



Spark<sup>nz</sup>

# STANDARD BUSINESS FIBRE

Before you fill out this form, check with your Spark Sales Team if the broadband plan you want is available at your site. Note that Spark's Fibre terms and conditions apply. To move through questions use the tab key. To move across answer options use the arrow key.

## Fibre new connection order form

	Customer's details	Comments	Please complete details below
1	<b>Business name</b>	As it appears on your Spark bill.	
2	<b>Spark account number</b>	As it appears on your Spark bill.	
3	<b>Line description</b>	Optional.	
4	<b>Authorised by</b>	Contact details of the person who is authorised to approve the installation on this Spark account.	First and last name: Contact phone #: _____ Email: _____
5	<b>Fibre disclosure statement</b>	<b>Please read the disclosure statement at the end of this form.</b>	Yes I've read and agreed to the Fibre disclosure statement.
6	<b>Do you agree to the Local Fibre Company's end user terms?</b>	You will need to accept the Local Fibre Company's 'End User Terms' before any installation can take place. Click link for <a href="#">Chorus</a> , <a href="#">Enable Networks</a> , <a href="#">Ultra Fast Fibre</a> and <a href="#">North Power</a> .	Do you accept? Yes    No
7	<b>Installation address</b>	Physical address where the Fibre Service is to be installed.	Building name: Unit No #: _____ Level #: _____ Street address: Suburb: City: Postal Code: Intact ONT serial number:



## STANDARD BUSINESS FIBRE LANDLINE

8	Service options	Is a new Broadband service required?	<p><b>Broadband Only</b></p> <p>Business Flexible Broadband - Fibre 100            Business Flexible Broadband - Fibre MAX            Static IP required</p> <p><b>Voice and Broadband</b></p> <p>Business Flexible Broadband - Fibre 100            Business Flexible Broadband - Fibre MAX            Static IP required</p> <p><b>Voice only</b></p> <p>Primary voice            Secondary voice</p>		
		Select a Voice Line feature pack	<p><b>Voice number (if applicable)</b></p> <p>New telephone number            Upgrade existing telephone number</p> <p>Basic    Advanced    Premium</p>		
			<p><b>Basic feature set</b></p> <p>Included by default            Caller Display            Automatic recall            Last number redial            Directory Listing            Divert on Unreachable            Hide my Number</p>	<p><b>Advanced feature set</b></p> <p>\$4 per month</p> <p><b>Includes Basic Pack features plus:</b></p> <p>Call Barring            Call Diversion            Call Waiting            3-way calling</p>	<p><b>Premium feature set</b></p> <p>\$8 per month</p> <p><b>Includes all Basic and Advanced Pack features plus:</b></p> <p>Voice mail</p>
		Integrated wiring	Yes    No	*If integrated wiring is not required the telephone handset plugs directly into the ONT.	

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<b>9</b>	<b>Modem requirement and shipping address</b>	Modem required?	Yes	No
		Shipping address: <b>If different to the 'physical address' advise 'ship to address'.</b>	Same as physical address: Yes No	
			Building name:	
			Unit No #:	Level #:
			Street address:	
			Suburb:	
			City:	
			Postal code:	
			Attention to:	
<b>10</b>	<b>Preferred date of installation</b>	Installation timeframes are subject to the complexity of the installation and may vary. Installations occur standard business days only (Mon - Fri). DD/MM/YY	Preferred date:	Alternative date:
<b>11</b>	<b>Site contact details</b>	The 'site contact' will receive confirmation of installation date and time via text message or email. This person must be available to be on site on the day of installation.	Site contact name:	Site contact landline #:
			Site contact mobile:	Email:

## STANDARD BUSINESS FIBRE LANDLINE

**12 Building owner details**

Before your connection can be installed the building owner must provide their approval and will be contacted by the Local Fibre Company for consent.

Name:

Landline #:

Mobile #:

E-mail:

Street Address:

Suburb:

City:

Postal Code:

## STANDARD BUSINESS FIBRE LANDLINE

Please read the following disclosure statement

<p><b>Consent</b></p>	<p>Before work can begin, any property owners that are affected by the installation will each need to give their approval. For example, if the Local Fibre Company (LFC) need to dig a trench on a shared right of way or in a multi dwelling unit, all of the affected parties will need to approve it.</p> <p>The LFC will coordinate consent from all affected parties, including you.</p> <p>As part of getting Ultra Fibre connected we need to ensure the property owner is made aware and satisfied with the installation. When the LFC come to carry out your installation they will ask you to sign an End User Terms contract, so please ensure the landlord is OK for work to continue.</p>
<p><b>Fibre is not guaranteed</b></p>	<p>There are a number of factors that can affect whether or not you can get Ultra Fibre at your premises, as well as the stability and performance of your Ultra Fibre connection. Sometimes further checks are required before we can know if you can get Ultra Fibre. In some situations, for example with complex UFB installations, we will not be able to confirm whether you can get Ultra Fibre until we, our contractors or agents, have commenced installation. For this reason and the other reasons set out here we do not guarantee service until installation is complete and your connection has been tested.</p> <p>The Local Fibre Company staff will identify if your installation is classified as non-standard. Should the installation be non-standard, we will advise what the additional fees will be and work with you to agree next steps.</p>
<p><b>Service delivery method</b></p>	<p><b>The street:</b> Your regional LFC needs to have finished laying fibre in your area before we can install Ultra Fibre.</p> <p><b>Overhead cabling:</b> If the line connecting your current service is overhead from the street to your site, then we are unable to offer fibre with a free installation. However, you can opt to have trenching work done to have your fibre laid underground at your own expense. This will then allow you to have fibre cable installed. If you are not sure, we can schedule an appointment and when the LFC are performing their initial assessment they find that your property is fed using overhead cabling then they can discuss options and pricing to have additional work done to allow fibre to be connected. Alternatively, the request can be cancelled - the Local Fibre Company will arrange this.</p> <p><b>Your premises:</b> Once you've decided you'd like to have fibre installed, a fibre cable needs to be run from the street cable to your business. If possible, existing pipes to your property will be used. If this is not possible, a new pipeline may have to be laid.</p> <p><b>Existing equipment at premises:</b> If you have equipment at your property that uses the internet at present, such as alarm systems, faxes &amp; medical alarms, you will need to ensure they can work over a new fibre connection.</p>
<p><b>Modem</b></p>	<p>Modem not included but can be purchased from Spark at an additional cost. If you purchase a modem from Spark, it may not be compatible with other Spark broadband services or other service provider's services.</p> <p>Modem interest free payment options available, terms apply. <a href="#">See interest free options</a></p> <p>Modem postage and handling fee applies.</p> <p>You can bring your own modem, but this may impact your broadband experience. If you choose a Fibre plan that includes a landline, check with the provider of any existing services such as monitored alarms, fax and EFTPOS to make sure they work with this service.</p>
<p><b>Speed</b></p>	<p>Speeds are based on a theoretical maximum, and actual speeds will be affected by various factors including NZ and overseas networks, your modem and computer technology, internal wiring and other environmental factors.</p>

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<p><b>Landline Services and Staying Connected to 111</b></p>	<p>The Fibre landline service is reliant on power. This means the landline and devices such as medical alarms, faxes, eftpos or cordless phones that do not have inbuilt battery backup won't work in the event of a power outage. If that happens, you won't be able to call 111 emergency services, so it's important to have a mobile phone handy or a power back up device such as an uninterruptable power supply (UPS) to keep you connected. It is your responsibility to contact your relevant device provider to ask whether such devices are compatible with Fibre or test at the point of installation.</p> <p>If someone normally resides at the same address where you're requesting the Fibre Landline to be installed and they don't have a means to contact 111 in the event of a power outage and are at particular risk of needing to call 111, they may be able to register as a Vulnerable Consumer. If your application is successful, we will provide you with a suitable device, at no cost to you, so that they can contact 111 for a minimum period of time during a power outage at your premises. You can apply to be a Vulnerable Consumer by filling out a written application form and if you have any questions you can contact your Spark Sales Team. Find out more about Vulnerable Consumers at <a href="http://www.spark.co.nz/vulnerable">www.spark.co.nz/vulnerable</a></p> <p>It's important that every New Zealander feels safe. And under the Commerce Commission's 111 Contact Code, it's our responsibility to provide extra support to people who qualify for it, for health, disability or safety reasons. Whatever the situation, we'll never refuse to provide you with a landline just because you need this extra support.</p> <p>We have specific responsibilities under the Commerce Commission's 111 Contact Code. If you don't think we've done a great job, or met these responsibilities, the easiest thing is to talk to us about it. You can email <a href="mailto:vulnerable@spark.co.nz">vulnerable@spark.co.nz</a>, visit <a href="http://spark.co.nz/feedback">spark.co.nz/feedback</a> or call your Spark Sales Team.</p> <p>You can also:</p> <ul style="list-style-type: none"> <li>• Raise the matter with the Telecommunications Disputes Resolution (TDR) who are an independent body who help manage complaints. You can do so at <a href="http://tdr.org.nz">tdr.org.nz</a></li> <li>• Or, if you can't resolve the matter through the TDR, make a complaint to the Commerce Commission. You can do so at <a href="http://comcom.govt.nz">comcom.govt.nz</a></li> </ul>
<p><b>Alarm Monitoring</b></p>	<p>Fibre voice service is not compatible with all third party services e.g. monitored medical or security alarm, therefore it's your responsibility to check any service(s) that you rely on will work over the fibre landline.</p> <p>Refer to <a href="http://spark.co.nz/fibreterms">spark.co.nz/fibreterms</a></p>
<p><b>Calling</b></p>	<p>All customers who subscribe to our fibre voice service must use Spark as their service provider for National and International calling. If you currently use another service provider to make your National and International calling, your calls will now be provided and billed by Spark.</p> <p>Business Flexible Broadband with Landline includes Unlimited person-to-person calls to standard landlines and mobiles in New Zealand and Australia.</p> <p>Unlimited calling to Australia and New Zealand Landline and Mobile is for standard business purposes only; it excludes contact centres and continuous call forwarding.</p>