

# INSTALLING FIBRE TO YOUR BUSINESS

**Thanks for your interest in connecting your business to fibre broadband.**

**It's very important to us at Enable that you have a positive experience when you connect – so we have put this guide together to explain the installation process.**

There's a bit of work to be done to connect your business. This is because fibre is a new communications infrastructure being installed from the roadside into your building.

What we know from connecting thousands of local businesses is each installation is slightly different. In saying that, the information below is a general guide that explains the process we go through with each business we connect. **We hope you find it helpful.**

## THE INSTALLATION PROCESS

Installing fibre at a business like yours – an established building on its own section – generally involves our team making three visits to your business. We will work with you to organise these visits for a time that suits you. A video of our installation process is available on our website:

[www.enable.net.nz/business-install-video](http://www.enable.net.nz/business-install-video)



### 1 PLAN

#### Please allow two hours

Our technicians will meet with you at your premises to discuss the path the fibre will take from the property boundary to where Enable's network equipment (called an ONT or ONU) and your service providers' router will be installed. We will meet you within a two hour appointment window and this meeting will take no more than an hour of your time. You will be asked to sign-off on the agreed plan and our End User Terms. If a building owner or owner's agent is required to sign off on the plan, we recommend they attend this meeting to avoid delays.



### 2 BUILD

#### You do not need to be home

Our technicians will complete any outside works required to bring the fibre from the boundary to the outside wall of your business, based on the agreed installation plan. You do not need to be present for this visit, unless we require access to a secure area.



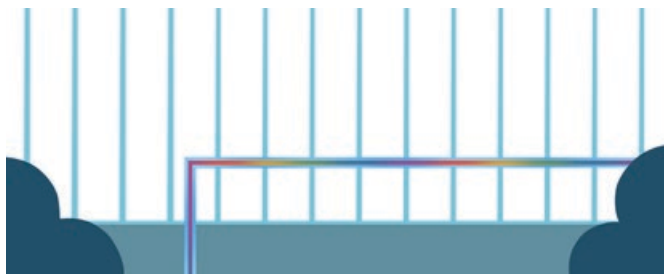
### 3 CONNECT

#### Please allow four hours

Our technicians will complete all remaining work to run the fibre from the outside of the building to the agreed location for the network equipment. A standard connection takes approximately four hours to complete. The connection can take longer for more complex buildings. We will discuss the time required and when you need to be present prior to booking this appointment.

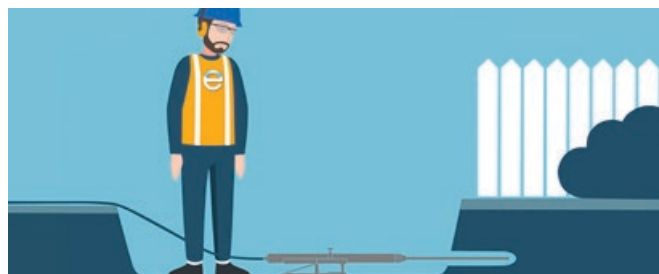
## THE FOUR INSTALLATION METHODS

There are four installation methods Enable can use to get the fibre to your business, and as every property is different we endeavour to use the method or combination of methods that will have the least impact. We will discuss and agree the methods with you during the first visit.



### 1. Fence Line

Surface mounting the fibre cable to a suitable surface, such as the railing on a fence.



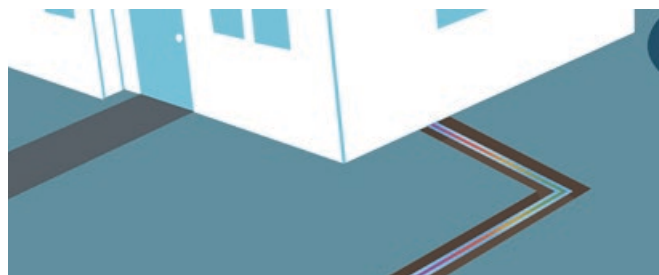
### 2. Underground Thrusting

Burying the fibre cable under the ground using an underground drilling machine. Please note that this method is not suitable in some ground conditions.



### 3. Narrow Trenching

Creating a very narrow cut (approx. 12mm) in a hard surface (such as concrete) usually following an existing joint, installing the fibre cable and reinstating.



### 4. Trenching

Opening a trench in the ground in order to bury the fibre cable and reinstating the surface once cable is installed.

## THE REINSTATEMENT OF SURFACES

Digging may be required for some of the installation methods and the need to do so will be discussed and agreed with you during the planning visit.

We aim to minimise disruption to the surface and will reinstate any surface we've disturbed on a **"like for like"** basis, for example asphalt where there was asphalt or grass seed where there was grass.

We can't guarantee to match surface finish or colour and our reinstatement is limited to the surface we've disturbed.