

# You and your fibre network



Fibre is the communications platform of the future and will ensure New Zealand's broadband infrastructure keeps pace with the rest of the world for decades to come. With Northpower Fibre, "Whangarei was the first Ultra-fast Broadband (UFB) city fully connectable, putting us ahead of the rest of the country with speed of light data transfer".

## ***How is the UFB network built?***

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**There are three stages to receiving services over UFB Fibre:**

- Northpower Fibre will take fibre down your street;
- A connection will be put into your home, school or business; and
- An Optical Network Termination (ONT) box will be fitted inside your premises (house / business) for connecting computers and other devices too.

## ***Constructing the network in your neighbourhood***

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We have constructed the network in your neighbourhood.

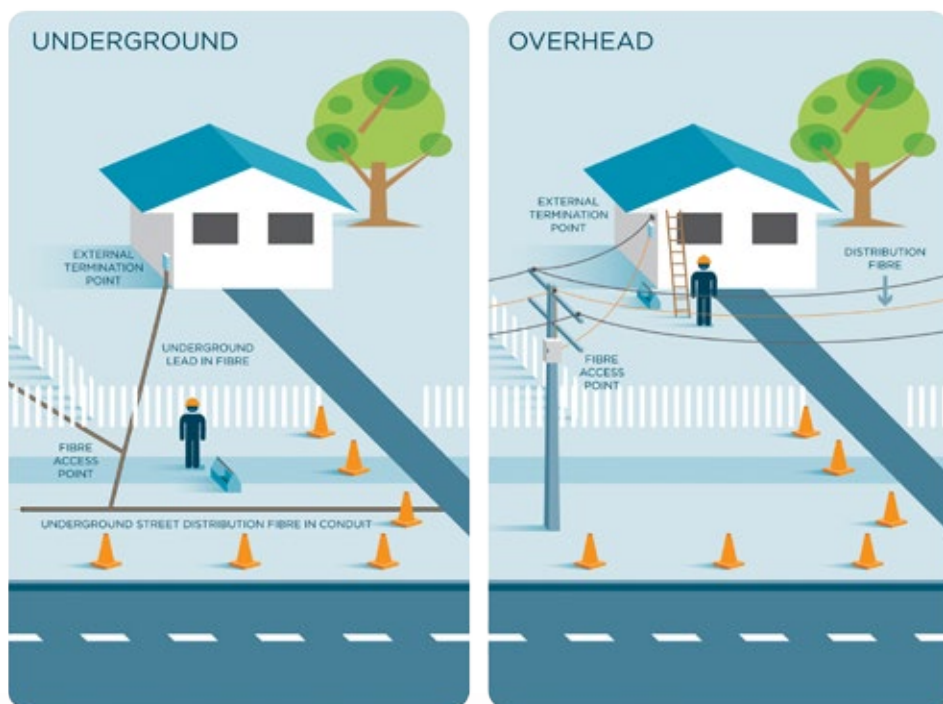
The UFB initiative is building the the last mile. This is the fibre connection to your door. The build time varies, depending if the connection is overhead or underground fibre.

## ***The UFB service line from your property boundary to your premise***

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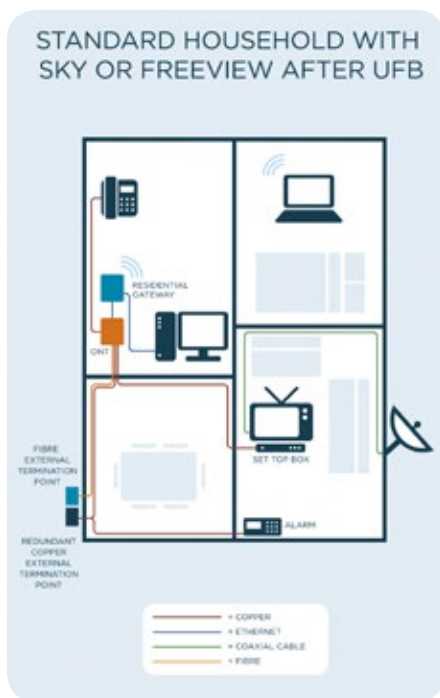
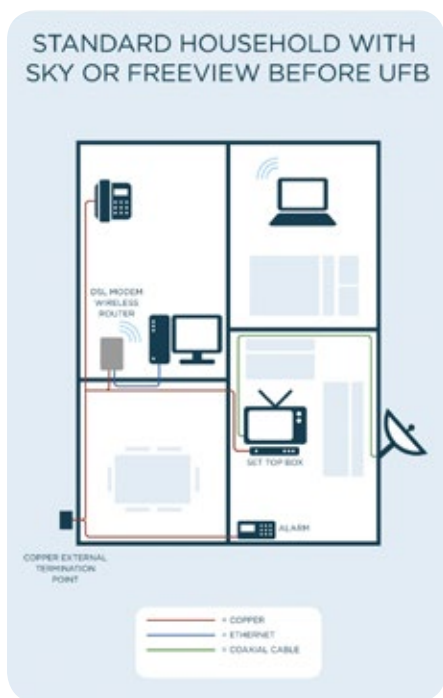
Now the network is in place in your street, you can connect by talking to a Retail Service Provider (RSP) - generally an Internet Service Provider or telecommunications company, see [northpowerfibre.co.nz/partners](http://northpowerfibre.co.nz/partners).

The fibre can be connected overhead from a power pole or run underground from your property boundary. Whichever way the fibre 'drop' is delivered, it will extend to what's called an External Termination Point (ETP), (a small box fixed to the outside wall).



## Inside your home, school or workplace

You're ready for fibre when the service line is installed. The installer will contact you and arrange a suitable time to put an ONT box inside the building, and connect it to the fibre. Generally, the ONT is located in a central place, near the other devices you'll want to run over fibre. The ONT must be placed in the home near a power point and with access to existing household wiring, and you may request a battery backup for emergency use.



## ***Connecting UFB in your home or building***

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The fibre network connects directly to the ONT and your equipment, i.e., phone, alarm, smart TV and Residential Gateway/Modem/Router connect to the network via this unit.

If you have any concerns that a particular piece of equipment you have may not work on the network we recommend that you discuss this concern with your RSP.

Once you have a UFB connection your WiFi Modem location becomes very important for the assurance of good, high speed WiFi coverage. Discuss this with your RSP or installer if you wish to know more.

If you have requested a voice package (VOIP/VOF) with your fibre connection then the internal copper wiring in your home or business can possibly be retained. Discuss this with your RSP. The integration of the wiring may incur a charge.

## ***On the day***

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### **For Overhead connections:**

The installer will arrive at your property and discuss with you what will be the best location to have your equipment installed (including the ONT).

The fibre will be then installed from the power pole to your property and then to the nominated location on your premise.

### **For Underground connections:**

A “scoping” visit will be the first step in a three step process. During this visit the “Scoper” will decide the best route for the fibre to follow underground and will also discuss with you where you would like the interior equipment installed. The best internal route for the fibre will then be planned.

The second appointment will be for the underground civil works to be completed. The crew will install ducting from the roadside to your property. You do not have to be present for this work to be done.

The third and final step is for the installers to deploy the fibre to your property through your recently installed ducting and complete the internal installation of the fibre equipment, including the ONT, in the agreed location. In some cases they will set up the Router/Modem/Residential Gateway and integrate the internal telephone wiring, if required. You should make either a morning or an afternoon available to be at your property for this work to be completed.

## ***What we supply***

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Northpower Fibre supplies the ETP, ONT and external cabling from the street. Our responsibility stops at the ONT. All other cables and equipment are the responsibility of you and your RSP.

## **FREQUENTLY ASKED QUESTIONS**

### **What can UFB be used for?**

- Video conferencing (Business to Business, home to home, home to school)
- New advanced TV services such as 3D and High Definition services
- Home Wide Area Network, allowing multiple homes to easily store, access and share large amounts of data information such as video or photos
- Cloud computing for office applications, online backup and file syncing
- Tele-health and education applications in the home
- Remote working, working from home
- Future applications and services.



Northpower Fibre ONT

### **What is the best plan for my requirements?**

UFB connections are available from the entry level of 30/10Mbps right up to 10/10Gps. Fibre is reliable and is many times faster than the older copper wire based broadband system.

Discuss with your RSP what plan best suits your budget and your needs.

## **Where is UFB deployed?**

Residential premises, businesses, healthcare and education facilities throughout Whangarei. To view fibre availability look under the 'Coverage' tab at [northpowerfibre.co.nz](http://northpowerfibre.co.nz)

## **Who do I contact to get connected to the UFB Network?**

There are many providers (RSPs) of UFB services over the Northpower Fibre network. You can go to our website [www.northpowerfibre/partners.co.nz](http://www.northpowerfibre/partners.co.nz) and click through to their websites. Your chosen RSP will sign you up and then put the order through to us to install UFB to your property.

## **Will there be upfront fees to connect to UFB?**

From Northpower Fibre to the RSP there are no connection fees for standard residential installations. However, RSPs set the retail prices, so please contact them for pricing.

## **Can I choose more than one RSP to provide services over the fibre?**

Yes – that is why our fibre network is classed as Open Access and why so many RSPs are offering services. So you may be able to source particular applications from a number of different RSPs over your fibre connection.

## **I already have a broadband contract. What should I do if my service provider offers to renew my contract?**

It is worth thinking about UFB services before you re-sign with your current service provider. UFB services are available in your area, ask your RSP if they offer UFB services.

## **What will be the retail pricing for standard household products?**

RSPs set retail prices, not Northpower Fibre. It is expected retail fibre prices for the residential market will be the same, or lower than, for services over copper, but for a far superior service. Premium services may attract a higher price.

## **What happens to legacy copper services when I connect to UFB?**

In the home, services such as fax, security alarms, medical alarms, digital TV connections – which run over copper today – can generally be configured by your service provider to operate with UFB.

**Ask your RSP for more information and visit [northpowerfibre.co.nz](http://northpowerfibre.co.nz).**



"I am getting exactly the maximum speed, I am very happy with it."

"It's great, exactly meets my expectations. It's awesome."

"No dramas, communication was great."

"They were really fast, said it would take 4-5 hours, it only took them a couple of hours."

"The overall experience was excellent."

"I'm very happy because they said it would be 6 weeks and we got it in a week."

"I would recommend it. For any household where you are operating more than one computer or tablet it's great."

"Very great, cleaned up behind them. Quick, friendly"