

FIBRE BROADBAND IS EXPANDING INTO YOUR AREA

with Ultrafast Fibre



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WHO IS ULTRAFAST FIBRE

Ultrafast Fibre (UFF) is your local fibre company that built, owns, and operates a 3,000km fibre broadband network in the urban areas of Hamilton, Tauranga, Whanganui, New Plymouth, Tokoroa, Hawera, Cambridge, and Te Awamutu.

We are expanding the fibre broadband network to more Central North Island towns as part of the UFB2* and UFB2 Plus** programs.

***UFB2:** Ōmokoroa, Stratford, Ngāruawāhia, Eltham, Huntly, Inglewood, Kihikihi, Raglan, Waitara, Putāruru, Te Puke, Katikati.

****UFB2 Plus:** Tamahere, Matangi, Tauwhare Pa, Plummers Point, Matapihi, Aongatete, Cambridge North, Hautapu, Tauwhare, Kihikihi Lifestyle, Templeview, Te Kowhai, Rotokauri, Tirau, Parkdale, The Mercade, Brixton.

WHAT IS FIBRE BROADBAND?

Fibre broadband is all about how fast you want to go and how much data you can consume. It provides more reliable, more consistent, and faster online experience compared to other technologies like VDSL, ADSL, or wireless.

GETTING FIBRE BROADBAND TO YOUR HOME

Steps to get fibre broadband to your home:

1/ CALL



Call your preferred broadband service provider to place an order for fibre broadband. Advise them if you have a security or a medical alarm.

2/ INSTALL



UFF or your broadband service provider will be in contact with you to arrange an appointment for the Scoping Visit to work out an installation plan for your property.

3/ ENJOY



Congratulations!
You can now start enjoying the benefits of fibre broadband!

Your property may be eligible for a streamlined, one-day install. You will be notified if your property qualifies for this. If your property has been assessed to require a multi-day visit (i.e., if separate visits for the external and internal installations are needed), you will be advised of the timings beforehand.

Both of these pieces of equipment will be installed to your property:



^ *External Termination Point.*



^ *Optical Network Terminal (internal). The Optical Network Terminal connects to your broadband service provider's modem or router.*

SOME FAQs

- **How do I know if and when I can get fibre?**

You can use our address checker tool on the website www.ultrafastfibre.co.nz.

- **I have a secondary unit adjacent to my property – can you get fibre there?**

Yes. Currently, the first standard residential installation for a primary dwelling is free. If you want another fibre connection to a secondary unit (e.g. granny flat), please contact Ultrafast Fibre. Please note that there could be additional costs for this secondary installation.



QUESTION. What does installing ‘like-for-like’ mean?

ANSWER. In most instances, we install ‘like-for-like’, following how your utilities like power, gas and telephone are provisioned. If they are located underground, we will build fibre underground. If they are provisioned overhead using power poles, we will provision fibre the same way.

- **Is there any possibility that I will be charged by UFF for the install?**

We don’t normally charge your broadband provider to connect a residential home to fibre broadband, though this is not always the case. If you request a non-standard installation method or live in a UFB2/UFB2+ area and have a driveway that’s longer than 200m, then additional costs may apply. After you have submitted your fibre order, your broadband provider will advise you of next steps. For more information [click here](#).

- **I have installed Cat6 cabling throughout the house. Are you able to use this?** Yes.

- **Can I have an additional jack point (e.g. telephones or set-top boxes)?**

Yes. Please contact your broadband service provider for more information.

- **I already have a duct installed from the footpath to my home, can you use that?**

Please advise your broadband service provider when you place a fibre order that there is duct already available in the property. Your service provider will make a note of this in the system which will guide our scopers and technicians when it comes to installing fibre in your property.

If the existing duct meets UFF's quality and health and safety standards, then yes, we can use it.

- **I have a telecoms distribution box in my garage, can you use this?**

Yes, subject to capacity and utilities available.

- **Can you use other network operator's duct (e.g. green Chorus duct) that was installed when my house was built?**

Yes, we can. As above, please notify your broadband service provider at the time of placing an order for fibre.

- **Can I dig my own driveway trench? And if so, how can I get duct from UFF to install? How much would that cost and what's the process?**

Yes, you can dig your own driveway trench. Please contact us at developments@ultrafast.co.nz to discuss the details.

- **I am not available on the days that you will have technicians on site. Can I nominate a delegate?**

Yes. The delegated authority should be over 18 years old. However, please note that UFF will not be liable for any disputes or issues arising from the provision and/or installation of fibre to the property once the delegated authority has signed the relevant documents, including the pre- and post-installation forms.

- **There are spraypaint markings all over my property. When are you going to clean those up?**

The spraypaint markings are important for our crew to identify and locate underground utilities. This helps to ensure we do not hit or damage those existing utilities when we dig up the road. The markings aren't permanent and will wash off in a few days.



QUESTION. Will my home/medical alarm continue to work with fibre broadband?

ANSWER. Some modern monitored home alarm systems will continue to operate over UFB phone services, with some slight modifications that can be done by your alarm monitoring company. The monitoring component on older alarms may not work on the UFB network. Some ISPs do not support these devices and so are recommending that they are not connected to the UFB network. You must talk to your broadband provider about your requirements and what options you have if you require a monitored and/or a medical alarm.



QUESTION. I changed my mind about the installation plan I agreed to during the Scoping Visit. Can I still make amendments to the installation plan?

ANSWER. If your property is eligible for a one-day install the technician on the day will walk through the installation options available for your property. You are able to select your preferred installation plan on the day.

If your property is organised for a multi-day visit, then yes, there is an opportunity for you to make amendments to the plan. Please note that any amendments to the plan may mean that your order is delayed.

- **I want fibre broadband to my property but I don't want to damage my lawns and driveway. What is your policy as far as reinstatement goes?**

Our installers will do the best they can to cause minimal disruption to your property; however in some cases, access through a garden, lawn or driveway will be required. Our installer will discuss your options before starting any work. After our installer has completed the work, they will use their best efforts to reinstate the areas of your property where the work has carried out to the condition it was in when they arrived. There may be some instances where we cannot get an exact match, e.g. imported tiles, but they will do the best they can. If you have areas that you think might be hard to match, please let your broadband service provider know as soon as you order an UFB service.



Please note that the reinstatement process could take an average of up to 4 weeks after your installation and may be completed by a different crew from the one who completed your installation.

Note: The contents of this booklet are accurate as at the time of printing. Information and processes may be subject to change without notice. Please contact Ultrafast Fibre for any questions or clarifications. Version: August 2018.

CONSENTS

In some cases, properties wanting fibre broadband may need consents from their neighbours or landlords. Our Consent Forms are located online on the UFF website, or you can directly download the form by typing the following URL in your browser:

SHARED DRIVEWAY If your property is down a Right of Way (ROW), you may need to get your neighbours' consent:

ultrafastfibre.co.nz/files/Consent_Form_01_09_14.pdf

Further information on ROW and Cross Lease consents can be found here:

ultrafastfibre.co.nz/files/ROW_and_Cross_Lease_Explanatory_Notes_Nov2015_04.pdf

BODY CORP If your property is in an apartment or multi-unit complex, you may need to get the owner or body corporate's consent:

ultrafastfibre.co.nz/files/UFF-Licence-to-Install_June-2017-.pdf

More information on our Licence to Install can be found here:

ultrafastfibre.co.nz/files/Licence-to-Install-Explanatory-Notes_July-2017.pdf



QUESTION. My neighbour is unavailable to sign/refuses to sign the consent form. Can you help?

ANSWER. Unfortunately, there is not much that we can do to convince your neighbours to sign the ROW consent form. Every property owner in New Zealand has a clear set of rights that are attached to their land and we do not have the power to ignore or infringe those rights.



for more information please visit

fibreiscoming.co.nz

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