



Wiring & Maintenance Terms and Conditions – October 2017

What Wiring & Maintenance doesn't cover

- Your home phone(s), routers and related wiring to the jack points, SKY television connections and computer devices and related wiring and equipment. E.g. filters.
- Changes that are not related to a fault, such as moving, adding or changing sockets.
- Repairs to wiring or sockets that have not been installed to the correct installation standards PTC 103. Detailed information on PTC Specifications can be found on the [Access Standards Website](#). Any new installation work will be aligned to the NZ Telecommunications Forum Inc. code of practice which can be found here: [TCF premises wiring code of practice](#)
- 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.
- Interference on your phone line caused by issues external to your property.
- Adding moving or changing sockets. Socket replacement will be covered by a standard BT socket. *
- The purchase and installation of a filter or a splitter.
- Any upgrade to wiring, installation/set-up of routers, fibre lines, filters or splitters*
- Customers with wiring damage caused by natural disasters. e.g. Lightning strikes, flood or fire. This is usually covered by normal household insurance policies.
- Repairing damage caused by third parties whilst engaging in work for building alterations, refurbishments, animals (including pets, rodents & insects), insects or vandalism.
- 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.
- 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.
- Set-up of a new broadband connection and wiring at a new or existing premise. Please refer to our techspert service for pricing information.*
- Broadband performance issues are not covered under this product. Please refer to our techspert service for pricing information.*
- If you have more than one phone line at your property, you will be charged \$3.00 per month for each phone line you choose to have covered.

Our techspert service provides a wide range of chargeable in-home, remote and over the phone services. Please contact NOW customer services **0800 GET NOW (0800 438 669) for more information.*

Cost to repair a wiring fault if you don't have Wiring & Maintenance

Where you require a NOW techspert to investigate the cause of the problem and to repair the cause once found, you will be charged an initial call out & service charge fee which is \$140.00 per hour (including GST and travel) within our service area¹. A charge will be applied for travel outside of this service area. Any work required will incur labour charges. Beyond the initial hour, we charge at \$70 (including GST) per 30 minutes thereafter, plus the cost of any materials.

Charges will be applied in the following circumstances:

- Cancellations for home visits
If you wish to cancel a pre-arranged in-home visit, we require at least 2 hours' notice otherwise NOW reserves the right to charge a cancellation fee of \$50.
- Customer 'no shows'
If you miss a pre-arranged appointment, NOW reserves the right to charge a missed appointment fee of \$50.
- If you have Wiring & Maintenance cover, the cost of repair will only be covered for short circuits and deteriorating wiring. If the NOW techspert finds and repairs a fault at your premises and the repair is not covered by wiring and maintenance, it is your responsibility to cover all costs associated with this fault.

¹ Outside our service area we will use a suitable qualified telecommunications technician.

30 Day Stand Down Period

There is a 30 day stand down period between the time of application and when Wiring & Maintenance will cover the cost of any repairs, if you opt for this service after you have been connected. **There is no 30 day stand down period if you take up Wiring & Maintenance at the time of signing up a new account with NOW.**

Reminder – Wiring & Maintenance cover is optional

You can sign up for this service whenever you want, here's what you need to know:

1. For a small fee of \$3.00 per month NOW can arrange for a NOW techspert (or a suitably qualified telecommunications technician) to come to your premises and repair your internal wiring or socket faults. As part of the Wiring & Maintenance service, cost of parts and labour for the repair is covered by NOW.
2. If you don't have Wiring & Maintenance you will be responsible for the repairs yourself. This means that if any repairs are needed, you can arrange for an outside company (for example an electrician) to carry out the work. Alternatively, you can ask NOW to organise for a NOW techspert to visit your premises and any applicable charges will be billed to your NOW account..

If you need to cancel your Wiring & Maintenance

If you no longer require this service, you can cancel by giving NOW customer services a call on **0800 GET NOW (0800 438 669)**

Please note, if the service is not taken at the time of installing a new NOW broadband or phone line connection there is a 30 day stand down period.