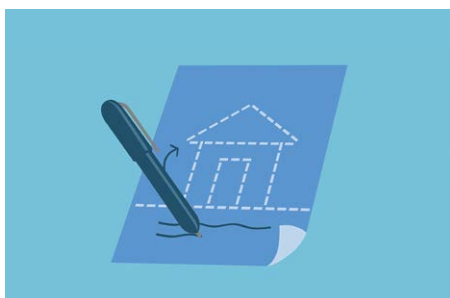


Bringing fibre to your home

The installation process

Installing fibre broadband at your home involves three steps. For two of these steps we'll need to meet you at your home, at a time that suits you.

What do the three steps involve?



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.



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.

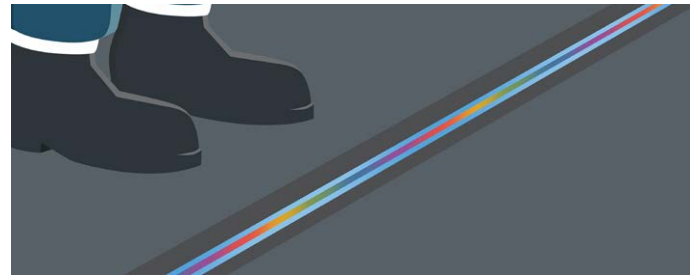
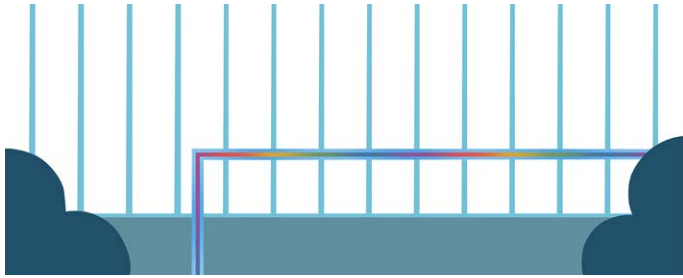
* You can read more about what a fibre setup inside the home looks like, and how it operates, in our Help Centre [here](#).

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

Information for standalone properties, apartments or units, or those on a shared accessway where the communal build has been completed.

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:

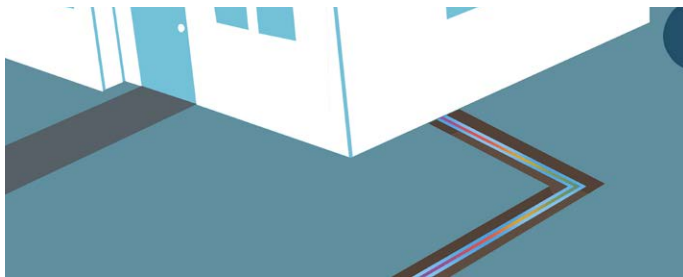


1 Fence line

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.

Questions or concerns?

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