NEW Multi-Dwelling Units (MDU)

The Process

After you contact us regarding your development, we work through this process:

1. Provide Information
2. Estimate (if required)
3. Scope
4. Provision of contract and quote
5. Acceptance of contract and quote
6. Design
7. Build
8. Completion

1. *Provide Information*
   Check the documents off our checklist and send all the information to us via the online form to get the process started. Providing all the necessary information upfront will help the process run more efficiently. Use the checklist provided to make sure you have ticked off any required tasks, such as checking if you'll be installing copper or fibre cabling, and have all the essential documentation ready to send us. We can't proceed until we have all the relevant information.

2. *Estimate (Optional, if required)*
   Sometimes a simple 'estimate' is all that is needed initially. If that's the case for your development, we can produce an estimate based on the information you provide to give you an indication of the costs. If you decide to proceed, we will then conduct a formal scoping and provide a quote. The more detail you can provide us with early on, the better we can make our estimate. Someone from our team may need to get in touch with you if we have any questions.

   Important things to note about estimates:

   - The estimate is based on a snapshot of our network in your vicinity and may differ from the final scope of work and costs
   - It doesn't guarantee our ability to complete the task within set timeframes as third parties, such as your local council, may require more information before we can get started
   - The estimate process isn't part of the overall design process – if you wish to proceed, we'll develop a formal quote and contract
   - The estimate process can take up to 14 working days to complete.

3. *Scope*
   If you request a formal quote (and Contract), we'll need a thorough understanding of your development to complete this. At this stage, it's essential that we have all the information listed in the checklist above as this will inform the remainder of the process.

   For MDUs, the lead-in and reticulation is dependent on the type and size of your development. 'Classes' based on the number of units and floors, and how they are arranged, are used and we have very detailed requirements and standard architectures for each. The following describes, in general terms, the various aspects of distributing our Network within your development.

Delivering our network cable from the street into your development:

- **COPPER – All MDUs:** We generally take our copper lead-in cable into a central area within the development and install a single demarcation point to service the entire development. Installing any cabling or wiring beyond that point is your responsibility.
- **FIBRE – For a vertical or high-rise MDU block:** The fibre is taken into a central communications room within the block and terminated at the fibre access terminal
- **FIBRE – For an MDU with multiple blocks:** The fibre is taken into a central communications room within each individual block and terminated at the fibre access terminal
- **FIBRE – For horizontal MDU blocks:** Given the wide variety of development types, a central communications room may or may not be practical so we'll assess the best way to bring fibre in on a case by case basis.

Distributing fibre within your development:

- **FIBRE – For a vertical or high-rise MDU block:** From the central communications room within the block, our distribution fibre is connected to a series of Fibre Access Terminal (FAT) distribution points, ideally with one located on each level.
- **FIBRE – For an MDU with multiple blocks:** From the central communications room and FAT within each block, our distribution fibre can be fed to a series of FATs depending on the make-up of your development.
- **FIBRE – For horizontal MDU blocks:** Given the wide variety of development types, a central communications room may or may not be practical. We recommend a series of FATs are installed to deliver our network to every apartment or tenancy.

Installing the Drop Fibre within your development:

The 'Drop Fibre' is the fibre installed from the Fibre Access Terminals to the individual units that will eventually connect individual tenants to our network. It's typically installed horizontally along corridors. Any wiring within each unit, including installation, terminating, testing and commissioning, is your responsibility and needs to be completed to Chorus reticulation standards. If this wiring is not completed according to Chorus standards, we cannot guarantee service or connectivity.

A preliminary scope and/or design will be completed to assess what is required to deliver fibre to each unit within your development, and to connect your MDU to our network outside of your development. This includes ensuring sufficient capacity is available to service the number of potential connections in your development – this information will be used to calculate our fees.

Taking into account all the complexities associated with your development, we might send you our preliminary design to review. The agreed scope/design will be finalised and will form the basis our Contract and fees.

The scoping process takes up to 21 working days once we receive all the required information from you. If needed, we may request a meeting with you to better understand your development and its details.

If its discovered at any stage that our existing network is in the way of your development, you'll need to contact us on 0800 4 NETWORK (0800 463 896), option 3 to discuss network relocation and protection. Any network relocation or protection work is additional to any quoted subdivision costs.

4. *Provision of contract and quote*
   We'll provide you with a contract including information about what we will do, and any actions that you need to complete, to get our network in place within your MDU. We'll also provide a quote that is valid for 90 days. Any costs associated with work outside of the boundary of your property will be included in this quote.

   No work can begin onsite, including ordering of materials or completing a detailed design, until both the signed contract and payment have been received.

5. *Acceptance of Contract and quote*
   You accept the quote and the work required by signing and returning the contract to us, along with any associated payment in full. We're unable to begin work on your development until the signed contract and payment are received.

   Note: if you receive a 'zero fees' contract (i.e. there is no charge), the contract still needs to be signed and returned as this commits both parties to undertake the required work for your development.

6. *Design*
   Once your signed contract and payment have been received, our Service Partner will begin work on the detailed design so the interior build can begin. The design process takes up to 28 working days from when we receive the signed contract and any associated payment from you. Our Service Partner may contact you during this process to confirm any outstanding queries. Once the design is complete, we'll supply a copy of the plans to your nominated contact. Any changes to the design after it has been accepted may result in additional costs being charged.

7. *Build*
   Chorus will supply all materials needed to wire your development for fibre and retains ownership of this infrastructure – you can find more information about wiring here. Installation of these materials within your development (including our leadin duct and internal cabling) is your responsibility and cost and needs to be completed in accordance with the detailed design plans supplied by our Service Partner. They will manage this on our behalf, working with you to supervise and complete the installation.

   The communal network within your development and any associated feeder network to your development can take from one to three months to build.

8. *Completion*
   Under the district plan covering your development you may need to provide a certificate of completion to the council to receive your Completion of Resource Consent Conditions (often referred to as 224c Certification). We'll provide you with a Clearance Letter after all build work (inside and outside of your development), including quality assurance testing, is successfully completed by our Service Partner – you can then use this as part of your completion documentation back to the Council. Once the network has been installed and commissioned, ongoing repairs and maintenance of the network becomes our responsibility.

   As part of this step, we also confirm that any required Easements are in place. For more information visit our Easements page. To do this, we'll need a finalised copy of the Land Title Plan showing all the required easements correctly in place, and if not already supplied, the full and confirmed address information as determined by the Local Authority.

Important things to note:

- Once the build and installation is complete, you'll need to supply our Service Partner with accurate Local Authority registered addresses to be recorded in the Chorus Network database to make sure future orders can be processed accurately. This is particularly important for any MDU developments that use both street addresses and unit numbering. At design stage, most developments have Local Authority registered road names and allotment numbers, with room or unit numbers added during the early build phase. The final road name and street address information is usually available at build completion.

- An order needs to be placed through a broadband provider for each unit within the MDU to be connected. Each individual tenanted space within the development (each shop, apartment, office), needs its own Optical Network Terminal (ONT). The ONT is a small box we install in each tenanted space that connects the tenant's router to our fibre network.

Potential timeframes by stage

For the parts of the process that Chorus leads, we are able to outline to potential timeframes required for each step. Steps in the process not included below, like the build and completion, are outside of our control so we can't make assumptions about the length of time required.

Step	Timeframe
Estimate	Up to 14 working days
Scoping	Up to 21 working days
Design	Up to 28 working days
Build	1-3 months