2023

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ELECTRICITY AND FIBRE

Selo Two Story Homes

Getting your home connected

Infrastructure Solutions NZ &
Infrastructure Fibre Solutions NZ

CONTENTS

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
W: voyager.nz

Coming Soon...

Switch   **Megatell**   **Nova**   **Contact**

Your home has been pre-wired for fibre. The fibre terminates in a communications cabinet under the stairs and the ONT has been installed. A Wi-Fi router has been provided for you, it can be found under the stairs next to the communications cupboard. Instructions on how to set up your Wi-Fi router are set out below.

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

Two Story Homes Main Router

You have also been provided you with a new Wi-Fi router (TP-Link M4) as pictured.

HOW TO SETUP YOUR ROUTER AND GET CONNECTED

Step by Step Guide for Two Story Homes

1). Plug the router into the internet outlet in your living room using the ethernet cable provided with the router. (Your single router has been provided)

2). Then plug the router into a nearby power outlet.

Note: If you have another type of router, then you can connect this in the same way.

3). Ensure power is turned on for both the router and the ONT in the communications cabinet under the stairs. The ONT under the stairs should show a **GREEN** LED light and the living room router will flash **BLUE** when it's ready.

4). You will need your internet username and password, which you will receive from your internet service provider (ISP) when you sign up. Contact one of the above ISPs to sign up for an internet plan.

5). You will also need to create a TP-Link account https://myproducts.tp-link.com/us/register.

6). To start you will need to download the TP-Link Deco app which is available from App Stores for both Android and iPhone. Look for TP-Link Deco logo.

7). Once installed, you will need to connect your device Wi-Fi to the wireless network ID, the details are marked on the bottom of the router.

HOW TO SETUP YOUR ROUTER AND GET CONNECTED

Two Story Guide Continued...

8). You can connect to this Wi-Fi without a password, this is only for configuration purposes.

9). Open the app, sign in with your TP-Link account and follow the instructions to locate the Deco device and connect to it.

10). Once connected successfully, the configuration wizard will start with Setting Connection Type.

11). Select 'PPPoE' and enter your ISPs username and password.

VLAN

12). Below your password select "VLAN Settings" and enter under "internet VLAN ID" 10 and for internet VLAN priority 0. Once added press save and continue with the next step

13). Next, the wizard will ask you to create your new Wi-Fi ID. Secure it with a password.
Note: Remember to secure your Wi-Fi with a password of at least 8 characters and include capitals, numbers and symbols.

14). Wait a couple of minutes for the new Wi-Fi ID to become available and connect to it using the password you just set.

15). Congratulations, you are now ready to connect and use 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.

SUPPORT

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