



**Say hello to fast and
reliable internet**

**NEW ZEALAND
RUNS ON FIBRE**
— CHORUS

Fibre is the most popular way for Kiwis to connect to the internet.

With plenty of capacity and speed, fibre provides a fast connection you can rely on – making it perfect for streaming and watching TV shows, video chats with friends and family, running your business or whatever else you choose to do online.

Why fibre?

- **Speed** – a fast connection means a better online experience, especially for streaming online content.
- **Reliability** – fibre broadband delivers more consistent speeds at peak times and a more responsive internet connection than wireless broadband plans.*
- **Capacity** – offering plenty of bandwidth, fibre means everyone at your place has a better chance of doing what they want online without interruption.
- **Cost** – standard fibre installations are free and there's a range of affordably priced fibre broadband plans to suit most budgets.
- **Future proofed** – with multiple speed options, fibre has the capacity to grow with your needs to ensure your property is set up for the future.

* As shown in Measuring Broadband New Zealand Reports in the comparison between fibre and 4G fixed wireless broadband for average download speeds at peak and off peak times, latency levels and disconnection rates. There's a lot that contributes to the speed and performance of a broadband service – learn more at chorus.co.nz/performance.

How do I get fibre installed?

How to request a fibre installation



Visit **chorus.co.nz/fibre-extension**



Give the Chorus service team a call on **0800 693 427**

The fibre installation process

STEP 1 Planning the fibre install

On the day of your appointment, our tech will carefully explain the process and agree a plan with you for how the installation will happen.



Renting?

You'll need your landlord's permission before we install fibre. But the good news is a landlord can only refuse in limited circumstances. Learn more at [tenancy.govt.nz](https://www.tenancy.govt.nz)

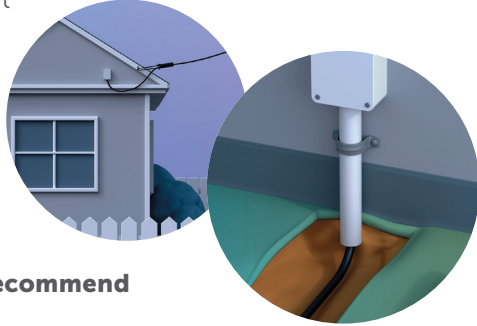


Live in an apartment, townhouse or share a driveway / space with your neighbours?

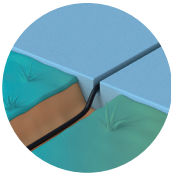
In some cases, Chorus may need to notify your neighbours about any work in communal areas and, in some instances, gain their consent before getting started.

STEP 2 Installing fibre

Our technician will start by bringing fibre from the street to the outside of your property. To keep things simple, they'll try to re-use an existing connection that carries a current phone/internet line. These are usually aerial via a power pole or underground through a pipe or duct.

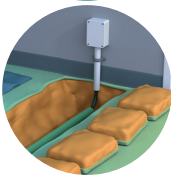


If that's not possible, they'll recommend one of the following options:



Slot trenching

Cutting a small slot (approximately 10mm wide and 30 – 40mm deep) into a hard surface e.g. concrete. The slot is then filled to maintain the surface.



Trenching in soft surface

Digging a shallow 200mm deep trench in soft surface e.g. grass. We will leave the property tidy, returning it to the way we found it as quickly and accurately as we can.



Surface mounted cable

Attached to a fence, retaining wall or along a driveway.

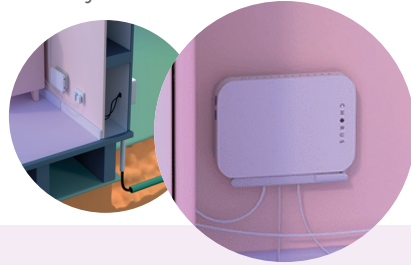


Can I have a say about what fibre install methods are used?

Yes you definitely will have a say and whatever installation methods are proposed, the technician will always consider what works best for you and any prized rose bush you might have.

Inside work

Once fibre reaches the outside of your place, the next step is to run the fibre cable as discreetly as possible to the inside of the building (usually via a wall cavity or roof), where it will connect to a piece of equipment called the Optical Network Terminal (ONT).



Where to put your ONT and modem

1. Centrally located in your home if possible as this is how WiFi works best for most households.
2. Close to data-hungry devices like televisions and desktop computers – that way you can plug them directly into your modem.
3. Close to a power socket (the ONT is powered by a 12v adapter).



Can I continue using a landline phone or alarm?

Yes you can. You'll need to let your alarm provider know before your install appointment, as well as your broadband service provider if you have one.



Will my landline phone work when the power goes out?

Like other types of broadband and most phone services, fibre equipment needs electricity to function. This means if there's a power outage, you won't have internet or a landline phone service until power is restored. This is less of an issue now with most people having mobile phones, however if you don't, you can always enquire about a battery back-up as part of a discussion with your service provider.



What about if I'm currently on a fixed term contract for a wireless broadband service?

No problem, you can still get fibre installed and connect to fibre at a later date.

Chorus service standards

Every property is unique. Having installed fibre to over a million homes and businesses over the last decade, our team of technicians always aim to carry out their work in a professional manner in keeping with service levels set by Chorus.

Here's what some recent consumers had to say:

"The very highly skilled technician was super polite and helpful. He was 100 percent respectful, and let us know what was happening every step of the way."

"The guys explained everything clearly and did the job with no hassle in a lot less time than I thought they would – asked me where I wanted everything to go and caused no mess."

"The two fellas that showed up were professional, courteous and one hung around later to make sure our switch over to Sky broadband was working. Outstanding service."

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