

Wiring and Maintenance Service Terms

These Terms form part of your Agreement with NOW and should be read in conjunction with NOW's Residential Customer Terms and Conditions which can be found at <https://www.nownz.co.nz/terms-conditions/residential-terms-and-conditions/>. In the event of any inconsistency between these Terms and any other clause of the Agreement, these Terms takes precedence.

1. Overview

This agreement applies whenever NOW provides services of any kind or does anything else for NOW residential customers. In this agreement, we have used "we" or "us" for NOW providing services for you, "you" for the customer and "service" or "services" to cover all goods and services of any kind we provide and anything else we do.

The following Terms apply to our customers who have NOW Wiring and Maintenance Service.

2. Service options

The NOW wiring and maintenance covers your home wiring in the event of degradation or fault. The demarcation for your premise wiring is the external termination point for copper services and the Optical Network Terminal for fibre based connections. The telephone and data wiring within your house from these demarcation points is what is covered by this service.

3. Service terms

1. The following items are not covered by the wiring and maintenance service:
 - a. Your home phone devices, routers, SKY television connections, computer devices and wiring that connects these devices to the jack points. E.g. filters, patch cords etc.
 - b. Changes that are not related to a fault, such as moving, adding or changing sockets.
 - c. Repairs to wiring or sockets that have not been installed to the correct installation standards PTC 103. Installation work will be aligned to the NZ Telecommunications Forum Inc. code of practice which can be found [here](#).
 - d. External cabling between your premises and another building on your property. e.g. the external line between the buildings (for example to a shed or a garage) is not covered. We will cover include the wiring and jack point internally in the main premises and internally in the other building.
 - e. Interference on your phone line caused by issues external to your property.
 - f. Adding moving or changing sockets. Socket replacement will be covered by a standard BT socket.
 - g. The purchase and installation of a filter or a splitter.
 - h. Any upgrade to wiring, installation/set-up of routers, fibre lines, fibre optical network units, DSL filters or splitters.
 - i. Customers with wiring damage caused by natural disasters. e.g. Lightning strikes, flood or fire. This is usually covered by normal household insurance policies.
 - j. Repairing damage caused by third parties whilst engaging in work for building alterations, refurbishments, animals (including pets, rodents & insects), insects or vandalism.
 - k. Faults proven to be a result of a customer's equipment such as telephone handset, DSL filters, patch cords or broadband routers. Any upgrades to old wiring where ADSL signals cause interference to the customer's radio and any upgrades required for fibre or other technology suitability.
 - l. Where a customer, SKY technician or electrician (as examples) have installed the internal wiring and/or jack point and it has since become faulty. NOW reserves the right in this circumstance to fix this as per the wiring maintenance service unless it

has been installed to a satisfactory standard where NOW then reserves the right to charge for this service.

- m. Set-up of a new broadband connection and wiring at a new or existing premise.
- n. Broadband performance issues are not covered under this product.

