



***** COVID-19 Update *****

Dear Scorch Customers

The latest update from the Ministry of Health confirms that there are 102 cases of COVID-19 (Coronavirus) in New Zealand, while the majority of cases have all been related to travel from outside New Zealand, there are potential community based transmissions of the virus now occurring. Reducing any chance of a widespread outbreak must now be a priority as we move to the higher alert level 3 and planned alert level 4.

We are now experiencing an unprecedented event, and it is clear that the impact of the COVID-19 pandemic will be profound and potentially long-lasting.

More than ever this is now going to place a far greater emphasis for online connectivity, social connection and business productivity, turning our network to an essential life line. Scorch is committed to doing its utmost to support our customers during this rapidly evolving situation. Scorch will be operating as normal and will be continually monitoring the situation as things progress.

To this end -

Network Data Caps (Terrestrial Wireless, DSL and Fibre)

Effective immediately through to 30th April 2020, we are putting a temporary hold to excess data usage billing for Terrestrial Wireless, DSL and Fibre plans.

This means that these services will effectively be uncapped during this time frame.

You will still receive the 80% and 100% notifications of your data cap as normal, however please consider these informational only as there will be no excess data usage billing until after 30th April 2020.

Please note this excludes RBI Fixed Wireless plans. Fair usage policy applies and any connections found to be causing negative network quality may be managed without notice.

Network Data Caps Zero Rated 12am-9am (RBI Fixed Wireless)

Effective from 28th March 2020 the Vodafone RBI cellular network will **zero rate** (no cap) any data used between the hours of **12:00am (midnight) and 9:00am** each day until the **30th April 2020**. This means at least some benefit can now be provided to RBI customers.

Please note the My Usage portal and email notifications will **not** take into account the zero rate data timeframe above and will remain anytime data.

Scorch Communications (Canterbury)

Fast, Affordable, Reliable,
Broadband Services
Terrestrial Wireless
RBI - DSL - Fibre - VoIP

Level 2, 88 Division Street,
P.O.Box 8708
Christchurch 8041
Phone: **0800 726 724**
support@scorch.co.nz





To allow us to make this work and pass the consideration made by the Vodafone RBI cellular network through to customers, we will adjust any excess data usage billing to be effectively **discounted** by the amount of zero rate data used within the applicable billing period.

To best take benefit from this we suggest trying to schedule/limit activities such as Windows & other software updates, gaming downloads, cloud synchronisation, video and streaming downloads, large file downloads/uploads and similar activities to between **12:00am (midnight) and 9:00am** wherever possible.

Network Usage Behaviours

With many of us needing to work and learn from home for at least the next four weeks, the network infrastructure of not only our network but New Zealand itself, will be under increased pressure.

To this end, we would ask that any data usage for recreational activities be kept to a minimum during business and school hours (8:30am to 5:00pm Mon-Fri), this is to ensure that the maximum resources are available for the essential services which ultimately benefits everyone.

Accounts & Billing

All accounts and debtor processes will continue as per normal, however we understand that these maybe challenging times for many. If you are experiencing financial hardship as a result of COVID-19 please contact us so we can work together to manage the situation with you where possible.

Scorch Staff & Support Channel

Effective Wednesday, our office in Riccarton will be closed to the public and our staff will be converting to working remotely as required. You can still call us on 0800 726 724 and our team will be able to take your call as normal, however for any non-urgent matters send us an email to support@scorch.co.nz.

<https://www.scorch.co.nz/contact-us/>

Health & Safety for Onsite Jobs

To keep our staff safe (and our clients) in some situations (such as onsite repairs), an engineer may be required to visit your property. We are working closely with our engineers to manage these risks when visiting customer's sites to maintain the health, safety and alert level compliance for all involved. If such a requirement does arise, we will discuss with you the best way to work through the situation and ask that you please alert us if anyone in your household have any symptoms that may be related to COVID-19.

We wish all our Scorch customers to stay safe, stay distant and stay well.
Take care of each other and we are available if you need us.

The Scorch Team

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