

Bringing fibre to your home

Accessway build information

We've noted your home is in a shared accessway or private right of way (the accessway). Before we can begin installing fibre broadband to your home, we need to extend our network from the street to the edge of each property in the accessway.



1. Preparing a build plan for the Accessway

We'll visit the Accessway and create a build plan for installing our network. As part of this work, we'll class the Accessway as either build category 1, 2 or 3 based on the type of work required. The build category determines whether we need to notify or gain consent from your neighbours before beginning work. For more information about the build categories and our requirements visit [our website](#).



2. Accessway build

Once the required notification period has passed or we have gained all consents, we'll schedule and undertake the build work in the Accessway. We'll notify you and your neighbours of the scheduled build date.

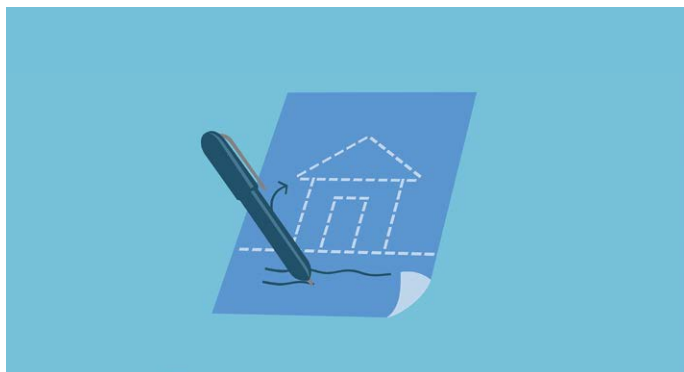
Notifying or gaining consent from your neighbours

If your accessway is classed as a category 1 or 2 build, we'll notify the owner of your property (which may be you) and the owners of the relevant neighbouring properties, of our build plans. If the accessway is classed as a category 3 build, we'll request consent from the same group of property owners.

The installation process

After we've completed the Accessway build, we'll install fibre broadband to your home.

What's involved in connecting your home?



1 Plan

We'll meet you at your home to discuss and agree the path we'll take to bring fibre inside your home. We'll also plan where our network equipment will be installed.

It's important for you to consider which central location in your home will be best suited for optimal performance of your fibre connection.

Please allow two hours. Either yourself or someone you authorise needs to be present to agree to the plan.



2 Build

We'll complete the preparation work required to bring the fibre to the outside wall of your home, as per the agreed plan.

We do not need access inside your home to complete this step. If you live in an apartment or unit, this work may take place in the communal area of your building.

* You can read more about what a fibre setup inside the home looks like, and how it operates, in our Help Centre [here](#).

You can get a good understanding of the installation in a standalone property process by watching [our short video](#).



3 Connect

Now we'll bring the fibre inside your home, run the internal cabling, install our fibre equipment* and connect you to our network.

You need to be home for this step, please allow four hours.

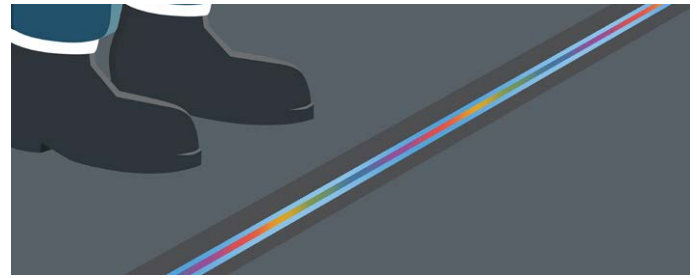
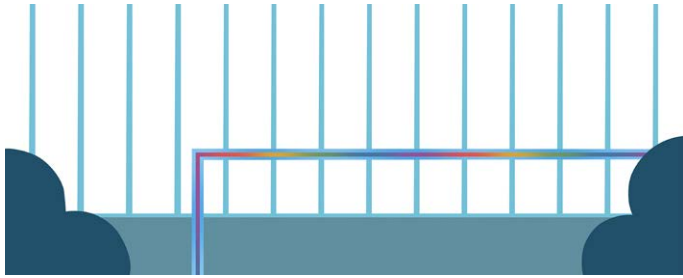
Questions or concerns?

Call us on **0800 434 273**
or visit enable.net.nz

Information for accessways and shared driveways.

The three installation methods

In most cases, we bring fibre broadband from the boundary of your property into your home via one or a combination of the following methods:

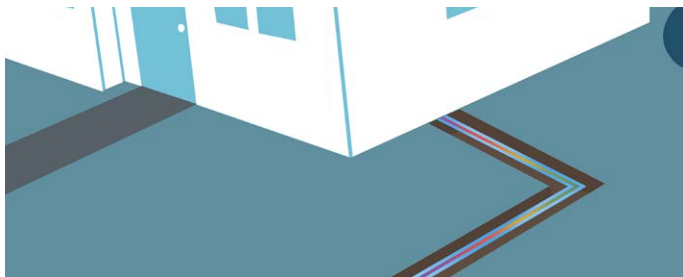


1 Fence line

Surface mounting the fibre cable to a suitable surface, such as the railing on a fence - avoiding unnecessary disruption to ground surfaces.

2 Slot cutting

Creating a very narrow cut (no more than 15mm wide) in a hard surface (such as concrete) usually following an existing joint, installing the fibre cable and reinstating.



3 Trenching

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

Apartments or Units

If you live in an apartment or unit, this work may take place in the communal area of your building. We may need your help to arrange access.

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 plan appointment.

We aim to minimise disruption to surfaces 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.

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