

# Movinghub™

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## How it works – FAQ's

### About Movinghub

There are many things to stress about in life, but moving shouldn't be one of them. Our FREE service helps arrange the connection of all your utility and home services at your new property – in one phone call! Whether you are relocating existing accounts, or joining new providers, we're here to help. All you need to do is tell us the services you want connected, who you want them connected with, along with a few details about yourself and we'll manage the rest directly with your chosen providers.

### How do we do this all for FREE?

The suppliers you choose give us a little bit of commission to thank us for our time spent in helping you.

While you pay NO extra charges as a result of using this service, standard service provider connection fees and charges still apply.

### Is the service available nationally?

Yes. We have utility partners across New Zealand, but availability of a utility service will depend on your exact address.

### How do we help you?

Think of us as your one stop shop for connecting all your utilities and home services. We coordinate your connections while getting you some of the best deals in the market from our large panel of suppliers. All you need to do is tell us the utilities and services you want connected along with a little about yourself, we'll then verify what plans and services are available at your new address and give you a call to finalise all your connections. Once we've spoken to you, an expert Movologist will pass your connection request onto our utility partners for provisioning, they then work with each service provider to get the job done.

### What's a Movologist?

A Movologist is a moving expert armed with the task of helping you move home. We know moving can be stressful and things don't always go to plan which is why we have a dedicated team on hand to help. In short, they're your new best friend.

### What utilities do we offer?

We can arrange your electricity, gas, LPG, broadband, phone and SKY connection services with our selected service providers. Provided we work with your existing service provider, we can relocate your existing accounts or alternatively, sign you up to a new service plan with a new service provider. We can even help organise quotes for services such as cleaning, removals, home and contents insurance, storage and locksmiths to name just a few... While we work with the majority of New Zealand's leading service providers, we make no commitment that this service contains all utility plans, offers or service providers available in the market.

Availability of our plans, services and offers depend on a few things. For example, validation that the provider can supply or service your address and acceptance of your connections application which may include a credit check by the relevant provider.

### **What energy and telco partners do we work with?**

At the moment, we work with Genesis Energy, Energy Online, Contact Energy, Meridian, Powershop, Mercury Energy, Bosco, Tiny Mighty, Glo Bug Vodafone, Spark, Slingshot, Orcon, Flip, 2Degrees and SKY. However, these partners and their offers may change from time to time.

### **How long do gas and electricity connections take?**

It depends on the utility, the actual retailer and whether we have all the information we need from you. The earlier you get your connections application in, the more likely your utilities will be connected on the date you request however while we will endeavour to arrange the connections on your desired date, we cannot guarantee this. As a rule of thumb, at least three business days' notice of your move and your new address is preferred.

The connections timeframes provided below are indicative only.

- Standard next weekday reconnection; request received before 2pm day prior.
- Urgent same day connections; subject to the provider and time of request (may result in additional provider fee)
- Saturday connections; based on receiving the request before 2pm Friday
- Urgent Saturday connections; if request is received after 2pm day Friday - subject to contractor availability and will result in additional service provider fee.
- If you have a new installed or altered gas or power connection, or the supply at the property has been disconnected for 6 months or longer, you may be required to provide a certificate of compliance or certificate of verification from a certified service provider before supply can commence.
- LPG; up to 4 working days. Subject to change.

*Please note, urgent same day, after-hours, Saturday or Public Holiday connections may incur additional service provider fees. No connections can be arranged for Sunday. Connection requests received on a Saturday will be provisioned next business day.*

### **Do we close electricity and gas accounts at the previous address?**

Yes, we can arrange to have the account closed at the previous address provided, you are relocating with your existing service provider and are the authorised account holder. To close an account however, you may be required to provide a final meter reading. You can either provide this yourself or opt for the service provider to read it (a service provider charge may apply).

### **How long do Broadband connections take?**

There are a number of factors that can affect the timeframe of your Broadband connection – including what type of Broadband you require and what type of Broadband is available at your property. As a rule of thumb, standard broadband connections take between 7-10 working days. However, Fibre installations take much longer and provided Fibre is available at your property, it means connecting a fibre optic cable from the road to your home. Before proceeding with a Fibre connection, your chosen broadband provider will discuss your options with you.

### **How long does a SKY connection take?**

There are a number of factors that can affect the timeframe of your SKY connection – including whether or not you are an existing or new customer of SKY and whether the house you are moving into has an existing SKY Dish installed. As a rule of thumb depending on your requirements, we suggest you allow up to 10 days

however, this is in consideration of your home not having a SKY Dish installed already so if it does, the good news is the installation timeframe should be much shorter.

### **What happens after you submit your application?**

Once you lodge your application we will make all reasonable effort to contact you within 4 business hours to verify your request. This is only a short call to make sure that you're comfortable with us acting on your behalf and to confirm that you are happy with the services you have chosen. When the call is finished, we will contact your chosen suppliers and get your request(s) moving. After we have spoken to you we will send you an email outlining what will happen next for each service you have selected so you'll know exactly what needs to happen.

### **Can I cancel or change my connection request?**

If you want to amend a connections request - please call Movinghub on 0800 MOVE NZ (0800 6683 69). However please note, depending on when you notify us, if the provisioning process is complete, you may need to call the applicable service provider directly.

### **Use of your personal information**

Movinghub does not disclose personal information about our customers for any other purpose than to fulfil our service. We will only disclose this personal information once consent has been obtained and only to applicable service providers or partners for the purpose of fulfilling the service.

You can view their privacy policy at: [www.movinghub.co.nz/privacy-policy](http://www.movinghub.co.nz/privacy-policy)

### **Terms and conditions**

\* View the full Movinghub terms and conditions at: [www.movinghub.co.nz/terms](http://www.movinghub.co.nz/terms)