



Table of Contents

Five reasons why 2degrees Broadband is so great	2
Broadband Plans	2
Bundling benefits for 2degrees Broadband and Mobile customers	2
Broadband Ordering	3
Missing Customer Claim Process	3
Customer Support	3
Technical Support	3
Customer Equipment	3
Broadband access types	3
Broadband Connection Availability	4
2degrees Service Qualification (SQ) check	4
Billing	4
Add-ons available	5
ADSL / VSDL Broadband Installation process	5
Ultra Fast Broadband process	5
Customer connection to Broadband	6
Steps for arranging a new customer fibre connection	7
Target Market / Opportunity	7



ACN has partnered with 2degrees to provide Broadband alongside their Mobile services. The broadband service was commercially launched to all customers on Wednesday 28 November 2018.

Five reasons why 2degrees Broadband is so great

1. Free modem rental on any 12 month broadband plan.
2. Award-winning customer care team based entirely in NZ who are there to help customers when needed.
3. Customers can choose will always receive the fastest available speed at no additional cost on all plans.
4. 2degrees provide an amazing \$10 Broadband Bundle discount for customers who also have a pay monthly service with 2degrees.
5. Ability to control costs. On the 80GB Plan, if customers hit their data limit, they'll have the option to get extra data for just \$2/GB. Once they reach \$30 they get unlimited usage for the remainder of the billing month.

Broadband Plans

There are three plans for customers to choose from, **\$75 (80GB Plan)**, **\$85 (Unlimited Plan)** and the **\$110 (Ultimate Unlimited Plan)**.

<p>\$75</p> <p>80GB</p> <p>Need a connection, but know your limits? 80GB will see you through.</p> <p>ADSL, VDSL, or Fibre, best available up to 100/20Mbps.</p> <p>Check availability</p>	<p>\$85</p> <p>Unlimited</p> <p>Want the freedom to use as much data as you like? Go Unlimited.</p> <p>ADSL, VDSL, or Fibre, best available up to 100/20Mbps.</p> <p>Check availability</p>	<p>NEW</p> <p>\$110</p> <p>Ultimate Unlimited</p> <p>Ultimate is the best experience, especially with lots of devices.</p> <p>Fibre broadband up to 900/400Mbps.</p> <p>Check availability</p>
--	---	---

Bundling benefits for 2degrees Broadband and Mobile customers

Customers can bundle and save up to \$120 a year if they have their home broadband and mobile Pay Monthly Plan with 2degrees.

Do you have a 2degrees Pay Monthly Plan? NO YES

Save \$10/month if you have a 2degrees Pay Monthly Plan.

Choose your plan

<p>\$65</p> <p>80GB</p> <p>Need a connection, but know your limits? 80GB will see you through.</p> <p>ADSL, VDSL, or Fibre, best available up to 100/20Mbps.</p> <p>Check availability</p>	<p>\$200 JOINING CREDIT ON A 12 MONTH TERM</p> <p>\$75</p> <p>Unlimited</p> <p>Want the freedom to use as much data as you like? Go Unlimited.</p> <p>ADSL, VDSL, or Fibre, best available up to 100/20Mbps.</p> <p>Check availability</p>	<p>NEW</p> <p>\$200 JOINING CREDIT ON A 12 MONTH TERM</p> <p>\$100</p> <p>Ultimate Unlimited</p> <p>Ultimate is the best experience, especially with lots of devices.</p> <p>Fibre broadband up to 900/400Mbps.</p> <p>Check availability</p>
--	---	---



Broadband Ordering

Orders can be placed via your Personal IBO Website (recommended) or www.acnpacific.com/nz

Important Things to mention to Customers:

- Connection can take up to 4 or more weeks
- Customer's requested connection date isn't guaranteed
- Direct debit is mandatory for 2degrees broadband on sign up.
- Broadband billing will be separate for 2degrees mobile & broadband services
- Billing will occur from first day of activation (even if the customer hasn't plugged in their modem)

Missing Customer Claim Process

ACN work closely with 2degrees to identify any customers IBO's have signed up that may not be allocated within the first 3 business days following service activation.

If after 3 business days, IBO's cannot see a customer in their PCL, IBO's should raise a missing claim via www.acnpacific.com/nz/nz-2degrees-form

Customer Support

Customers can make changes to their existing plan or options by either logging into the 2degrees Broadband Self Care Portal (customers can access Your2degrees from the top banner of the 2degrees website) or contacting the 2degrees Customer Care team on 0800 022 022 (8am – 10pm, 7 days) for the following:

- Change plan
- Ad hoc bill payment
- Change connection speed
- Purchase or remove Add-ons
- Change Call Manager phone settings
- Check availability or remove bundle discounts

Technical Support

If customers are having trouble with their broadband connection, equipment or want to check if there is an outage in their area then they can check the 2degrees Help & Support website <https://www.2degreesmobile.co.nz/help-and-support/> or call the technical team anytime between 8am-10pm on 0800 022 022, option 9. Please ensure customers are at home when they log a problem so the technical agents can troubleshoot the problem with them.

Customer Equipment

Customers have a choice of a 2degrees rental modem, BYO modem or outright purchase.

- When customers join 2degrees on a contract they will provide a free standard connection and send a rental modem for use whilst the customer is signed up with 2degrees. The modem is free, although a one-off \$15 delivery charge is applied. If the customer leave 2degrees then a fee of up to \$165 may apply.
- Alternatively, customers can join on an open term plan without a contract and bring their own modem. A \$99 fee for the broadband connection will also apply. 2degrees can only provide limited technical support for BYO modems, but will provide network details for setting up. Modems used for VDSL or Fibre broadband need to be able to support VLAN tagging and PPPoE authentication.
- Customers can choose to buy a 2degrees modem for \$165

Broadband access types

2degrees offer three types of broadband access to customers and will select the best connection available for the customer's home based on the address entered in the online address checker tool.

ADSL (Asymmetrical Digital Subscriber Line): The broadband standard in NZ, providing fast internet over the legacy copper lines. The service reliability and speed depend on how far the premise is from the nearest exchange.



VDSL (Very high bit rate Digital Subscriber Line): This is newer technology than ADSL and delivers faster speeds over the copper lines. Like ADSL, the service reliability and speed is dependent on how far the premise is from the nearest exchange. The more users connected – the slower the experience for everyone.

UFB (Ultra Fast Broadband): Delivery is over fibre-optic cables, providing up to 20x faster than the average DSL connection. UFB is considered the future of Broadband.

Broadband Connection Availability

2degrees are offering ADSL, VDSL and Ultra-Fast broadband. The type of broadband offering is dependent on the customer's address, how far they are from the exchange and the connection types that can be delivered at that location.

Customers are able to enter their address in the online sign up tool to see what connection types are available to their home. They will be able to choose, in some cases, which broadband technology they wish to use.

2degrees Service Qualification (SQ) check

When searching for an address in the SQ checker, especially with unit/apartment numbers or with street suffixes, it's best to search using the main house number and street name first – e.g. "1 Smith Street" instead of "Unit 1/1 Smith Street". This is because of how addresses have been loaded into the database by Chorus (NZ telecommunications infrastructure provider), which may be different from how some addresses are usually entered on online forms.

We also advise just entering the street number, street name, and street type as the system will provide you with all the available addresses and/or closest match(es).

A screenshot of a web interface for checking broadband availability. At the top, there is a blue location pin icon. Below it, the text reads "See what's available at your address". Underneath, a smaller line of text says "Tell us where you live and we'll give you the best connection available". There is a search input field containing the text "1 smith street" and a magnifying glass icon to its right. Below the search field, a list of five results is displayed, each in blue text: "1 SMITH STREET, WAIPUKURAU, CENTRAL HAWKE'S BAY 4200", "1 SMITH STREET, WAIHI, HAURAKI 3610", "1 SMITH STREET, ROXBURGH, CENTRAL OTAGO 9500", "1 SMITH STREET, KAIAPOI 7630", and "1B SMITH STREET, DUNEDIN CENTRAL, DUNEDIN 9016".

Billing

- Customer billing cycle commences on the day the connection is activated. This is the date the monthly bill payment is taken. Plans and Add-ons are billed monthly in advance, and Add-ons automatically recur on bill date. Customers can purchase additional "Add-ons" with their 2degrees Broadband Plan. The options available depend on their connection type and will be shown automatically in the sign up tool.

There will be separate bills for 2degrees Broadband and 2degrees Mobile accounts. Therefore, the separate bills will need to be paid separately. However, if your customer has successfully applied for the Mobile and Broadband bundle discount, this will show on the Broadband bill.

- Customers must have a Direct Debit or Credit Card authority connected against their account, which will be charged/debited each month.



Add-ons available

Customers can purchase additional “Add-ons” with their 2degrees Broadband Plan. The options available depend on their connection type and will be shown automatically in the sign up tool. Customers must sign up to Home Phone Plus or Home Phone Basic Add-on to make landline calls. As standard, only Broadband is supplied unless the customer selects to pay for a phone line.

Examples of Add-ons are Caller ID, voicemail or wiring maintenance for monthly fee.

ADSL / VDSL Broadband Installation process

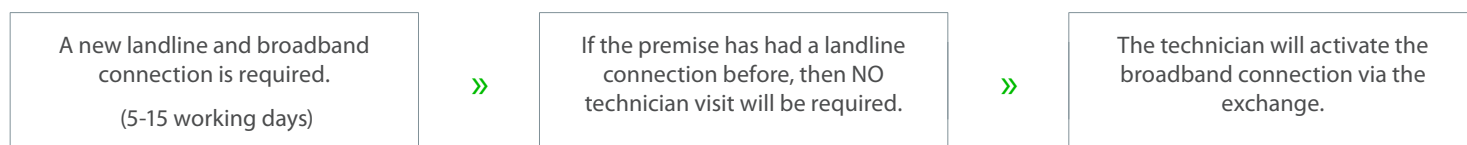
The following steps will take you through the processes for either new connections or migration of an existing ADSL or VDSL connection with another service provider.

(a) Customer wants a new ADSL/VDSL connection

If the customer needs a new landline and broadband, eg they have recently moved into a new premise or has an existing landline but has never had broadband before, we will need to do some checks to see if they can have broadband.

The type of broadband they can have (ADSL, ADSL2+ or VDSL) will depend on what is available on that address. This will also depend on how far they are from the exchange. (Exchanges are the network boxes at the end of most streets). The distance from an exchange to the premise will affect the broadband speeds.)

Customers can choose to have either ADSL2+ or VDSL if their line can have VDSL. They cannot choose between ADSL or ADSL2+ however, and will get the fastest line available in their premises.



(b) The customer has an existing connection with Broadband access.



Ultra Fast Broadband process

There are a few key points you need to know before your customer decides to opt for a fibre access.

If a customer uses any of the following services then these products may be impacted before they switch to fibre so it is best to call their providers to check the compatibility of their products using fibre rather than copper lines for operation.

- Medical Alarms
- Monitored Alarms
- EFTPOS
- Sky TV
- Fax machine

Timeframes depend on whether a fibre connection is already available at the customer’s premises, whether consent is required or a Fibre lead-in is required to be installed to the External Termination Point (ETP) of the customer’s premises.

Installing fibre to houses involves physically connecting a fibre optic cable to their premises from the roadside. This may involve methods such as aerial, digging a trench, feeding the line through existing ducts or other methods. The preference is to use low impact methods.

If the customer lives down a shared driveway, right of way or an apartment then they need to seek consent from their neighbours, landlord or body corporate before technicians being installing fibre. This is kept on file at Chorus.

Chorus will send a letter to customer’s neighbours who have an interest in the right of way seeking their consent. If the neighbours do not give consent, then Chorus will be unable to install fibre and/or delay the process.



There are three stages for a customer fibre installation, comprising Agreement, Build and Connection.



A technician meets with the Customer at their property to scope the installation, identify any issues, and AGREE on how the installation will occur.



The LFC BUILDS any fibre infrastructure that is required within the property boundary without the end user needing to be present in the premises.



The technician visits the property and CONNECTS up the fibre inside the premises. 2degrees would have provided the modem to connect to the Internet.

There are three installation types for Ultra Fast Broadband:

1. Standard Installation

It is the basis for the Government contribution towards the install costs that the Local Fibre Company (LFC) will incur to get fibre in the home with no charge to the customer. This installation would be complete in 2-4 weeks.

2. Non-Standard Installation

This occurs when a fibre lead is more than 200m from where the fibre has been delivered on the customer's boundary, or if they have a very large house or would like some additional work done whilst the technician is onsite.

3. Complex Installation

If the customer lives down a shared driveway, private lane, on a cross-leased property, or in a multi-dwelling unit (MDU), then the installation becomes more complex and consent will need to be gained before any work can begin.

Customer connection to Broadband

How long will it take to switch to 2degrees ADSL/VDSL?

The transfer will take 5 to 15 days for ADSL / VDSL.

When can the customer cancel their Broadband service with their existing provider?

Once the customer receives the activation email from us, confirming that their 2degrees Broadband service has been successfully activated.

What connection types require a technician to visit?
(New Installation)

The customer needs to connect their phone line into their modem for the phone line to work.
The customer needs to make sure any Medical Alarm or a Monitored House Alarms are IP capable to work on Home Phone Plus.

What changes does a customer need to make at home when taking Home Phone Plus (VoIP)?

Only when customer is moving to Fibre.
For ADSL and VDSL, no technician visit is required in most installs.



Steps for arranging a new customer fibre connection

STEP 1

Confirm Fibre is available at address (in sign up tool)

STEP 2

Ask if customer is new to Fibre.

If they are, then check the following with customer:

- If customer lives in a shared access drive, a flat or rented accommodation Landowner Consent is required prior to the Fibre Install. This can increase the set-up time for Fibre up to 3 months or longer.
- If the customer has a Medical Alarm or a Monitored House Alarm, these alarms need to be IP capable. If customer has either of these types of alarms, they need to contact their Alarm provider to find out if their alarm is IP capable, otherwise they will not work on Fibre.

STEP 3

Customer places order with for a fibre broadband plan via **Personal IBO Website**.

STEP 4

Order transfers to Provisioning Team

Provisioning check the order and place an order with a Fibre Installation Provider to contact the customer.

STEP 5

Fibre Installation Provider contacts the customer to arrange the install.

This may take up to 3 visits to the property.

Target Market / Opportunity

- Some key points from the Annual Telecommunications Monitoring Report (December 2017).
- ADSL connections are falling as fixed broadband subscribers migrate to higher speed VDSL and fibre services.
- Approximately three quarters of fixed connections are residential connections, with remainder being business connections.
- The majority of consumers of fixed telecommunications services still buy a bundle that includes both a voice and broadband service.