



Better broadband is coming to Hangatiki

OHA/E ISAM UPGRADE

Better landline broadband is coming to Hangatiki residents

Chorus has a upgrade scheduled for the broadband switch in the cabinet located on the corner of Mangarino Rd & SH3.

The upgrade is scheduled for the last week in November, we will update you closer to this time on the actual upgrade date.

There are a couple of checks that you should make in order to make the most of the broadband upgrade once it has been completed.

Check the modem that you have, check what plan you are on with your internet service provider (ISP) and then if you are within the coverage area think about upgrading to faster VDSL broadband.

Better broadband is coming in November 2016

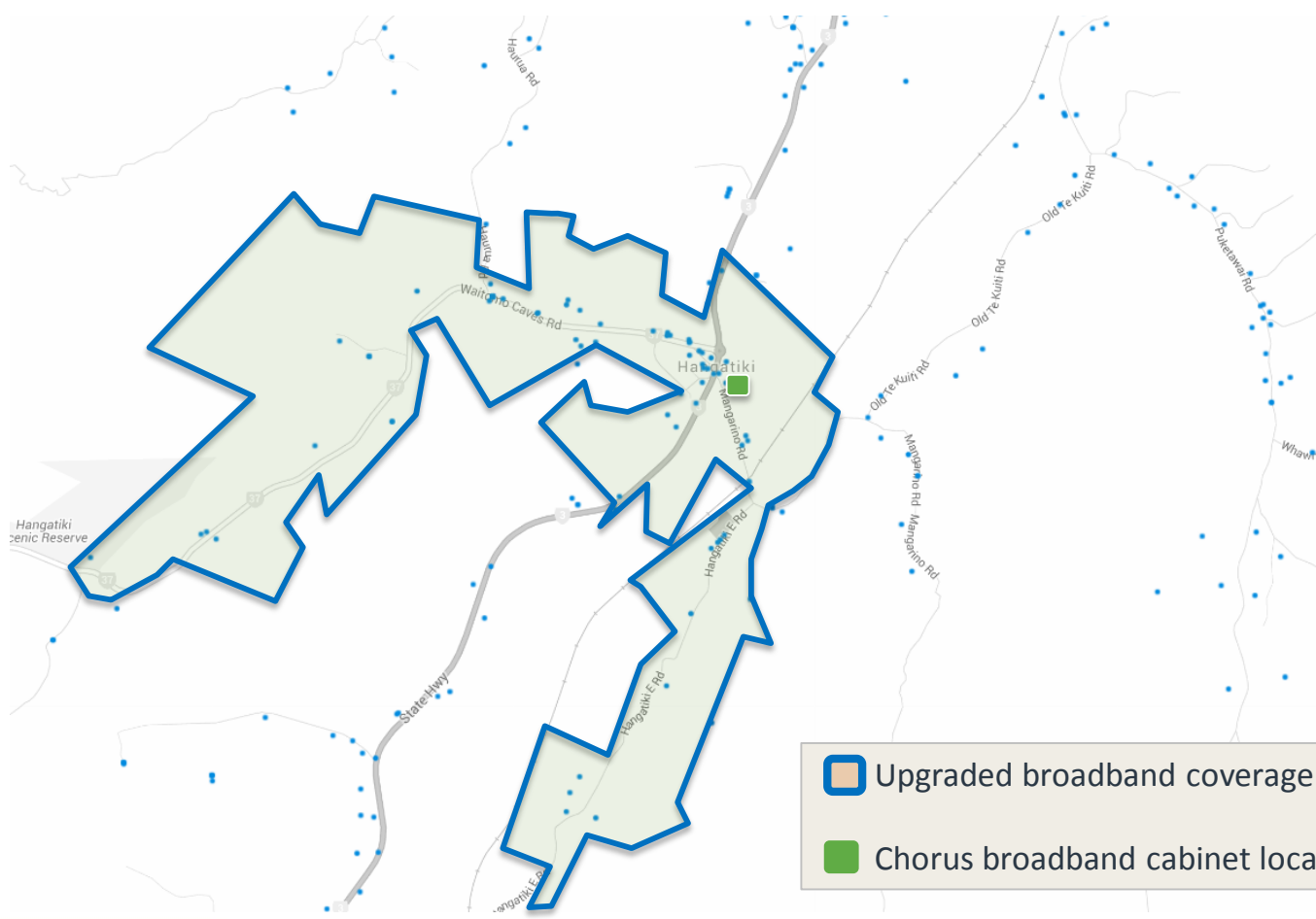
Check your modem and your internet plan with your ISP

If you are in the coverage area you might consider an upgrade to faster VDSL broadband

Who will benefit?

The following map indicates expected coverage of better broadband signal

Most of the properties within the village area will benefit from the upgrade



- Upgraded broadband coverage
- Chorus broadband cabinet location

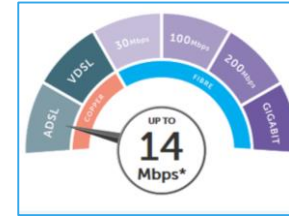
ADSL2+

The broadband signal will automatically change to ADSL2+ on the day of the upgrade. The closer you are to the cabinet the better your signal will be, the faster your broadband.

On the day of the upgrade you will have noticed the speed increase and the service will become a lot more stable – no longer slowing down during the busy afternoon and evening period.

You will need an ADSL2+ compatible broadband modem to make the most of the basic upgrade.

See Q&A section for details.



Once we have completed the upgrade in November:
go to www.chorus.co.nz and enter your address to find
out what broadband is available at your place

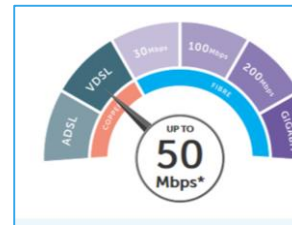
VDSL

The broadband signal will automatically change for to ADSL2+ on the day of the upgrade. VDSL is a faster service that is available now the upgrade is complete. You will need to order this from your ISP if you want to upgrade, as ISPs charge a small premium for the upgraded features.

VDSL will run faster than 20Mb/s downstream and 10Mb/s upstream, which means it is an ideal service for businesses to use.

You should talk to your ISP about upgrading to VDSL if your property is within approx. 1000 metres of the upgraded cabinet.

A VDSL service plan requires a VDSL capable modem – discuss this with your ISP.



Once we have completed the upgrade in November:
go to www.chorus.co.nz and enter your address to find out what broadband is available at your place

Things to consider to get the most out of the planned upgrade

Distance from switch will determine your broadband speed

Broadband speed at your property will be determined by the length of the copper line from your house to the cabinet. The closer you are to the cabinet the faster your speed will be.

The high frequency signal from the broadband switch travels only so far down the line before it starts to deteriorate (a bit like an FM radio signal). The further away you are, the less likely you are to get an ideal signal.

If you are too far from the cabinet for a VDSL signal to work, the switch automatically changes to ADSL1/ADSL2+ to provide a stable connection.

First things first . . .

The new broadband switch will be installed in the Chorus cabinet being built on the roadside near the intersection of Mangarino Road and SH3.

You will see the speed of your broadband improve if you are within the coverage area (see previous map).

Once we announce the broadband upgrade is completed, it will be a few weeks before your ISP can see the upgraded switch as we have to update several systems that they use to place orders. Once this information update is complete, you can upgrade to a faster service if you are in the coverage area.

We expect the new switch to be operational in last week of November

Q & A

I don't have broadband, who do I contact to get a landline broadband service?

- Chorus has wholesale agreements with over 75 ISPs throughout the country who can provide a broadband service to residents in the Waikato region.
- You are free to choose any ISP to provide a service.
- You will need a DSL modem that suits the service you order from your ISP.
- Some ISPs offer a modem bundled with the service so it pays to shop around!

Q & A

Do I have to have a landline phone service to get broadband?

- There is no requirement to have a phone service with a landline broadband service.
- Many ISPs now offer a stand-alone broadband service (without a phone line).
- Some ISPs bundle a voice service with their broadband.
- You do need to have a copper line into your property for Chorus to connect your broadband.

Q & A

What speed can we expect to get?

- Properties within the coverage area shown on the map can expect to connect at better than 1 Mb/sec download speed.
- Properties within approx. 2000 metres of the cabinet can expect to connect at better than 10 Mb/sec download speed.
- Properties within 900-1000 metres of the cabinet can expect to connect at better than 20Mb/s download speed.

Q & A

Is this upgrade only for businesses?

- All properties served by the new cabinet will benefit from the upgrade.
- Both business and residential properties will be able to take advantage of the upgrade.

Q & A

What if I don't do anything?

- If you currently have landline broadband it will continue to work at the fastest speed that your modem will allow.
- You do not have to do anything, but you may want to check the attached information to see whether you are getting the best speed from your line.

Q & A

How do I know if my modem is OK?

- If you have a modem that is more than 2 years old you should consider replacing it. You can purchase an ADSL2+ modem from most electronics or appliance stores.
- If you have an ADSL1 modem (look at the label under the modem) your speed will be limited to 7 Mb/s. Consider investing in a new ADSL2+ modem.
- If you have an ADSL2+ modem that is more than 2 years old, it likely does not have the later error correction and WiFi capabilities that will get the best out of the upgrade.
- If you want to upgrade to VDSL you will need a VDSL capable modem. Talk to your ISP about this when you order your upgrade to VDSL.