


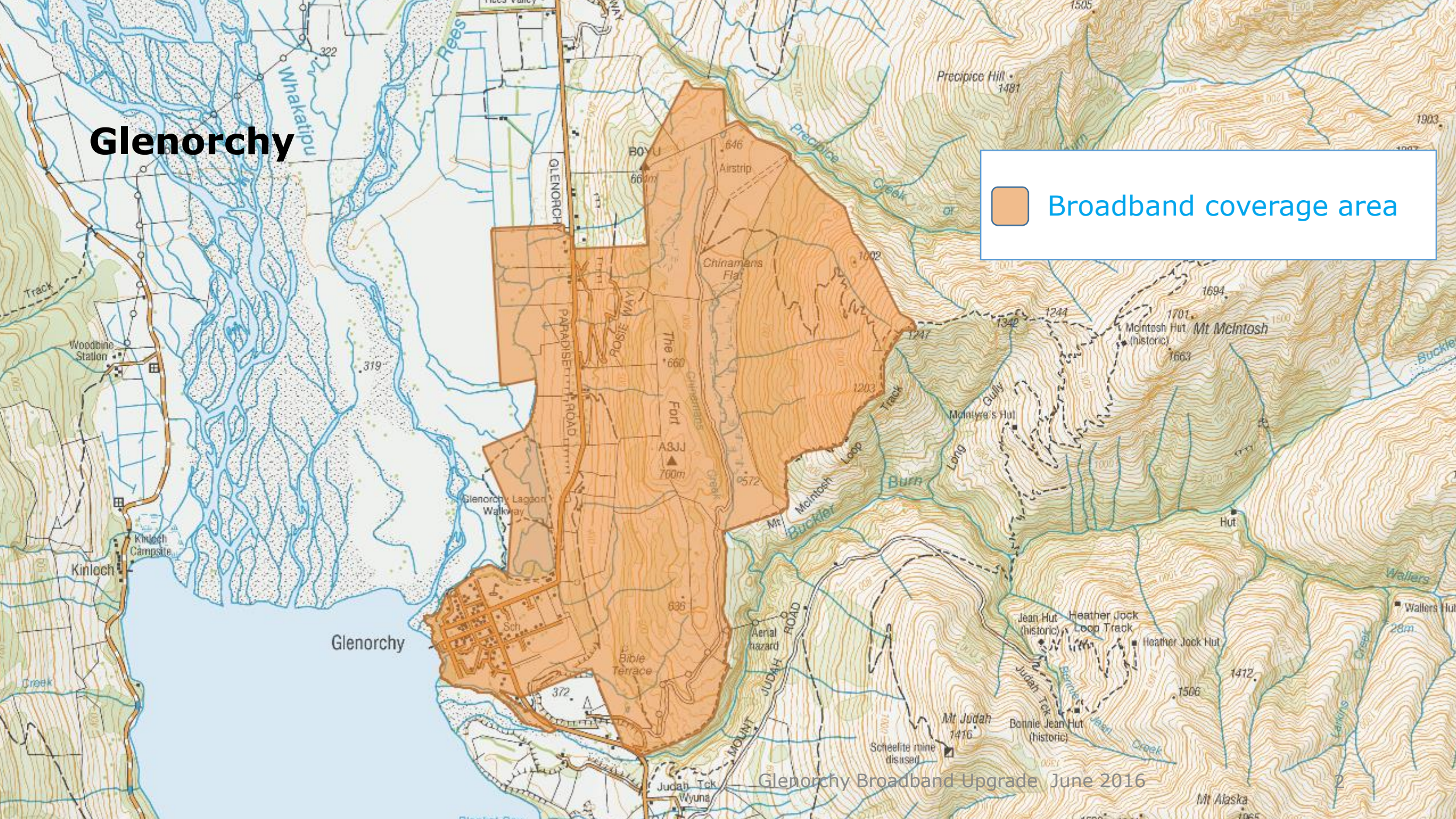


Information pack for residents

Glenorchy broadband switch upgrade June 2016

Glenorchy

 Broadband coverage area



Things you need to know

First things first . . .

Residents in Glenorchy should now be seeing improvements in their broadband performance due to the Chorus upgrade to the broadband switch. The switch was upgraded and went live on Monday 13th June.

It normally takes 3-4 weeks for the records to flow through from our build team to Internet Service Providers before they can perform any plan changes that may be required at their end.

We expect you should be able to change your plan with your ISP by mid-July

What does the broadband upgrade involve?

Chorus has upgraded the local broadband switch. You should have experienced an improvement in your broadband speed when we did this on 13th June. Most of this improvement comes from increasing the capacity of the broadband link from Glenorchy back to Queenstown.

The **original internet plan** you would have had with your ISP will be based on ADSL1 technology (it is likely that your old modem is also ADSL1 technology).

You will need to talk to your ISP and check whether your line is now capable of supporting an even **faster broadband plan**.

You may also have to **upgrade your modem** if it is older than three years old in order to get the best out of the new upgraded broadband switch.

Finally, you may also need to **get your home / building wiring checked** to get the best performance from your upgraded service.

Your broadband plan

- Since you were recently on an old broadband switch it is likely that your ISP had you on a broadband plan that matched that old technology (ADSL1).
- An ADSL1 broadband plan is limited to approx. 7 Mb/sec download speed.
- You should discuss with your ISP about getting a new broadband plan that will let you use the fastest line speed that the new switch can deliver.
- Your new plan will need to be **based on ADSL2+ technology**. You should tell your ISP that your local broadband switch was recently upgraded and that you now want **an Enhanced Broadband Plan** that will allow you to use an ADSL2+ modem

Your broadband modem

- If you have had your broadband modem since the first day you got broadband then you should consider replacing it. Modem technology has improved a lot in the last ten years.
- An ADSL1 broadband modem has a speed limit of approx. 7 Mb/sec download speed.
- Many of the lines in Glenorchy will now support speeds above 10 Mb/sec. You will need an **ADSL2+ modem** to be able to take advantage of this.
- ADSL2+ modems are available from many ISPs, they are also available from retail electronics suppliers. You can buy them wherever you would purchase a new computer.
- If you already own an ADSL2+ modem, and it is more than 3 years old, you might want to consider replacing it. Error correction and **WiFi performance has improved dramatically** over the last 2-3 years so updating your modem will more than likely improve your in-house WiFi as well.

How do I know if I have an ADSL1 or ADSL2 modem?

Turn the modem over and look at the sticker on the back/underneath. It will normally state what type it is. If it does not have this information it is likely to be an older ADSL1 modem. Check with your ISP or your local electronics retailer.

Your home wiring

- Having upgraded your ISP plan and sorted out your modem, you may want to look at the wiring in your house.
- A dedicated jackpoint for your broadband modem, together with a master splitter – that separates your voice service from your broadband service – will provide the optimum service on your line.
- Every additional jackpoint wired into your house that is connected directly to your broadband line can degrade your broadband signal. A master splitter installed on your line separates your modem jackpoint from all the other outlets in your house.
- You can request that a dedicated jackpoint be installed by a Chorus technician. You can arrange this through your ISP. They will advise the cost of this work.

Q & A

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 & businesses in Glenorchy Village.
- 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!

You do need to have a copper line into your property for Chorus to connect your broadband.

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.

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 building to the switch. 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 switches to ADSL1/ADSL2+ to provide a stable connection.

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 5 Mb/sec download speed. (The yellow shaded area).
- Properties within approx. 2000 metres of the cabinet can expect to connect at better than 10 Mb/sec download speed.
- Properties within approx. 1000 metres of the cabinet can expect to connect at close to 20Mb/sec download speed.

Q & A

Can I confirm what speed I should expect to get before I place an order?

- By contacting your ISP they will be able to look up the speed that your line can support and guide you to which service will work best for you.
- You should delay contacting your ISP about broadband plan upgrades until after we have completed all the records updates that follow the upgrade. We expect this work to have flowed through to ISPs by **mid-July**.

More questions?

www.chorus.co.nz