

Contact Us

How can we help?

The answer you're looking for may be in the FAQs listed here but, if not, you'll find contact details related to different queries also listed below.

- [I'm having trouble with my phone or broadband, who should I call?](#)

Contact your phone or broadband provider first to log a problem. If the issue is related to our network, your provider will then log a job with us and we will work with them to fix the problem.

- [Who do I contact to get phone or broadband services?](#)

Have a look at our [map of broadband providers](#) in your area, then contact your preferred provider to order phone or broadband services.

- [How do I give feedback on a Chorus service technician?](#)

We welcome feedback on all aspects of our service. Please send us your feedback [here](#)

- [How can I pay Chorus?](#)

There are 3 easy ways to pay Chorus

- Direct Credit

Bank Details: Chorus Ltd

03-0584-0256885-00

- Credit Card

Please go [here](#)

If you elect to pay by debit or credit card you will incur an additional fee of 2% inclusive GST.

To ensure we match your payment to your Account please include your Account name and Customer number in the particulars/reference fields when paying by Direct Credit.

- Cheque

Post cheques to: PO Box 6640, Wellesley Street, Auckland 1141

Swiftcode: **ANZBNZ22**

Please include remittance from you invoice with your cheque, or your account number, account name and invoice date.

Payment remittances can be emailed to payments@chorus.co.nz

Note: RSP's please refer to Chorus customer website for banking details

- [How do I change or find out my appointment date or time?](#)

Please contact your broadband provider and they will advise your confirmed appointment or alter the date and time.

- [Who will install wiring for fibre broadband if I'm building a new house?](#)

The Chorus network is typically built to the boundary of your boundary and you, your builder or electrician will need to lay green telecommunications pipe from the boundary to the external termination point (ETP) on the house. We'll provide and install the ETP. Once that's done, we will then install an Optical Network Terminator (ONT) inside the house to connect your property to our fibre network.

To find out more about the exact specifications that need to be followed when wiring a new home [see here](#).

- [I've had fibre installed, but I need to speak to someone about reinstating the surface of my property. Who do I talk to?](#)

The quickest way for us to process your reinstatement request is to [email us](#). Please complete all the fields in the form as requested and supply photos of the area to be reinstated.

- [Where do I send my signed consent?](#)

Please either fill out an online consent form [here](#) or the address provided on your form.

- [What if I have a complaint?](#)

Your first port of call should be your broadband provider. If you are unsure who this is, it's the company you pay your phone or broadband account to.

You can also send us email [here](#), or you can get in touch with the TDR and their information can be found [here](#).

Report cabinet graffiti

Report cabinet graffiti

If you spot graffiti on one of our cabinets give us a call on

0800 222 638.

Report network damage

Report network damage

REPORT DAMAGE TO OUR NETWORK

0800 4 NETWORK

(0800 463 896)

Contact us

Contact Us

You can email us [online](#) or give us a call on 0800 600 100

Postal details

Postal details

Chorus

PO Box 632
Wellington 6140
New Zealand

Investor enquiries

Investor enquiries

Brett Jackson
Investor Relations Manager
brett.jackson@chorus.co.nz

Media enquiries

Media enquiries

Nathan Beaumont
Media & PR Manager
021 243 8412
nathan.beaumont@chorus.co.nz

Get in touch

General enquiry

You can email us by filling out the below form so you don't have to wait for us to answer your call. We'll aim to get back to you by the next business day.

Your contact details:

Name:

Daytime phone number:

Mobile phone number:

Your email address:

Address in relation to your query

Street number and name:

Suburb:

Town or city:

Your query:

I'd like to talk about:

If you indicated other, please give us some more information

Who is your phone and broadband provider (if applicable)?

Have you contacted your phone and broadband provider about this?

- Yes
 No

Have you previously contacted us about this issue?

- Yes
 No

Chorus reference number (if you have one):

Details of your query (please note there's a limit of 1,000 characters in this field - give us a brief overview and we'll contact you to find out more) or you can attach a document to send to us



You can attach photos to send us (please keep file size to less than 1MB):

Photo 1

 No file selected

Photo 2

 No file selected

Photo 3

 No file selected

Online consent form

You can submit your consent for installing UFB in your right of way or cross lease online by filling out this form. For information on providing consent for your apartment or office building refer to [Building owner consent and installs](#).

Please fill in and submit online.

Chorus reference number: if we have already sent you a letter requesting your consent, the reference number can be found at the top of the first page

Property details

Unit number, street number, street name

Suburb

Town or city

Postcode

Certificate of Title or Legal Description if available (this may be found on your rates bill)

Owner details

We may contact you to verify your identity and confirm your consent

The property is owned by:

Company or landowners name

Daytime phone number

Mobile phone number

Email

Are you the best person to contact for site access?

- Yes
 No - if not please provide contact details

Site contact's name

Daytime phone number

Email

Terms and conditions

By ticking this box, I confirm that I am the legal owner or have delegated authority to provide this consent and I am agreeing the following:
By signing this consent form, I give my consent for Chorus and its approved contractors to access my property and use any existing poles or other fixtures thereon (if necessary) to install and maintain fibre optic cables and related UFB network equipment, and to apply for and work in accordance with the conditions of any necessary consents required under the Resource Management Act 1991 or Heritage New Zealand Pouhere Taonga Act 2014.

Chorus also has consent to access the same network for repair and/or removal from time to time in the future. This consent shall continue whilst such equipment remains at my property.

I acknowledge that Chorus has continuing ownership of the network or equipment they install and agree that it must not be worked on or interfered with without Chorus' prior consent.

If another entity takes over responsibility for installing the UFB network, then my consent and its terms will apply to that new entity.

Chorus may exercise rights as my licensee (for the purposes of the Land Transfer Regulations 2002) in respect of any existing telecommunications easements granted in favour of me or my property.

We agree that this consent shall be deemed to be notice pursuant to section 135 of the Telecommunications Act and contains all applicable conditions between us where Chorus is installing UFB fibre in a "road" (as defined under that Act) on my property.

Chorus will ensure that all works are carried out with the following principles and in accordance with legal requirements and industry standards:
Chorus will take into consideration any reasonable directions I give before work starts, so long as I have given advanced notice.
The team on site will maintain all industry safety standards and conduct themselves professionally at all times.
Chorus will work to minimise disruptions wherever possible, providing advance notice of any parking or access restrictions.
When works are complete, Chorus will leave all work areas in a neat and tidy state.
Chorus' Liability: In the unlikely event that Chorus or its approved contractor damages any of my property while undertaking these works, they will pay the reasonable cost of repair up to a \$500,000 maximum total. I agree to use my best endeavours to provide Chorus with details of any claim within one month after becoming aware of any such damage. I will not pursue any of Chorus' contractors or agents for any claim directly.

If you do not want to tick the box above please let us know why

SUBMIT

CANCEL

Billing enquiry

Your name:

Company name (if applicable)

Daytime phone number

Mobile phone number

Email address

I would prefer to be contacted by

- Daytime phone number
- Mobile phone number
- Email

Chorus invoice number:

Invoice date:

Locate number:

Please let us know about your billing enquiry

Please provide details of your query - note there is a 1500 character limit. Give us an overview and we will contact you if we need more information.

SUBMIT

CANCEL

Subdivisions form

The Subdivisions Group is Chorus' dedicated team for development support. They'll be able to assist with your queries and guide you through the process of getting telecommunication services installed.

So we can provide you the right advice, please complete the form below with information about your development including the location, lot numbers and any existing buildings as well as a copy of your plan.

Tell us about your development

Subdivision address (or close to it):

Select the council you are dealing with

Your reference number (if you have one)

DP lot number (of the lot being subdivided):

Total number of lots

Existing lots

New lots

Are there any existing building/s on the lot/s which already have connection?

Total stages in the development:

The number of this stage

When are you planning civil work to begin?

Your details

Developer's name:

Address

Your email address:

Daytime phone number:

Mobile phone number:

Site contact name:

Upload plans and any other relevant documentation (keep each file under 1MB)

Load your plan

 No file selected

Supporting document 1

 No file selected

Supporting document 2

 No file selected

Is there anything else you would like to tell us about your development? (max 1000 characters)

MDU pre consent

You can provide your pre-consent for installing fibre in your shared property by completing this form. This means that when we receive an order for fibre from one of the tenants or residents, your building or shared driveway will be wired with fibre faster.

***** Please note for legal reasons. This form must be submitted online. It cannot be printed off and emailed or posted in *****

Chorus reference number (if you have one):

Property details

Unit number, street number, street name

Suburb

Town or city

Postcode

Certificate title reference if available (this may be found on your rates bill)

Owner details

The property is owned by:

Company name (if applicable)

Full name (as it appears on the property title)

Your name (if different from above):

Daytime phone number:

Email:

Are you the best person to contact for site access?

- Yes
 No - if not please provide contact details

Site contact's name

Daytime phone number

Email:

Terms or conditions

By ticking this box, I confirm that I am the legal owner or have delegated authority to provide this consent and I am agreeing to the following

1.1 Grant of Rights

- (a) In exchange for Chorus complying with the terms set out below, the owner grants to Chorus and Chorus accepts a non-exclusive right to use and occupy the Installation Area for the Permitted Use (including to use any existing risers or ducts within the owner's building) and perform all actions in, on and around the owner's building which are reasonably necessary (in Chorus' reasonable opinion) for Chorus to obtain the full benefit of the Permitted Use during the Term.
- (b) The parties agree that Chorus may position its UFB Equipment in, on or around the building to allow Chorus to deliver its UFB services to occupants within the building.
- (c) Chorus will be entitled to access its UFB Equipment (and any relevant Owner's Equipment) in, on and around the building from time to time. Chorus must only access the building from the access points and at times stipulated by the owner (acting reasonably).
- (d) If the owner has agreed that Chorus may use the Owner's Equipment, then the owner grants and Chorus accepts an exclusive right to use and connect equipment (including Chorus' UFB Equipment) to the Owner's Equipment. The owner accepts that Chorus, acting reasonably, may install, inspect, maintain, alter, adjust, repair and replace the Owner's Equipment for the Permitted Use. Chorus will use reasonable endeavours to advise the owner in such circumstances.
- (e) The owner confirms that Chorus may exercise rights as licensee of the owner for the purposes of the Land Transfer Regulations 2002 in respect of any telecommunications easements granted in favour of the owner or the owner's land.
- (f) Chorus will use the Installation Area only for the Permitted Use, on the terms expressed or implied in this agreement.

1.2 Term

- (a) This agreement will continue for as long as the UFB Equipment is in, on or around the building. Chorus may on written notice terminate this agreement and vest the UFB Equipment in the owner (and in such event Chorus will not be obliged to remove its UFB Equipment).
- (b) If the owner has agreed that Chorus may use the Owner's Equipment and the owner subsequently fails to supply and maintain the Owner's Equipment, Chorus may refuse service to the occupants within the building.

1.3 Owner Contribution

In some situations Chorus may require a contribution towards the installation of the UFB Equipment. If a contribution is required, Chorus will not undertake any installation of

UFB Equipment on the owner's land until we have agreed the amount of any such contribution and that the contribution has been paid to us.

1.4 Compliance with laws

Chorus will at all times and at its own cost duly and punctually comply with and observe all applicable laws and requirements, including (without limitation) all applicable standards, building and construction codes and health and safety legislation.

1.5 No Danger or Obstruction

Chorus will use reasonable endeavours to ensure that no part of its UFB Equipment becomes a danger or nuisance to members of the public or to the owner or the owner's tenants or invitees.

1.6 Make Good

On completion of the installation of its UFB Equipment, Chorus will (at Chorus' cost), reinstate or repair any damage to any part of the building, including any part affected by the installation of the lead in, as reasonably close as possible to the original condition prior to such damage. Such reinstatement or repair will be on a "like for like" basis (for example, for the external lead in Chorus will use concrete where concrete has been used, grass where grass has been used and asphalt where asphalt has been used; Chorus does not guarantee to match surface finish (e.g., colour, texture or pattern) and reinstatement will be limited to the area where the trench has been dug).

1.7 Risk

- (a) Chorus will erect, maintain, repair and operate its UFB Equipment at Chorus' own risk. Chorus agrees that the owner will not be responsible for any loss, damage or injury to persons or property arising out of Chorus' use of its UFB Equipment under this agreement.
- (b) The owner will be responsible for all damage which the owner or any person under the owner's control causes to Chorus' UFB Equipment or any other property of Chorus.

1.8 Indemnity

Subject to the limits in this clause, Chorus agrees to indemnify the owner from and against all costs, expenses, actions, claims or demands arising directly out of Chorus' use of the UFB Equipment pursuant to this agreement. Notwithstanding anything to the contrary contained in this agreement, in no event:

- (a) will Chorus' liability of whatever nature arising either directly or indirectly exceed \$500,000 per individual tenancy or exceed a total maximum liability of \$10,000,000;
- (b) will either party be liable to the other for indirect, special or consequential damages, including but not limited to lost profits, rent

or savings, whether or not the possibility of such damages has been disclosed in advance or could have been reasonably foreseen.

1.9 Insurance

Chorus will keep current at all times during the Term of this agreement a policy of public risk insurance for an amount of not less than \$10,000,000.

1.10 Ownership of Equipment

The owner and Chorus agree that the UFB Equipment will remain the property of Chorus and no part of the UFB Equipment will become a fixture or form part of the land.

1.11 Assignment by Chorus

Chorus may assign or sub-contract any of its rights under this agreement to any third party. Chorus may also disclose to any potential assignee or subcontractor any information relating to this agreement including any party to it.

1.12 Rights enjoyable without interruption

The owner will not do or allow anything to be done which may in Chorus' reasonable opinion interfere with or affect the full and free use and enjoyment by Chorus of Chorus' rights expressed or implied in this agreement.

1.13 Sale of the building

The owner will take reasonable steps to disclose the terms of this agreement to any prospective purchaser of the building, and will notify Chorus within a reasonable time of completion of the sale of the building.

1.14 Telecommunications Act 2001

Nothing in this agreement alters or restricts any of Chorus' rights, powers, remedies or actions under any statute, including the Telecommunications Act 2001.

1.15 No lease

The rights conferred on Chorus in this agreement rest in contract only and no estate or interest in the owner's land is conferred on Chorus by this agreement.

1.16 Definitions

In this agreement, unless the context requires otherwise:

Installation Area means the areas in, on or around the building which Chorus may install UFB Equipment from time to time.

Owner means the Owner and the Owner's successors, including every person for the time being registered as an owner of the building, and where the context allows the employees, contractors, agents, tenants, licensees and invitees of the Owner.

Owner's Equipment means the owner's existing telecommunications infrastructure (and relevant supporting structures) which Chorus and the owner agree that Chorus may use.

Permitted Use means the installation, removal, location, inspection, access to, maintenance, repair, upgrading, replacement and operation of the UFB Equipment in, on or around the building.

UFB Equipment means such equipment, lines and works as may be used from time to time for the purposes of provisioning the occupants within the building (or ensuring such occupants are capable of being provisioned) with UFB services and includes the external lead in to the building.

Site Access Contact Details

Name: _____

Position: _____

Phone: _____

Email: _____

Dated this ____ day of _____ 2016

Signed by/on behalf of owner

Full name

Delegation



Signed by Chorus New Zealand Limited

SUBMIT

CANCEL

Chorus
PO Box 6640
Wellesley St
Auckland 1141
New Zealand

If you'd like to discuss the benefits of fibre, what is available at your address, or feedback on work around your property please give us a call between 8:30am-5:00pm, Monday to Friday on 0800 600 100

To report damage to our network, cut cables, damaged cabinets or pillars - call 0800 4 NETWORK (0800 463 896)

Brett Jackson
Investor relations
P:64 4 896 4039
E: Brett.jackson@chorus.co.nz

Nathan Beaumont
Media & PR Manager
P:021 243 8412
E: nathan.beaumont@chorus.co.nz

Connect with us

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