type: none"> MDU Building Owner (including body corp or building manager) declined or delayed access consent due to planned renovation of premises <p>Note: <i>this reason may be used where a valid objection was placed and or consent declined due to planned renovation of premises.</i></p>
Building owner rejected design	<ul style="list-style-type: none"> MDU Building Owner (including body corp or building manager) declined access consent due to proposed cabling design <p>Note: <i>this reason may be used where a valid objection was placed and or consent declined due to proposed cabling design.</i></p>

Customer Cancelled Category

This category reflects scenarios where the end customer has requested cancellation.

Portal Reason	When to use
Excessive delay for RFS	<ul style="list-style-type: none"> Customer requested cancellation due to excessive appointment lead-time (i.e. "wait is too long") Customer requested cancellation as the ECD for necessary build work (e.g. remediation, augmentation) is too far in the future
Premise not ready for fibre installation	<ul style="list-style-type: none"> Customer cannot proceed with the order until site renovations or building work is complete Customer activity is required before order can proceed (e.g. tree trimming, self-dug trenching, running internal or external conduit) and has not been completed
Fibre not requested	<ul style="list-style-type: none"> Customer did not place an order for fibre with any RSP <p>Note: <i>this reason must only be used for the scenario specified above. Unless a customer conversation or order notes specifically state that fibre was not ordered, an alternative reason should be selected where possible</i></p>
Now moving address	<ul style="list-style-type: none"> Customer has advised that they wish to cancel the order as they will be moving out of the address against which the order was placed before installation date.
Landlord declined permission	<ul style="list-style-type: none"> Customer in a rented property has been denied permission to proceed by their landlord or the property owner, and is not authorised to sign the End User Terms (EUT) <p>Note: <i>this reason also applies to individual tenancies in an MDU where tenancy landlord declined permission even though MDU has consent.</i></p>
Access Denied	<ul style="list-style-type: none"> Customer refused to allow technician to access their premise for scope or installation appointment Access to a shared area or comms room necessary for order progress was denied by a 3rd party (e.g. building manager) after consent has been gained
Unhappy with internal scoping options (installation)	<ul style="list-style-type: none"> Customer does not wish to proceed due to work requirements on the inside of their property, as discussed during the scope Customer does not wish to proceed due to concerns about appearance/cosmetics of network on the inside of their premise

Portal Reason	When to use
Unhappy with external scoping options (installation)	<ul style="list-style-type: none"> • Customer does not wish to proceed due to work requirements on the outside of their property, as discussed during the scope • Customer could not agree lead-in methodology during scope appointment (e.g. refuses to proceed with trenching or surface mounting from boundary to ETP) • Customer does not wish to proceed due to concerns about appearance/cosmetics of network on the outside of their premise
Customer did not accept contribution cost	<ul style="list-style-type: none"> • Customer declined to pay a required contribution (e.g. OHUG) and does not wish to proceed with an alternative install method
Competitive offer taken up by customer (same RSP)	<ul style="list-style-type: none"> • Service Provider cancelled order and replaced it with new order for different plan because Customer changed to competitive offer e.g. change from 30/10 to 100/20
Changed RSP	<ul style="list-style-type: none"> • Customer advises that they have changed Service Provider

RSP Cancelled Category

These reasons should be used in scenarios where the RSP has initiated the cancellation.

Portal Reason	When to use
Unable to contact customer	<ul style="list-style-type: none"> RSP or Service Company have been unable to reach the customer to confirm appointments <p>Note: <i>this reason should not be used where no response has been provided within allocated time, unless originally unable to contact the customer. If you are cancelling an order due to no response, select the reason which corresponds to why the order originally went on hold</i></p>
Incorrect pre-qual - service not available	<ul style="list-style-type: none"> Order cannot proceed because it is not possible to provide an NGA service at the address despite pre-qual indicating it was available, detected once order is received by service company (e.g. no UFB network at location)
Security alarm not compatible	<ul style="list-style-type: none"> Customer security alarm or equipment is not compatible with NGA and they have asked that order not proceed.
Medical dependency issue e.g. customer hasn't checked with alarm company	<ul style="list-style-type: none"> Vital customer medical alarm or equipment is not compatible with NGA, no alternative arrangements have been made and order cannot proceed
Health and Safety	<ul style="list-style-type: none"> Order cannot proceed because there is a Health and Safety issue at the address and issue cannot be mitigated or order rescheduled (e.g. aggressive dogs or people, unsafe site, etc.) <p>Note: <i>this reason should not be used for a temporary issue e.g. flooding or pole issues where pole replacement or OHUG options are available</i></p>
Incorrect Details	<ul style="list-style-type: none"> RSP initiated cancellation due to incorrect details being entered that cannot be corrected in order (e.g. address, customer name or contact information)
Submitted in error	<ul style="list-style-type: none"> RSP has advised that the order was submitted by mistake and is not required
Feasibility/Quote rejected by customer	<ul style="list-style-type: none"> RSP initiated cancellation due to rejection of contribution costs for in boundary work by the customer, and have requested that we cancel on their behalf <p>Note: <i>this code should not be used for consent communal build cost rejection.</i></p>

Order Acceptance Category

The cancellation reasons should be applied where the LFC cannot accept the order as submitted. This would generally be after the order is initially submitted but before any end customer interaction takes place, although there are some exceptions.

Portal Reason	When to use
Primary fibre service already on site (and primary requested)	<ul style="list-style-type: none"> Not presently relevant, we do not differentiate between Primary/Secondary
Incorrect pre-qual information	<ul style="list-style-type: none"> Order was accepted on the basis of incorrect pre-qualification results detected at order processing, e.g. records incorrectly indicating that UFB was available in an under-build or non-UFB zone
Missing order information	<ul style="list-style-type: none"> Information required to progress the order has not been supplied by the RSP, e.g. End Customer Name, Contact Details Records or other system information required to perform a valid feasibility are missing, necessitating cancellation and resubmission of the order <p>Note: <i>this is only to be used where information is missing and has not been provide after request to RSP. If details have been supplied but are incorrect, use the RSP Cancelled – Incorrect Details code</i></p>
Duplicate order removed	<ul style="list-style-type: none"> Order is a duplicate of another in-flight request and is not required. Unless advised directly via an RSP interaction, this should be confirmed with the RSP
Incorrect Address - No new order submitted	<ul style="list-style-type: none"> Order was submitted against the incorrect address, and a replacement order for the customer has not been submitted by the LFC or the RSP Order was submitted against an address which is not suitable for service
Incorrect Address - New order submitted	<ul style="list-style-type: none"> Order was submitted against the incorrect address, and a replacement order has already been submitted against the correct address by the RSP

