



Metro-Lite

Service Description

Metro Lite is a connectivity service that links one of your sites to our network. Metro Lite is built on an access service, which can use UFB Fibre, VDSL or EUBA, depending on what is available at your Sites. Services such as Private IP and Vodafone One Business can be run over the Metro Lite Service

1. Your Metro Lite Service

1.1 Your Metro Lite Service will consist of one of the following components:

- (a) Ultra-Fast Broadband Bitstream 2a from your Local Fibre Company (LFC) or if UFB fibre is not available then either:
- (b) Chorus VDSL or
- (c) Chorus ADSL2+

2. Availability

2.1 We do not guarantee that Metro Lite will be available at any or all of those Sites. For Metro Lite to be available at your site, the following conditions need to be met:

- (a) The roadside cabinet (or equivalent) must be capable of another access connection;
- (b) If Metro Lite is delivered using:
 - Fibre: the shared network infrastructure must have passed the site with sufficient capacity by the Request For Service (RFS) date;
 - VDSL: an adequate signal strength over the access is required (after allowing for total anticipated line losses);
 - EUBA: a minimum line speed of 64 Kbps is required;
- (c) All necessary third party consents (such as building owner consent) have been obtained;
- (d) You have agreed to pay the Final Installation Charge;
- (e) You have provided all contact information requested and
- (f) If requested, you have signed any end user terms.

2. Ordering Metro Lite

3. Installation of the access service by the Local Fibre Access Provider (LTC)

3.1 The access service must be installed before the Metro Lite Service can be installed. If you do not already have the required access service installed, we will request that it is installed by the Access Provider.

3.2 Installing an access service may require shared network infrastructure to be installed. A building owner must consent to installing any shared network infrastructure at a Site, and may be required to pay an Installation Contribution. The Access Provider will negotiate consent (and any required Installation Contribution) directly with the building owner. We are not a party to any agreement between them, and we cannot pay any Installation Contribution. If a building owner does not give consent, or does not pay any required Installation Contribution within the timeframes set out in Table 2 below, then Metro Lite cannot be installed at that Site.

3.3 When we have agreed an installation date for the shared network infrastructure, the Access Provider will schedule an additional Site visit with you to design the access installation.

3.4 Standard Installation is described in clause 4.5 below. Anything else is a non-Standard Installation.

3.5 Standard Installation: Standard Installation differs with each access service (UFB Fibre, VDSL or EUBA). The Access Provider determines what is included in the scope of a Standard Installation. For VDSL and EUBA, a standard installation can be either "Standard Connection Only" or "Standard Connection and Wiring".



4. Installation Steps:

- (a) The Access Provider will install the exterior (cabling from the street) and interior (to the demarcation point) Premises Wiring. If the installation is a Non-Standard Installation, we may need your agreement to pay the Final Installation Charge prior to this installation step.
- 4.2 We aim to provide you with two Working Days' notice of Site visits, unless the RFS Date is "ASAP", in which case we may not be able to provide you with prior notice of Site visits.
- 4.3 If a party that agreed to attend a Site visit is then unable to attend, we may be unable to proceed with the Site visit. If a Site visit cannot proceed for any reason we do not control, you may be charged the Missed Appointment charge.
- 4.4 The access service and its underlying shared network infrastructure:
 - (a) is the Access Provider's demarcation point;
 - (b) may be shared by Vodafone and other Service Providers;
 - (c) will remain at the site after the term, and may be re-used for other services at a later date.

5. Installing Metro Lite

- 5.1 Vodafone will schedule the Metro Lite installation. We will schedule this Site visit once:
 - (a) The access service is installed, and
 - (b) The RFS Date is less than 2 months away.
- 5.2 We cannot confirm the RFS Date for Metro Lite until the supporting infrastructure for the access service is installed at the Site or scheduled to be installed.
- 5.3 The Metro Lite Service is normally installed 2 Working Days after the access.
- 5.4 On the confirmed RFS Date, a technician will install the Metro Lite Equipment, Metro Lite Service, and the Associated Service.
 - (a) The Metro Lite Equipment is supplied with a 1m patch cord to connect to the access service. Alternatively, we may use existing copper Upstream Premises Wiring within your Site where we are given access to your Site and are permitted to do repairs on the Premises Wiring. You will be responsible for obtaining any necessary consents for this.
 - (b) The Metro Lite Equipment is our Equipment and a charge may apply for lost or damaged equipment.
 - (c) Our Equipment may not be interfered with or accessed by you, and is exclusively managed by us. Any interference by you will be considered a material breach of this Agreement.
 - (d) Our Equipment is our demarcation point for the Metro Lite Service and is powered from your premises. Disruption of power will affect the Associated Service it supports. We are not liable for this.
- 5.5 We will invoice for Metro Lite once installation is complete. This may be independent of invoicing for Services at other Sites.
- 5.6 The Early Termination Charges for Metro Lite is 100% of the fixed Monthly charge multiplied by the number of months remaining in the Service Initial Term at the date of termination
- 5.7 Early Termination Charges are payable in the following circumstances (without limitation):
 - (a) terminating your Metro Lite Service before the end of the Initial Term;
 - (b) changing the location of the access (this requires the agreement of any other Service Provider sharing the same equipment);
 - (c) Changing the initial or target Access Type after installation (the availability of alternatives at a specific Site is not guaranteed).

6. Medical Dependency or Critical Civil Defence Infrastructure

- 6.1 If a Metro Lite Service is delivered to a site where there is a medical dependency or critical Civil Defence Infrastructure situation, please notify us.



7. Service Boundaries

7.1 Metro Lite includes our Service Equipment, our upstream premises wiring we have installed, and the external access network. Metro Lite excludes downstream internal Wiring and any other wiring we have not installed.

8. Your Other Responsibilities

8.1 You are responsible for:

- (a) Agreeing on a suitable location for all equipment that we and the Access Provider install;
- (b) Providing an on-Site contact to escort the technician, and sign any paperwork needed to start/finish a installation or upgrade;
- (c) Providing any Downstream internal cabling to your equipment, and physically connecting our IAD to your own equipment;
- (d) Providing local mains power for our equipment and any battery back-up you may require;
- (e) Informing us of all changes you require to your Associated Service(s) when changing a Metro Access;
- (f) Discussing any changes you make to a Metro Access with any third-party (including your IT Provider, PBX Vendor) that may be impacted by the change;

8.2 You must only update or upgrade firmware on our Equipment as directed by us. In particular, you must not install firmware sourced from another Vodafone company or from a third party. Doing so is likely to irreparably damage the Equipment.

9. Local Fibre Provider End User Terms

9.1 A Local Fibre Company is used to provide UFB fibre in within your area.

9.2 In addition to your agreement with us, you must also accept the LFC’s End User Terms by signing a copy of the Access Providers End User Terms if they ask you to. Copies of the End User Terms can be found on the respective LFC’s website.

Access Provider	End User Terms
Northpower Fibre	https://northpower.com/media/documents/Fibre-agreements-documents/Northpower-Fibre-End-User-Terms-v2-final-24076535-v-1.pdf
Ultrafast Fibre	http://www.ultrafastfibre.co.nz/files/UFF_End_User_Terms_v2.pdf
Enable	https://www.enable.net.nz/assets/Reference-Offers/Enable-End-User-Terms-Version-3.pdf
Chorus	https://www.chorus.co.nz/end-user-terms

10. Definitions

In this Service Description in addition to the terms defined elsewhere in the Agreement, the following defined terms will apply to this Service Description:

Access means Fibre Access, VDSL Access or EUBA Access;

Access Provider means the provider of the access on which the Metro Lite Service is built;

Associated Service means the Service such as PIP-Lite (Layer 3 IPVPN) or Vodafone One Business that runs over the Metro Lite;

Downstream Premises Wiring is wiring you attach to our equipment that connects your equipment;

Final Installation Charge means the Installation Charge when all additional and consequential charges are identified;

Installation Charge means the charge you need to pay to have the Metro Lite installed at a particular Site;

Installation Contribution is paid by the building owner to the Access Provider towards the shared network infrastructure;

Local Fibre Company means the regional contractor approved by the government to build UFB in your area.



Metro Lite means the connection between our core network and your Site which is used for carriage of the Associated Service;

RFS Date means the request for service date, the date you have asked for the Service to be available;

Standard Installation includes the installation elements set out in clause 1.3(f);

UFB means Ultra-Fast Broadband, and is the main wholesale fibre network of New Zealand.

Upstream Premises Wiring means the fixed wiring (copper or fibre) in the building at your Site, between the Equipment and the external termination point for telecommunications services at your premises, or where there is no termination point external to the premises, either the first jack on the premises wiring, or where appropriate, the building distribution frame.