



Get ready to consume Hyperfibre from Chorus

What you need to know to onboard:

If you haven't already read about our Hyperfibre product please head to our Hyperfibre Product Overview and Specifications to familiarise yourself with our new Hyperfibre products:

- [Hyperfibre Home](#)
- [Hyperfibre Small Business](#)
- [Hyperfibre Business](#)
- [Hyperfibre Education](#)
- Contact your Account Manager if you are interested in onboarding for Hyperfibre.
- We will update you on when you can submit orders for Hyperfibre.

Business Rules:

- You can utilise your existing NGA handover, however be mindful of your HOL capacity as these high bandwidth plans can quickly change how much contention you have.
Where you anticipate multiple Hyperfibre connections in a coverage area, you might wish to consider dedicated multiple 10G Handover.
- Hyperfibre is not available via B2B in this first release
- Tail extension is not available on Hyperfibre in this first release
- Hyperfibre is not available nationwide in this first release. Location availability will be rolled out and we will communicate as we roll this out.
- You will see bookable appointments in Chorus Portal when you place order for Hyperfibre prior to launch date – however if you do select a date prior to February launch or before infrastructure build is complete, we will adjust the appointment to reflect launch and infrastructure build completion.
- Product Offering available for Hyperfibre are:
 - Connect
 - Modify/Change Plan
 - Disconnect
 - Connect and Replace
 - Transfer
 - Move address

For information on how to order Hyperfibre, refer to detailed information section.

- A change plan will require a CSE/Truck roll to swap ONT.
 - NGA to Hyperfibre
 - Hyperfibre to NGA

Product Availability at Locations:

You can only order Hyperfibre in designated coverage areas in the first release: Queenstown, Wanaka, Cromwell, Wakatipu and Arrowtown.

Other locations will be made available as the rollout progresses over time. For full details on product availability refer [HERE](#).

Please note that you can also find this information in the 'Tech Specs' section of each Hyperfibre product on the SP website.

Available Offers:

Offer	Residential	Small Business	Business	Education
Home Hyperfibre2000	✓			
Home Hyperfibre4000	✓			
Small business Hyperfibre2000		✓		
Small business Hyperfibre4000		✓		
Business Hyperfibre4000			✓	
Education Hyperfibre4000				✓
Hyperfibre ONT Mode				
RGW Mode	✓	✓		
Bridged Mode	✓	✓	✓	✓

Hyperfibre ONT will be either in:

Bridged Mode

- Chorus Hyperfibre ONT and RSP modem/RGW

RGW Mode

- Available for Home Hyperfibre Only
- Hyperfibre ONT will need to be RGW enabled
- Only one box – you will not need separate RGW
- ATA voice services are not supported by Chorus for this release.

RGW Settings:

If you are opting for Hyperfibre ONT in RGW mode, you have to fill the template below and send it to implementation@chorus.co.nz so we can set up the configuration.

Setting	Options
Connection Type	PPP or DHCP
IP Mode	IPv4 or IPv6 or IPv4 & IPv6
PPP Username	<ul style="list-style-type: none">• Static Userid for all connections• A hint for user-specific usernames (e.g. username@yourdomain.nz)• Generic ("user@rsp.co.nz")
PPP Password	<ul style="list-style-type: none">• Static Password for all connections• Default "password"

Ordering Hyperfibre in Chorus Portal

You would order Hyperfibre the same way as you would order NGA in [Chorus Portal](#). See NGA ordering guide [here](#).

We have introduced a new CSE for Hyperfibre which will be defaulted in when you select Hyperfibre plan – This ensures that the correct service is provisioned. Removal of this CSE may lead to incomplete service changes.

AIM	CSE OFFER
Connect	<p>Aim: * <input type="text" value="Connect"/></p> <p>CSE Offer: <input type="text" value="XGS_CSE"/> ?</p> <p>Order Type: Connect Primary</p>
Change Offer	<p>XGS_CSE will be only defaulted for Hyperfibre plans. If your target offer is Evolve/NGA, you have to manually add CSE in.</p> <p>Aim: * <input type="text" value="Modify"/></p> <p>CSE Offer: <input type="text" value="XGS_CSE"/> ?</p> <p>Order Type: Change Offer</p>
Disconnect	<p>XGS_CSE is needed for Chorus to replace Hyperfibre ONT with 3G ONT when you choose to relinquish the Hyperfibre service.</p> <p>Aim: * <input type="text" value="Disconnect"/></p> <p>CSE Offer: <input type="text" value="XGS_CSE"/> ?</p> <p>Order Type: Disconnect Primary</p>
Transfer	<p>Aim: * <input type="text" value="Transfer"/></p> <p>CSE Offer: <input type="text" value="XGS_CSE"/></p> <p>Losing Service Provider Name: * <input type="text" value="Chorus NZ"/></p> <p>Order Type: Transfer Primary</p>
Connect and Replace	<p>Aim: * <input type="text" value="Connect"/></p> <p>CSE Offer: <input type="text" value="XGS_CSE"/> ?</p> <p>Order Type: Connect and Replace</p>

Assuring Hyperfibre in Assurance Website

Diagnostics: the Checkmate diagnostics will not be available for ONT status in the first release.

Fault logging steps:

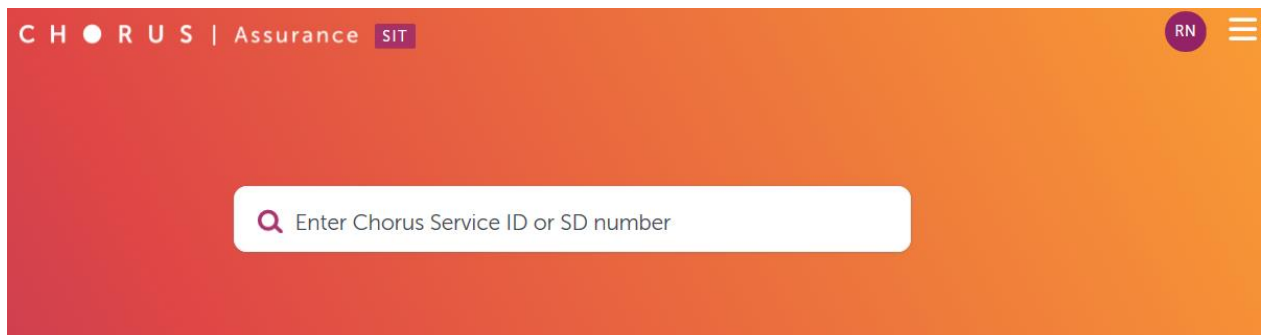
The fault logging process is same as any NGA product, however there is a minor difference in diagnostics.

You will see ONT Status as 'Not Testable', we recommend you proceed with logging the fault anyway. Prior to logging the fault, carry out your normal troubleshooting activities.

Chorus Faults team will diagnose the service and take relevant actions.

Step 1:

Enter your Service ID and click on search icon or press Enter



Step 2:

We will validate the Service Info and return any related Network Events. You will see ONT Status as 'Not Testable' in the first release. We recommend you proceed to logging the fault.

Service Info

ASID 1637008075	Address 2/43 CLOSING WAY, QUEENSTOWN 9300	Product Type NGA XGSPON SBF	Customer Plan 1637008075
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Network Events

Event ID	Impact	Start date	End date
INC000000769349	Current	04/11/19 05:05	-

Diagnostics

Test ONT Status	Status Not Testable	Last run 3 minutes ago	
Test Optical power	Status Out of range	Last run 3 minutes ago	
Test RGW		Last run 2 minutes ago	Show less

Next steps

There is a network event which may explain any issues being experienced.

Please select your fault type

[Link to event](#)

Alternatively if there is a problem unrelated to this event, then report the specific problem here

Data

ONT Ports

1 2 3 4

Port provisioned for this ASID
Port not detecting any device connected.
Negotiated: UNKNOWN
Configured: AUTO/Full Duplex

Traffic Passed During Test

ONT | RGW

Traffic Usage Since Midnight

--- -- | --- --
Uploading | Downloading

Data Configuration 1

Remote ID	1637008075B01
Type	UNI
GE Port	1
Circuit ID Insertion	DHCP Option 82
UNI Tagging Mode	Tagged
Data Handover LinkID	A100010001
ID	
Data SVLAN	22
Data CVLAN	12

Test ID# BY64ZA88 | Tue 12 Nov 10:25

ATA Voice

Test
ONT Status over time

Last run
a few seconds ago [Show less](#)

23 October - 12 November

October: 23 24 25 26 27 28 29 30 31 | November: 01 02 03 04 05 06 07 08 09 10 11 12

00 01 02 03 04 05 06 07 08 09 10

Not testable
Grey is the system cannot collect data


Test ID# BY64ZA89 | Tue 12 Nov 10:27

Step 3:



Select your fault type.

You can choose to 'Link to Event' if there is a related Network Event and Click [here](#) as below:

Or, Click [Next](#) if there are no related Events.

 **Next steps**

There is a network event which may explain any issues being experienced.





NGA Layer 1 - Intermittent Service  


[Link to event](#)

Alternatively if there is a problem unrelated to this event, then report the specific problem [here](#)

Step 4:

You will be taken to the below page, please fill in the required information as you would be for a NGA fault. And Click [Submit](#)

 Service Info			
ASID 1637008075	Address 2/43 COORNDRA WAY, QUEENSTOWN 9300	Product Type NGA XGSPON SBF	Customer Plan VOLUME 500000252
 Fault type			
NGA Layer 1 - Intermittent Service			
 Response			
Critical response?		No <input checked="" type="radio"/>	Yes <input type="radio"/>
Is this a Medical Emergency?		No <input checked="" type="radio"/>	Yes <input type="radio"/>
 Scheduling			
Request a time		or	ASAP

 **Additional Information**

RSP Reference Number

Additional Information

By submitting this fault to Chorus you certify that you have completed all your troubleshooting as per product guidelines and reasonably believe that the fault lies within the Chorus network.

Who to Contact?

If you have any on boarding queries please email:
implementation@chorus.co.nz