

# UFB



## Variations to UFB Services Agreements and Special Offers

**From time-to-time we run special offers to support you and your customers. These special offers generally do not require you to sign the General Terms but mostly incorporate the General Terms by reference. The specific terms of a special offer may vary these General Terms.**

The special offers target particular initiatives and/or trials. This page provides a brief summary of the variations to the Chorus UFB Service Agreements Offer in relation to special offers and provides a link to the relevant underlying documentation. You will need to read the documents detailing the terms of the special offer itself, and sign the relevant offer letter indicating your acceptance of those terms.

Please contact your account manager to take advantage of these special offers.

### 1.1 Current Offers

#### 1.1.1 MDU BULK SERVICE REQUEST OFFER

Across New Zealand there are 50,000 tenancies in MDUs that are fibre ready, but you've told us that managing the experience for these connections can be difficult when you try to manage multiple connections to a building.

As a result, from 13 June 2016 we'll be offering additional support for orders through the installation process to ensure a better customer experience via the new MDU – Bulk Service Request offer. Some conditions apply.

- [MDU managed bulk offer letter](#) [PDF, 100kB]

#### 1.1.2 IN-FLIGHT ORDER MANAGEMENT OFFER AGREEMENT

The In-flight Order Management offer agreement is ready to be signed by any customer wanting us to help progress up to 1,000 orders from a held status to the next stage in the lifecycle of the installation process for all Bitstream 2 and Bitstream 2 Accelerate

Plans, including Evolve, Education and Business. This means that our team will investigate the held order and may contact your customer to agree appointment dates, if needed. An executable version is available from your account manager.

The offer letter is available for signing from commencement date 7/3/15 to 30/9/16 with offer is available until 31 December 2016. We agree the start date and on boarding process when you sign the offer.

- [In-Flight order management offer letter](#) [PDF, 83kB]

### 1.1.3 INSTALL SUPPORT OFFER AGREEMENT

You can sign the Install Support offer agreement if you want us to manage communication with your customers during installation process for all Bitstream 2 and Bitstream 2 Accelerate Plans, including Evolve, Education and Business. An executable version is available from your account manager.

The offer letter is available for signing from commencement date 22/2/15 to 30/9/16 with offer is available until 31 December 2016. We agree the start date and on boarding process when you sign the offer. We will advise by June if the offer will continue after Dec 2016.

- [Install Support Offer](#) [PDF, 103kB]

### 1.1.4 GIGATOWN DUNEDIN OFFER TRIAL AGREEMENT

The NGA Gigatown Dunedin offer trial agreement is ready to be signed by any customer wanting to provide Gigabit services in Dunedin. An executable version is available from your account manager.

The agreement has been recently updated to include the Gigatown Educational offer, which will be available from 4 December 2015.

These services will be available to be ordered by the Online Order and Tracking (OO&T) system and the Chorus Portal. The Gigatown Dunedin offer is available until 31 December 2018.

- [NGA Gigatown Dunedin Offer Trial Agreement - November 2015](#) [PDF, 572kB]

### 1.1.5 MULTICAST PRICING PROMOTION

On 22 May 2014 Chorus launched a Multicast pricing promotion. This promotion is available until the end of December 2019.

### 1.1.6 UFB BUSINESS INSTALL OFFER

On 2 October 2013 we launched the UFB business installation offer, which provides a business basic install free of charge for the duration of the offer. The offer includes the following UFB business plans for single dwelling units in a Chorus UFB Zone: Home Fibre (NGA Evolve 3, NGA Evolve 4) Small Business Fibre (NGA Business 1, NGA Business 2) and HSNS Premium (Bitstream 4) - all speeds, Direct Fibre (DFAS) and Bandwidth Fibre (BFAS). We will advise you if any new plans are included in the offer as they are released. The offer is available immediately.

- [UFB Business Install Offer - 2 October 2013](#) [PDF, 87kB]

### 1.1.7 NEXT GENERATION ACCESS (NGA) RESIDENTIAL INSTALLATION OFFER

On 15 December 2012 Chorus made a NGA Residential Installation Offer which provides a Chorus Basic Install free of charge for the duration of the offer. The offer includes the NGA connections for residential end users in Single Dwelling Units, MDUs up to 3 stories and ROWs but excluding gated communities. The offer is now available until 31 December 2019

- [NGA Residential Offer for existing customers - 15 December 2012](#) [PDF, 28kB]