



2023

ELECTRICITY AND FIBRE

Kauri One, Two & Three Bedroom Apartments

Getting your home connected

Infrastructure Solutions NZ &
Infrastructure Fibre Solutions NZ

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Welcome to Your New Home!

We'd like to take a moment to introduce how you get connected to your power and fibre and who operates the electricity and internet networks.

Take a look through this guide to find out how you can get connected.

ABOUT YOUR ELECTRICITY AND FIBRE NETWORK PROVIDERS

About Infrastructure Solutions NZ and Infrastructure Fibre Solutions NZ

The electricity and fibre networks to your property are provided by [Infrastructure Solutions New Zealand Limited and Infrastructure Fibre Solutions NZ Ltd.](#)

Property developers have a choice of electricity and fibre providers, they choose Infrastructure Solutions based on price, quality, service, and simplicity.

Infrastructure Solutions builds “open” electricity and fibre networks allowing electricity and fibre Retailers to offer their products and services to property owners and occupiers.

Infrastructure Solutions has approached all major electricity and fibre Retailers, encouraging them to offer their services on our networks. A list of Retailers offering their service is set out in this document, other Retailers have indicated they will be offering their services in the future. Our website contains a list of all available Retailers and will be updated whenever a new Retailer offers their services.

About Lit Networks

Lit Networks is our fibre network partner. Lit Networks connects the fibre in your home to the internet world, manages bandwidth and connectivity, and supports Retailers offering their products and services to you.

Lit Networks can also offer you technical support over and above that provided by your fibre Retailer by phone, or by sending a technician to your home for \$150.00 per hour inclusive of GST. Please refer to the last page of this document if you require telephone support or if you wish to book a technician to help you with your set up.

ABOUT ELECTRICITY IN YOUR HOME

When you settle on the purchase of your home, electricity supply will be on and available from our default electricity retail provider, Community Power.

To avoid electricity supply being disconnected, you will need to set up your electricity account with either Community Power or one of the other electricity retailers that are supplying their services, **within 7 days of settlement**.

CURRENT ELECTRICITY RETAILERS

To set up your electricity account contact your preferred Retailer from the list below.

RETAILERS

CONTACT DETAILS

Community Power

A unique and innovative social enterprise company.

E: support@communitypower.co.nz

P: 0800 11 33 70

W: communitypower.co.nz

Genesis Energy

P: 0800 300 400

W: genesisenergy.co.nz

Frank Energy

E: help@frankenergy.co.nz

P: 0800 086 400

W: frankenergy.co.nz

Meridian Energy

P: 0800 496 496

W: meridianenergy.co.nz

Mercury Energy

P: 0800 36 98 45

W: mercury.co.nz

ABOUT FIBRE IN YOUR HOME

Your home has been pre-wired for fibre, making it easy and fast for you to get connected. The fibre network to your home is an “open” network meaning any fibre retailer can sign on to provide their services to you. The retailers that have signed on to date, and those coming soon, are set out below. Contact one of these providers to get your fibre account set up and connected.

CURRENT INTERNET SERVICES PROVIDERS (ISP)

RETAILERS

CONTACT DETAILS

Community Power

E: support@communitypower.co.nz

P: 0800 11 33 70

Voyager

E: support@voyager.nz

P: 0800 477 333

Coming Soon...

W: voyager.nz

Switch Megatell Nova Contact

Your home has been pre-wired for fibre. Fibre is connected to an ONT in a communications cabinet in one of your wardrobes. A Wi-Fi router has been installed and connected, ready for you to set up your account with one of the above-mentioned internet services providers.



ONT

This device is required to connect to the fibre network. This ONT is owned by IFSNZ and is not serviceable by you or your ISP and must remain within the property.

The ONT has LED light indicators being Power, Alarm, PON, LAN.

Power LED: If Green, means it has power

LAN: If Green, means it has connected to your router

Alarm: If ON, means not enough light is getting to the ONT

PON: If Red there is a problem, call your service provider

All Apartments TP-Link AC1600



You have also been provided you with a new Wi-Fi router (TP-Link AC1600) as pictured.

HOW TO SETUP YOUR ROUTER AND GET CONNECTED

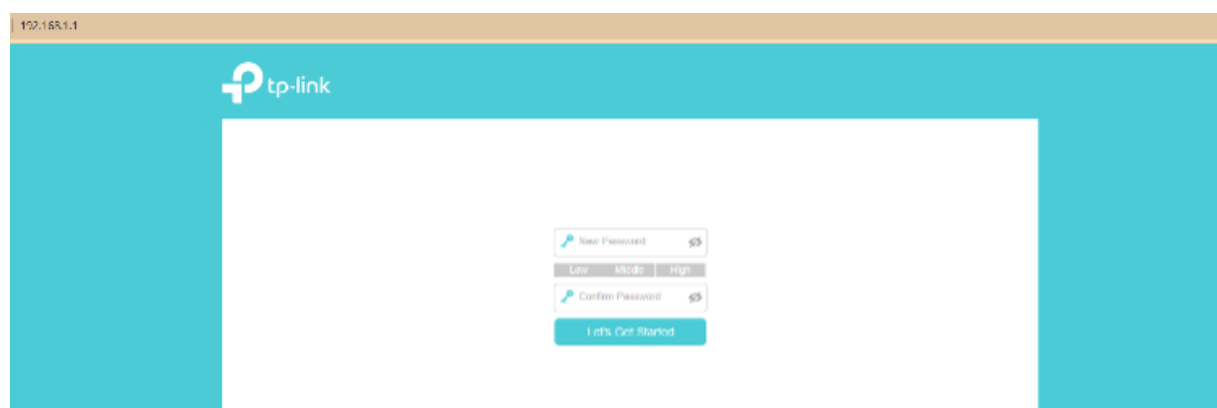
Step by Step Guide For One, Two & Three Bedroom Apartments

Before you begin, you will need to have purchased an internet plan from one of the ISPs listed above. They will provide you with a username and password, you will then need to complete the configuration of the router as below.

Check that the router is plugged into the power and the Power LED is **GREEN**.
Check that the ONT is plugged into the power and the Power LED is **GREEN**.

1). Now that you have your username and password, connect your device (computer/phone) to your new wireless network to begin set up. Your new wireless network name/address is marked on the bottom of your router.

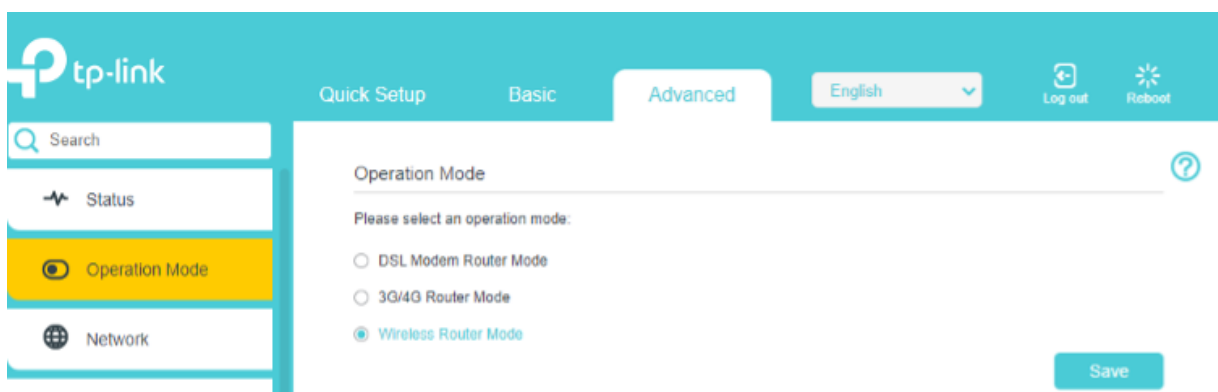
2). Open a web browser and go to <http://tplinkmodem/net> or <http://192.168.1.1>. Create a strong password and save the settings. Secure your Wi-Fi with a password of at least 8 characters (include capitals, numbers and symbols).



3). Click **Let's Get Started**. This takes you to the easy setup wizard. IGNORE THE WIZARD. Go to the **Advanced** tab; select **Operations Mode**; select **Wireless Router Mode**; click **Save**.

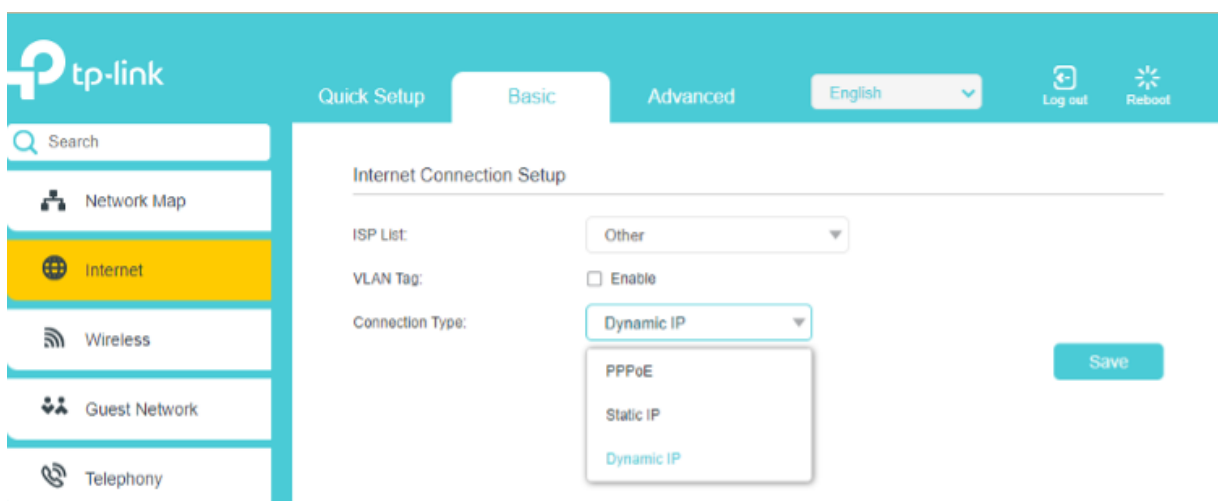
HOW TO SETUP YOUR ROUTER AND GET CONNECTED

One, Two & Three Bedroom Apartments Continued...



4). This will Reboot the modem and bring you back to the login screen. Log in with the password you set earlier.

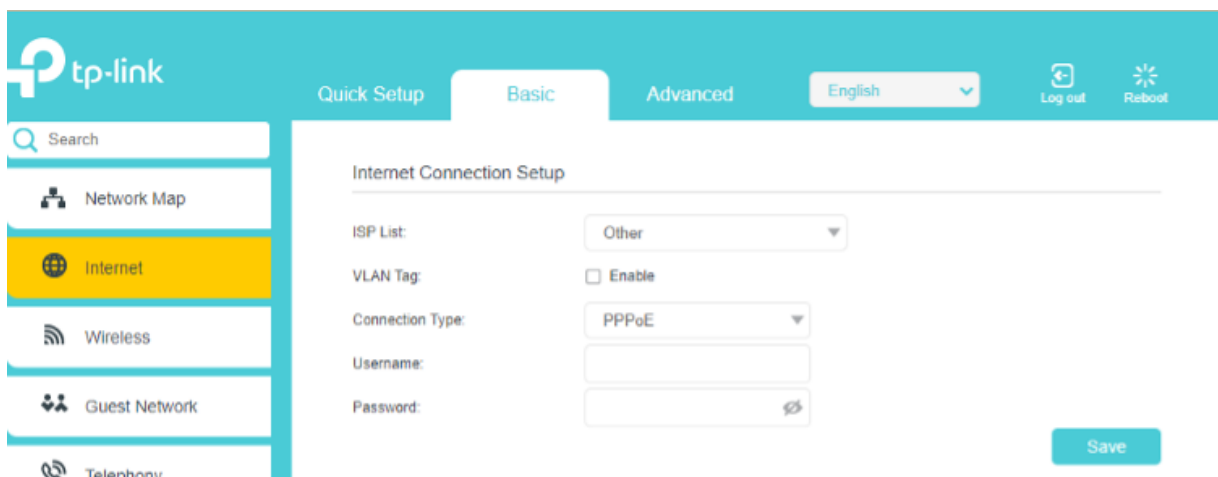
5). Now you can setup your internet connection with **Basic** tab, select **Internet** on the left, select the **ISP List** dropdown menu, select **Other**, select **Connection Type** dropdown menu and select **PPoE**.



HOW TO SETUP YOUR ROUTER AND GET CONNECTED

One, Two & Three Bedroom Apartments Continued...

6). You now need the **Username** and **Password** you received from your ISP and enter it here. Click **Save**.



The screenshot shows the TP-Link router's web interface. The top navigation bar includes the TP-Link logo, tabs for 'Quick Setup', 'Basic', and 'Advanced', a language dropdown set to 'English', and 'Log out' and 'Reboot' buttons. A left sidebar contains a search bar and menu items: 'Network Map', 'Internet' (highlighted in yellow), 'Wireless', 'Guest Network', and 'Telephony'. The main content area is titled 'Internet Connection Setup' and contains the following fields: 'ISP List' (dropdown menu set to 'Other'), 'VLAN Tag' (checkbox for 'Enable' which is unchecked), 'Connection Type' (dropdown menu set to 'PPPoE'), 'Username' (text input field), and 'Password' (password input field with an eye icon). A 'Save' button is located at the bottom right of the form.

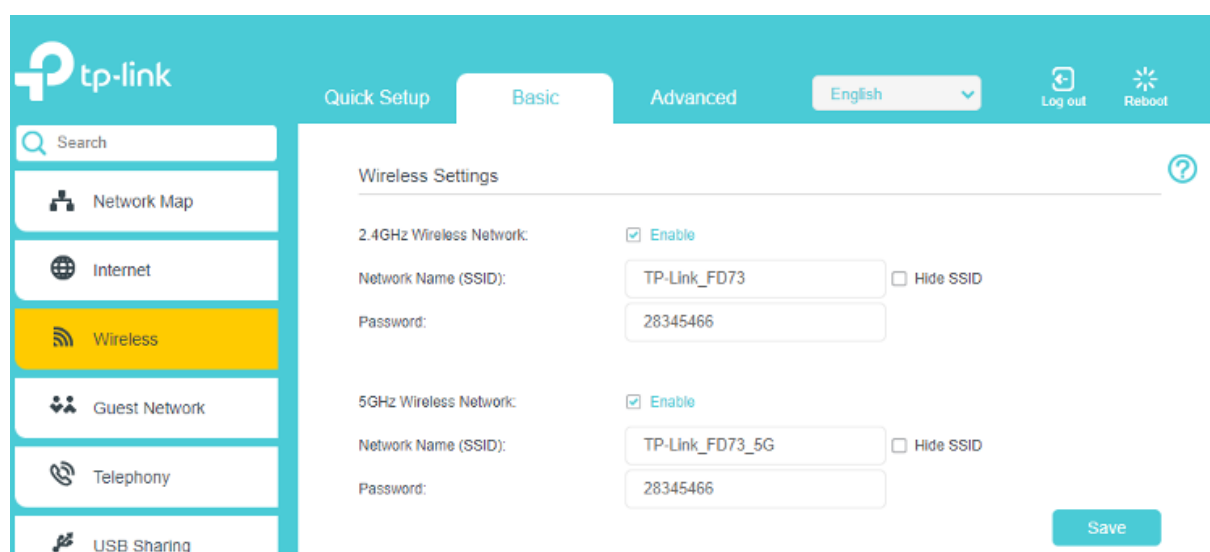
7). The modem will try to connect to the internet. Go back to **Basic** tab and select **Network Map**. If successful, you will see the internet icon below.



HOW TO SETUP YOUR ROUTER AND GET CONNECTED

One, Two & Three Bedroom Apartments Continued...

8). If you wish you can change the name of your Network to something more personal. To change your Network name (SSID) click on **Basic** tab, select **Wireless**. Here you can change the SSID and password. Again, making sure to use a strong password. Click **Save**.



The screenshot shows the TP-Link web interface. The top navigation bar includes the TP-Link logo, tabs for 'Quick Setup', 'Basic', and 'Advanced', a language dropdown set to 'English', and 'Log out' and 'Reboot' buttons. A left sidebar contains menu items: 'Search', 'Network Map', 'Internet', 'Wireless' (highlighted in yellow), 'Guest Network', 'Telephony', and 'USB Sharing'. The main content area is titled 'Wireless Settings' and contains two sections. The first section is for the '2.4GHz Wireless Network', with 'Enable' checked, 'Network Name (SSID)' set to 'TP-Link_FD73', 'Hide SSID' unchecked, and 'Password' set to '28345466'. The second section is for the '5GHz Wireless Network', also with 'Enable' checked, 'Network Name (SSID)' set to 'TP-Link_FD73_5G', 'Hide SSID' unchecked, and 'Password' set to '28345466'. A 'Save' button is located at the bottom right of the settings area.

9). Congratulations, you are now ready to connect to the internet with all your Wi-Fi capable devices.

For all other functions please refer to your user manual or go to: <https://www.tp-link.com/au/support/download/deco-m4/>

Should you need assistance with your internet set up, support is available for a fee. Phone support is available by calling 0800 400 048 and a technical person can come to your property for a fee of \$150.00 inclusive of GST. Please refer to the last page of this document for how to book a technician to come to your home. (This is the page titled "How to get setup support").

FREQUENTLY ASKED QUESTIONS

01. Is internet available in my new home?

Yes, your new home has been pre-wired with internet cabling. You simply need to setup your router and an account as detailed above.

02. How do I make changes to my services?

Contact your internet service provider (ISP) to discuss the best options.

03. Who do I pay for services?

Your service provider will assist you with setting up your payments.

04. Do I pay ISNZ or IFSNZ anything for my electricity?

No, you do not pay anything to either ISNZ or IFSNZ. You only pay your electricity and fibre providers.

05. What happens if I have someone who is medically dependent on electricity?

You must notify your electricity provider.

06. Who do I contact if I have no electricity or Wi-Fi?

Contact your service provider who will assist you.

07. Why so few electricity and fibre companies to choose from?

The electricity and fibre networks for your home are “open networks” any electricity and fibre retailer can provide services on the network.

08. How do I get my preferred electricity and fibre companies to join this network?

If your preferred retailer is not offering their services on our networks we suggest you ask them when they will be. They can email us on support@isnzl.co.nz to arrange to sign an agreement.

09. Why not Vector?

Within the Vector network there are many “embedded networks”, ISNZ is just one embedded network operator throughout Auckland. Your property is on an ISNZ electricity network and any electricity retailer can provide services on our network.

10. Why not Chorus?

Chorus is one of many fibre operators within New Zealand. IFSNZ is another fibre operator who is supplying fibre to your home. IFSNZ is an “open network” so any internet service provider (ISP) can provide internet services on our network.



HOW TO GET SETUP SUPPORT

Should you wish to have a technical person attend onsite please email support@litnetworks.co.nz or phone 0800 400 048 with the following information:

Home Address:

Contact Name:

Mobile Number:

A technical representative will be in contact with you to arrange a suitable date and time to attend onsite to get you connected.

infrastructuresolutions.co.nz / admin@isnzl.co.nz