

CHORUS High Speed Network Service HSNS Lite Instruction Manual

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High Speed Network Service HSNS Lite



Introduction

1.1 This schedule sets out Charges for the HSNS Lite Service.

1.2 References to clauses or sections are references to clauses or sections in this Price List unless expressly provided otherwise. The definitions set out in the Wholesale Commercial Services Agreement (“WCSA”) General Terms, the Special Terms and the Operations Manual apply to the extent that they are not expressly modified by or inconsistent with the content of this Price List.

Charges

2.1 The installation, access and service bandwidth charges for HSNS Lite and HSNS Lite tail extension services are as set out in table 1 of Appendix 1 to this Price List and will be applied in accordance with this section 2.

2.2 Each Charge for the Ancillary Services to the HSNS Lite Service is described in table 2 of Appendix 1 to this Price List.

2.3 The HSNS Lite access service price components (with some components subject to term discounts and early termination charges) are:

2.3.1 Installation fees.

2.3.2 Access speed charges.

2.3.3 Service bandwidth charges.

2.3.4 Tail extension bandwidth charges (service option).

2.3.5 Fault charges.

2.3.6 Moves, Adds and Changes fees.

Installation Charges

2.4 Installation charges are invoiced in arrears and cover items such as installation, configuration, testing, and activation of HSNS Lite access. The installation charges are broken into two types as follows:

Frequency	Description	Installation charges
One-off Fixed	Fee applied for Installation of a HSNS Lite access tail connection	HSNS Standard Copper Installation
		HSNS Standard Fibre Installation
One-off POA	POA fee applied for Installation of a HSNS Lite access tail connection that involves a more complex type of build activity	HSNS Non-Standard Fibre Installation
		HSNS Non-Standard Copper Installation

2.5 The installation charges for a fibre installation will also be discounted if the Service Provider requests a term discount in accordance with this section 2, applicable in non-UFB zoned installs only. The discounted installation charge is as follows:

HSNS FIBRE INSTALLATION FOR HSNS CHARGES		LITE (FIBRE) TERM
Term	Standard	Non-Standard
24 months	\$728.79	P.O.A minus \$756.82
36 months	\$0	P.O.A minus \$1,485.61

2.6 The HSNS Standard Installation Zone will be visible in the Data Coverage Maps and applies to most highdensity areas.

Monthly Charges

2.7 The monthly access charges are invoiced monthly, in advance.

2.8 The monthly charges for HSNS Lite Copper access are broken into two types:

2.8.1 Access Speed: The access speed price construct is de-averaged into six access zone groups (CBD, Metro, Urban, C, D, E) based on the network cost associated with the coverage area and the EAN the End User is attached to. The cost of each EAN is a function of population density for the End User to EAN portion of the HSNS Lite access tail and Distance of the EAN to the EAS portion of the access HSNS Lite tail. The EAN classification system works so that the lowest cost EANs are classified as CBD, while the highest cost EANs are classified as Group E.

Frequency	Description	Access Speed Option	Coverage/Pricing Zone Classification
Recurring Monthly In advance	Fee for the access component between the End User edge and the EAN exchange The fee is based on the access speed and type, as well as the access group classification	1Mbps Copper	CBD, Metro Urban, Group C, D, E
		2Mbps Copper	CBD, Metro Urban, Group C, D, E
		3 Mbps Copper	CBD, Metro Urban, Group C, D, E
		5Mbps Copper	CBD, Metro Urban, Group C, D, E
		7Mbps Copper	CBD, Metro Urban, Group C, D, E
		10Mbps Copper	CBD, Metro Urban, Group C, D, E
		10Mbps Fibre	CBD, Metro Urban, Group C, D, E
		100Mbps Fibre	CBD, Metro Urban, Group C, D, E

2.8.2 Service bandwidth: Monthly recurring fees for service bandwidth within any individual HSNS Lite copper access speed connection are determined according to the specific value of service bandwidth selected.

Service bandwidth within any given HSNS Lite copper access speed connection is billed individually and will appear as an individual recurring monthly step A charge on the invoice.

Frequency	Description	Service Bandwidth Options
Recurring Monthly in advance	Fee for the transmission capacity specific to an individual value of Service Bandwidth	Service Bandwidth Step A 128kbps
		Service Bandwidth Step A 256kbps
		Service Bandwidth Step A 512kbps
		Service Bandwidth Step A 1Mbps
		Service Bandwidth Step A 2Mbps
		Service Bandwidth Step A 3Mbps
		Service Bandwidth Step A 5Mbps
		Service Bandwidth Step A 7Mbps
		Service Bandwidth Step A 10Mbps
		Service Bandwidth Step A 15Mbps
		Service Bandwidth Step A 20Mbps
		Service Bandwidth Step A 30Mbps
		Service Bandwidth Step A 50Mbps
		Service Bandwidth Step A 70Mbps
		Service Bandwidth Step A 100Mbps

2.9 Monthly recurring fees for tail extension service bandwidth within any individual HSNS Lite copper access speed connection are determined according to the specific value of the service of bandwidth selected.

2.10 Service bandwidth within any given HSNS Lite copper access speed connection is billed individually and will appear as an individual recurring monthly Step B-H charge on the invoice.

Frequency	Description	Tail Extension Billing Options
Recurring Monthly in advance	Fee for the transmission capacity specific to an individual value of service bandwidth	Service Bandwidth Step B-H 128kbps
		Service Bandwidth Step B-H 256kbps
		Service Bandwidth Step B-H 512kbps
		Service Bandwidth Step B-H 1Mbps
		Service Bandwidth Step B-H 2Mbps
		Service Bandwidth Step B-H 3Mbps
		Service Bandwidth Step B-H 5Mbps
		Service Bandwidth Step B-H 7Mbps
		Service Bandwidth Step B-H 10Mbps
		Service Bandwidth Step B-H 15Mbps
		Service Bandwidth Step B-H 20Mbps
		Service Bandwidth Step B-H 30Mbps
		Service Bandwidth Step B-H 50Mbps
		Service Bandwidth Step B-H 70Mbps
		Service Bandwidth Step B-H 100Mbps

2.11 Monthly charges for HSNS Lite copper and HSNS Lite copper tail extension service bandwidth will be subject to review in accordance with the Service Provider's WCSA.

2.12 The monthly charges for HSNS Lite fibre access are broken into two types:

2.12.1 Access Speed: The access speed price construct uses a single access zone based on the old C zone and is based on the deaveraged network cost of the coverage area and the EAN the End User is attached to.

Frequency	Description	Access Speed Option
Recurring Monthly In advance	Fee for the access component between the End User edge and the EAN exchange	10Mbps Fibre
		100Mbps Fibre

2.12.2 Service bandwidth: Monthly recurring fees for service bandwidth within any individual HSNS Lite fibre access speed connection are determined according to the specific value of service bandwidth selected.

Service bandwidth within any given HSNS Lite fibre access speed connection is billed individually and will appear as an individual recurring monthly step A charge on the invoice.

Frequency	Description	Service Bandwidth Options
Recurring Monthly in advance	Fee for the transmission capacity specific to an individual value of Service Bandwidth	Service Bandwidth Step A 128kbps
		Service Bandwidth Step A 256kbps
		Service Bandwidth Step A 512kbps
		Service Bandwidth Step A 1Mbps
		Service Bandwidth Step A 2Mbps
		Service Bandwidth Step A 3Mbps
		Service Bandwidth Step A 5Mbps
		Service Bandwidth Step A 7Mbps
		Service Bandwidth Step A 10Mbps
		Service Bandwidth Step A 15Mbps
		Service Bandwidth Step A 20Mbps
		Service Bandwidth Step A 30Mbps
		Service Bandwidth Step A 50Mbps
		Service Bandwidth Step A 70Mbps
		Service Bandwidth Step A 100Mbps

2.13 Monthly recurring fees for tail extension service bandwidth within any individual HSNS Lite fibre access speed connection are determined according to the specific value of the service of bandwidth selected.

2.14 Service bandwidth within any given HSNS Lite access speed connection is billed individually and will appear as an individual recurring monthly Step B-H charge on the invoice.

Frequency	Description	Tail Extension Billing Options
Recurring Monthly in advance	Fee for the transmission capacity specific to an individual value of service bandwidth	Service Bandwidth 128kbps
		Service Bandwidth 256kbps
		Service Bandwidth 512kbps
		Service Bandwidth 1Mbps
		Service Bandwidth 2Mbps
		Service Bandwidth 3Mbps
		Service Bandwidth 5Mbps
		Service Bandwidth 7Mbps
		Service Bandwidth 10Mbps
		Service Bandwidth 15Mbps
		Service Bandwidth 20Mbps
		Service Bandwidth 30Mbps
		Service Bandwidth 50Mbps
		Service Bandwidth 70Mbps
		Service Bandwidth 100Mbps

2.15 Monthly charges for HSNS Lite and HSNS Lite tail extension service bandwidth will be subject to review in accordance with the Service Provider's WCSA.

Fault Charges

2.16 It is the Service Provider's responsibility to provide initial fault diagnosis on all faults reported to it by its End Users in accordance with the General Terms. Subject to clause 2.13, where a fault is logged with Chorus, and the fault is proven to have occurred outside the Chorus Network, Chorus may charge the Service Provider a No Fault Found Charge as set out Appendix 1.

2.17 Provided the Service Provider has performed initial fault diagnosis in accordance with the General Terms, Chorus shall not charge the Service Provider a No Fault Found Charge in respect of any fault logged with Chorus if:

2.17.1 an appropriate diagnostic tool allowing the Service Provider to diagnose the cause of the fault was not made available by Chorus; or

2.17.2 the diagnostic tool made available by Chorus to the Service Provider indicated that the fault was within the Chorus Network.

Moves, Adds and Changes ("MACs")

2.18 There are charges for access speed changes, service bandwidth changes, internal removals and link alteration/reconfigurations.

2.19 MACs are categorised as Simple, Standard or Complex and are covered in more detail below:

Technical Attribute	Attribute Definition	MAC Options (invoice text)
Simple	No truck roll required (i.e. Work activity does not require a field service technician to be despatched to End User site or Chorus exchange). Work requires simple 'logical' changes only to circuit configuration and/or circuit records.	(Order ####) HSNS Simple MAC
Standard	Truck roll / on-site implementation required. No network build activity required. Completed within the timeframe specified in the Wholesale Service Level agreement document.	(Order ####) HSNS Standard MAC
Complex	A truck roll MAC that is technically difficult or can't be completed within standard timescales. Network build required. Completion date will be agreed by Chorus and the Service Provider (includes multiple requests submitted at the same time, or bulk requests involving project type work).	(Order ####) HSNS Complex MAC

2.20 Chorus and the Service Provider will treat complex MACs as a project for which a timetable and charges may need to be agreed.

2.21 All MACs will be carried out during the agreed service hours as specified in the WCSA.

Term Discount

2.22 The Service Providers may request a term discount on certain monthly recurring charges for individual HSNS Lite access tails and associated individual HSNS Lite tail extensions (noting, that an HSNS Lite tail extension cannot be ordered separately from an HSNS Lite access tail) at the time of ordering ("HSNS Term Contract"). The Service Providers may request a 24 month or a 36 month HSNS Term Contract. If the Service Provider orders a HSNS Lite access tail and, where applicable, associated HSNS Lite tail extension without a 24 month or 36 month HSNS Term Contract, it will be deemed to be on an open term contract.

2.23 The term discounts offered are:

2.23.1 5% for a HSNS Term Contract for 24 months; or

2.23.2 15% for a HSNS Term Contract for 36 months.

2.24 The term discounts are applied to reduce the following monthly fees for relevant individual HSNS Lite access tails and associated individual HSNS Lite tail extensions:

2.24.1 HSNS Lite access speed fee;

2.24.2 HSNS Lite service bandwidth fee; and

2.24.3 HSNS Lite tail extension service bandwidth fee.

2.25 The term discounts are applied to the relevant monthly fees at the date which Chorus completes the Service Provider's order for a HSNS Term Contract for a HSNS Lite access tail and, where applicable, an associated tail extension. Those discounted monthly fees will apply for the duration of the HSNS Term Contract except where during the term of the HSNS Term Contract:

2.25.1 the Service Provider orders and Chorus provides reduced HSNS Lite service bandwidth for the HSNS Lite access tail and, where applicable, associated tail extension covered by the HSNS Term Contract, in which case, the discount will apply to the monthly service bandwidth fee (as at the date of the completion by Chorus of the Service Provider's order) for new reduced HSNS Lite bandwidth service from the first monthly invoice after the date the reduced services are provided to the Service Provider; or

2.25.2 the Service Provider and Chorus provide increased HSNS Lite access speed and/or HSNS Lite service bandwidth for the HSNS Lite access tail and, where applicable, associated tail extension covered by the HSNS Term Contract, in which case, the discount will apply to the relevant monthly fee (as at the date of the completion by Chorus of the Service Provider's order) for the new increased HSNS Lite access speed and HSNS Lite service bandwidth from the first monthly invoice after the date the increased services are provided to the Service Provider.

Note: The Service Provider will need to order changes to the HSNS Lite service through the MAC process in OO&T and pay the applicable MAC charges.

2.26 The term discounts are calculated and applied at the time the relevant monthly charges are invoiced to

Chorus by reference to the individual HSNS Lite access tail circuit's and, where applicable, to the associated HSNS Lite tail extension's identifier on the Service Provider's invoice.

2.27 Where Chorus continues to provide a HSNS Lite access tail and, where applicable, an associated HSNS Lite tail extension after the end of any applicable HSNS Term Contract, in accordance with clause 37.1 of the Service Provider's WCSA, the HSNS Lite access tail and, where applicable, associated HSNS tail extension are deemed to be provided on an open term contract and the term discount will cease to apply.

Chorus will endeavour to contact the Service Provider before the end of a HSNS Term Contract to discuss whether it wishes to renew the applicable contracts.

2.28 A HSNS pricing calculator that incorporates any term discounts required is available for the Service Provider to use and is located at: sp.chorus.co.nz/product/hsns-lite-copper-fibre/price.

Early Termination Charges

2.29 If the Service Provider receives a HSNS term discount for an individual HSNS Lite access tail and, where applicable, an associated HSNS Lite tail extension on a HSNS Term Contract and then orders:

2.29.1 removal or relinquishment ("RQ") of the HSNS access tail covered by that HSNS Term Contract; or

2.29.2 reduction of the HSNS Lite access speed for the HSNS Lite access tail covered by that HSNS Term Contract,

Chorus will charge the Service Provider an Early Termination Fee ("ETC") on completion of the Service Provider's order to be calculated in accordance with the following table:

Reason for ETC charge (ETC Event)	Applicable ETC charge
RQ of the HSNS access tail covered by that HSNS Term Contract	Being the total of: <ul style="list-style-type: none">• 25% x the total of the monthly fees that would otherwise have been paid by the Service Provider from the date of the RQ until the end of the HSNS Term Contract; plus• any discount received on the Standard or Non-Standard installation charge applicable for any HSNS fibre installation e.g. \$728.79 for a 24-month term, or \$1,485.61 for a 36-month term.
Reduction in the HSNS access speed for the HSNS access tail covered by that HSNS Term Contract	Being the total of: <ul style="list-style-type: none">• 25% x the difference between (a) the total of the HSNS access speed monthly fees that would have been paid by the Service Provider if no reduction in speed had been made from the date of such a reduction until the end of the HSNS Term Contract and (b) the total of the HSNS access speed monthly fees that (following the speed reduction) will be paid by the Service Provider from the date of such a reduction until the end of the HSNS Term Contract; plus• any discount received on the Standard or Non-Standard installation charge applicable for any HSNS fibre installation e.g. \$728.79 for a 24-month term, or \$1,485.61 for a 36-month term.

2.30 The Service Provider agrees that:

2.30.1 the ETC represents a genuine pre-estimate of Chorus' losses arising from the ETC event;

2.30.2 Chorus' charging of the ETC is without prejudice to any other rights or remedies Chorus may have against you arising from the ETC event; and

2.30.3 Additional charges may apply to certain ETC events, including but not limited, to MAC charges for reduced HSNS access speed and/or reduced number of HSNS Lite tail circuits.

2.31 The HSNS pricing calculator is available for Service Providers to use to calculate the ETC and is located at: sp.chorus.co.nz/product/hsns-lite-copper-fibre/price.

Application for waiver of ETC in specified circumstances

2.32 Notwithstanding the above, Chorus may exercise its sole discretion to credit the Service Provider for any ETC applied to a particular HSNS Lite access tail as a result of the removal or RQ of the HSNS Lite access tail covered by that HSNS Term Contract on receipt of:

2.32.1 written evidence acceptable to Chorus that such request for removal or relinquishment of the HSNS Lite access tail is in relation to the Service Provider responding to an End User request arising out of the End User moving addresses; and

2.32.2 an order for a new connection for an HSNS Lite access tail with the same or greater access speed as the

removed or relinquished access tail at the new End User address.

2.33 Chorus may also exercise its sole discretion to credit the Service Provider for any ETC applied as a result of a request for removal or relinquishment of the HSNS Lite access tail covered by the HSNS Term Contract where such request is the result of a Force Majeure Event, provided that:

2.33.1 the Service Provider has provided Notice regarding the Force Majeure Event to Chorus as required by the WCSA; and

2.33.2 Chorus agrees that as a result of the Force Majeure Event, the End User will be unable to receive all or part of the HSNS Lite services agreed to be provided by the Service Provider at the End User premises.

2.34 For the avoidance of doubt, the onus is on the Service Provider to notify Chorus that it wishes to apply for a waiver of the ETC charged in any of the above circumstances.

APPENDIX 1

1 Tables of Monthly Charges for HSNS Lite Copper

Access Speed	CBD	Metro	Urban	Group C	Group D	Group E
1Mbps	\$151.97	\$169.33	\$196.82	\$219.97	\$266.29	\$358.91
2Mbps	\$201.16	\$224.32	\$260.50	\$292.33	\$351.66	\$424.02
3Mbps	\$225.77	\$254.71	\$295.24	\$328.51	\$395.08	\$494.93
5Mbps	\$302.46	\$340.08	\$393.62	\$434.16	\$525.34	\$678.72
7Mbps	\$402.32	\$450.06	\$522.44	\$561.52	\$636.76	\$881.33
10Mbps	\$589.01	\$652.68	\$756.89	\$811.87	\$907.38	\$1,273.51

Lite Copper Monthly Service Bandwidth Charges

Access Speed	Step A	Step B	Step C	Step D	Step E	Step F	Step G	Step H
128Kbps	\$3.19	\$1.73	\$11.29	\$16.93	\$19.75	\$22.58	\$31.03	\$39.52
256Kbps	\$6.37	\$3.17	\$22.58	\$33.86	\$39.52	\$45.16	\$62.09	\$79.01
512Kbps	\$9.56	\$6.07	\$45.16	\$67.73	\$79.01	\$90.31	\$124.16	\$158.04
1Mbps	\$17.52	\$11.60	\$90.31	\$135.47	\$158.04	\$180.62	\$248.34	\$316.07
2Mbps	\$31.84	\$22.75	\$180.62	\$270.91	\$316.07	\$361.22	\$496.68	\$632.12
3Mbps	\$43.00	\$33.50	\$270.91	\$406.37	\$474.10	\$541.82	\$745.02	\$948.18
5Mbps	\$54.12	\$54.79	\$451.52	\$677.27	\$790.16	\$903.04	\$1,241.66	\$1,580.30
7Mbps	\$65.28	\$75.23	\$632.12	\$948.18	\$1,106.22	\$1,264.25	\$1,738.34	\$2,212.42
10Mbps	\$79.61	\$105.37	\$903.04	\$1,354.56	\$1,580.30	\$1,806.06	\$2,483.34	\$3,160.62

2 Tables of Monthly Charges for HSNS Lite Fibre Lite Fibre Monthly Access Charges

Access Speed	Access Charge
10Mbps	\$639.09
100Mbps	\$986.67

Lite Fibre Monthly Service Bandwidth Charges


Access Speed	Bandwidth	TES
128Kbps	\$2.24	\$11.23
256Kbps	\$4.49	\$22.46
512Kbps	\$6.73	\$44.92
1Mbps	\$12.33	\$89.85
2Mbps	\$22.42	\$179.69
3Mbps	\$30.28	\$269.54
5Mbps	\$38.12	\$449.23
7Mbps	\$45.97	\$628.92
10Mbps	\$56.06	\$898.46
15Mbps	\$78.49	\$1,347.69
20Mbps	\$97.55	\$1,796.92
30Mbps	\$133.43	\$2,695.38
50Mbps	\$197.33	\$3,743.59
70Mbps	\$255.63	\$3,991.24
100Mbps	\$336.36	\$4,319.53

3 Table of Charges for Ancillary Services to the HSNS Lite Service

HSNS Lite Product Component	
Installation Charge – Standard Copper Install	\$361.79
Installation Charge – Standard Fibre Install	\$1,485.61
Installation Charge – Non Standard Copper Install	POA
Installation Charge – Non Standard Fibre Install	POA
MAC Simple – No Truck Roll Required	\$128.00
MAC Standard – Truck Roll Required	\$255.97
MAC Complex	POA
No Fault Found	POA



Documents / Resources

	<p>CHORUS High Speed Network Service HSNS Lite [pdf] Instruction Manual High Speed Network Service HSNS Lite, Network Service HSNS Lite, HSNS Lite</p>
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References

- [HSNS Lite \(Copper & Fibre\) | Chorus service providers](#)
- [User Manual](#)

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