

# Fibre Installation, what to expect



## Laying fibre in your street

Residents in the fibre build area have received a letter from us letting them know about the fibre build, its time frame and how to register for their own fibre installation. During the build, we will have street signs out, with QR codes linking to information on this page.

Our contractor, Subterrain Drilling, will use where they can, existing underground pipes. They may need to dig or drill along the street to install ducting which we use to blow the fibre through to connect your property. There will be two cabinets located along Cunningham Street from where fibre goes back into Primo's network.

## Laying fibre from your street boundary to your house

Once you have registered and signed the Build Consent form, your install job is given to Subterrain Drilling.

Registering early on the in the build, means that as they pass your gate, they can also do your house at the same time.

They will contact you the day prior to when they will do the work. You don't need to be home, but it is preferable that you are. If you aren't they will need to reach you by phone so they can then discuss the install plan with you. They will be installing underground either by directional drilling or digging a small trench. Most properties have existing telecommunications ducting which they will try to use if available.

An External Termination Point (ETP) is installed to the outside of your house, at the closest point to the road and the street boundary entry point.

This can sometimes be a messy business, and they'll do their best to clean up after themselves. Please note that full reinstatement of your property is not likely to be done on the same day, they will come back to do it. Properties are usually grouped on the same street ie those that need grass seeded, or concrete etc.

## Getting your Fibre connection online

The last stages to get you connected involve our Primo technicians. The External Termination Point (ETP) houses the Optical Network Terminal (ONT).

First, they will blow the fibre from our cabinet to your ETP using compressed air, you will not need to be home when this is done.

Secondly, we will need to do the internal cabling from the ONT to the point inside your house where your router will be located. Depending on how your house is built, cabling will either be run under the floor or in the ceiling. You will need to be home for this, and we will schedule an appointment with you. Your Primo router will be set up at this visit, and our technicians will test the fibre service to ensure it's up and running.

Both these stages may or may not be done on the same day.



# Primo Fibre Network Build Weld Road September 2022

Contractor Subterrain Drilling





Figure 1 Boundary marker for fibre entry to property.



Figure 2 Subterrain Drilling showing narrow trenching, at least 300mm deep.

# Primo Fibre boundary to house install September 2022

## Contractor Subterrain Drilling and Primo technicians



Figure 3 Subterrain Drilling concrete under bore with pothole & trench.



Figure 4 Subterrain completed job, awaiting External Termination Point (ETP) install by Primo.



Figure 5 External Termination Point (ETP) install by Primo.



Figure 6 Primo Tech showing External Termination Point (ETP) with Optical Network Terminal (ONT) installed.