

Connection Process for Fixed Broadband (ADSL, VDSL or Fibre)

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When you sign up for Skinny Fixed Broadband, we'll hook your place up with the fastest type of connection available at the address. If you're lucky enough to have Ultra-Fast Broadband (UFB) available in your street this means we'll connect you up on the latest and greatest Fibre network! If you can't get Fibre at your address, we'll connect you up on either ADSL or VDSL, whichever is the fastest as well as most stable connection available to you.

What is ADSL and VDSL?

ADSL and VDSL are the traditional copper-based broadband services provided through the Chorus network and the existing jackpoints at your address. All you need to do to get connected is hook up the modem to one of the jackpoints at your place, and as soon as the line is live you'll be up and surfing!

What is Ultra-Fast Broadband (UFB)?

Fibre is the fastest broadband technology in the market for a Fixed Broadband Connection. It works by sending light through super slim fibre-optic cables made of glass, capable of transferring information much faster than an old-school copper phone line.

To get connected to Fibre broadband, you'll need to have two small boxes physically installed at your premises – one on the outside wall and one on an interior wall.

Fibre technology is perfect for large downloads, streaming video, or when you

have multiple people or devices connected.

Getting Connected

ADSL/VDSL

After you've signed up with us we'll process your order. Once we have confirmation on when your line will be hooked up we'll let you know via an email and send out your Skinny Smart Modem. We'll confirm the track and trace info via email. Once we have confirmation on when your line will be hooked up we'll let you know, also in an email. It generally takes between 5 and 7 working days for an ADSL/VDSL line to be connected, but this can vary depending on local technician availability.

On the day your connection is due to go live make sure you leave your modem hooked up to a jackpoint and turned on. This way after the tech connects the line they'll be able to see the modem connecting, as will we when we get a notification that the order has been completed.

It's also a good idea to keep your phone with you and turned on in case the technician needs to contact you on the connection day. The number the technician would call if required is the number provided during the sign-up process.

Once we've had confirmation from Chorus that the order has been completed we'll let you know via email.

Fibre

After you've signed up with us we'll process your order. The and connection process for Fibre is a bit different to the traditional copper-based broadband service. Fibre is delivered through glass fibre optic cables, which in many cases means a technician will need to come around to install new cables to your property, as well as a fibre box (ONT or Optical Network Terminal). The ONT is the device that connects you to the internet. Think of the ONT as an upgrade to the phone jackpoint houses would have traditionally. The ONT, its power cable and the fibre cable belong to your Local Fibre Company or LFC (Chorus, UFF or Enable, depending on where in New Zealand you are) and should not be

removed from the house.

If Fibre is available in your street but hasn't yet been installed, we'll start this process for you. Depending on the situation at your address, consent for your Fibre install may be required. If you're living in a free-standing property and don't have a shared driveway, or live on a right of way it'll be a simple matter of booking the tech visits, and getting it all installed. Depending on where in NZ you are, we'll either confirm with you via email your scope and install dates, or the local fibre company will phone you to confirm.

If you're living in a house with a shared driveway, right of way or are living in a multi-dwelling unit (eg an apartment building) the Fibre install can take a bit longer, as everyone involved will need to give consent. This usually means that consent will be needed from the property owner, as well as any neighbours who share any property the fibre cable will need to cross to get to your place.

In most cases, the local fibre company will organise the consent process for your install, and we'll keep you informed along the way. In some cases, you may need to get permission from your landlord or neighbours. If this is the case for your place we'll confirm this for you via email.

After consent is all sorted the scoping and install processes can begin. For the scoping visit, a technician will come around to your place to work out the best way to install the fibre cabling. You'll need to be at home on the day to speak with the tech on what the best option for your install will be.

After the scoping install, technicians may begin the external cabling work at your property to get the cable from the street to your property. You won't need to be at home for this part of the process.

For the install visit, a technician from the local fibre company will visit your property and complete the final parts of your Fibre install. This involves bringing the fibre cable into your house, and into the area where the ONT will be installed. After the ONT has been installed you just need to hook up your Skinny Smart modem we would have sent, and you'll be up and surfing!

If you've already got Fibre installed at your address, or if someone who lived at your place previously had Fibre we should be able to hook you up in 5-7 working days using the existing ONT - all you'll need to do is plug in the Skinny Smart modem when it arrives, and once we've confirmed the order has completed you should be ready to jump online!

If you wish to relocate the ONT for a property that already has the ONT installed, contact Skinny and we can look at organizing this to be done by the LFC and their technicians. There is a cost involved and is generally \$199 but can be more if the LFC decides extra work is required for the ONT relocation. Please do not attempt to relocate the ONT yourself as it can damage the fragile fibre optic cables and there would be costs for this to be repaired.

Once we have confirmation on when your line will be live and connected up we'll let you know via an email and send out your Skinny Smart Modem. We'll confirm the track and trace info via email. If we are still at the consent or build stage for fibre and the Local Fibre Company (LFC)

It generally takes between 5 and 7 working days for a DSL line to be connected, but this can vary depending on local technician availability.

Modem Setup

Check out this link for more info on how to connect up a Skinny Smart modem. Be sure to be following the instructions ADSL/VDSL instructions if you are getting connected to ADSL/VDSL and follow the instructions for Fibre if getting a Fibre connection.

Missing Power Cable

In the event that you are missing your power cable for the ONT, you will need to contact your Local Fibre Company (LFC) to get this replaced as this ONT is owned by the LFC in your area.

Chorus

- Complete the Chorus form.

UFF (Ultra-Fast Fibre)

- Complete the UFF ONT form.

- Call UFF directly on 0800 342 735 during business hours.

Enable

- Call Enable on 0800 434 273 and press Option 1 during business hours.

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