



Switch Utilities electricity embedded networks

Faults management process

Faults management process for all embedded networks

Effective 1 April 2016

This document describes the faults management process for consumers on the following initial embedded networks and will apply to all other embedded networks as they are developed.

- Merchant Quarter (MERQ)
- Norfolk Apartments (NORF)
- Brickworks (BRCK)
- The Pines (PINE)
- Wellington Embedded Network (CMCB)
 - CMC Building (89-91 Courtenay Place)
 - Capital Markets (151 Willis Street)
 - Commercial Complex A (133 Tory Street)
 - Commercial Complex B (133 Tory Street)
 - Commercial Complex C (147 Tory Street)
 - Whitereia (25 Vivian Street)

Switch Utilities is managing the above networks on behalf of the Embedded Networks owners.

The initial faults enquiry provision for embedded networks customers is the 0800 Switch telephone number.

**The initial telephone number for customers to call is 0800 Switch
(0800 794 824)**

This number is monitored and managed through the telephone IVR system during business hours and diverted to our after-hours Call Centre outside of business hours (the after-hours call centre is managed via Call Care who are experienced in handling Networks Customer queries.)

A step in the telephone IVR for customers to be directed to a specific area for handling Embedded Networks faults queries during business hours and the afterhours call centre will have to hand a number of direct Switch Utilities after hours telephone numbers for directing the customers to key personnel at Switch Utilities to manage the faults queries.

Call Care will have some scripted questions to identify the customers and drill down to their specific Embedded Network and location to enable fast faults enquiries to be undertaken by Switch Utilities personnel with the respective Local Area network operator.