

Setting customer expectations

HYPERFIBRE™

What your customer needs to know

You have a customer interested in consuming Hyperfibre, what's next?

First thing is to set expectations with your customer. Given, Hyperfibre is a new technology it is important to be clear on following aspects:

1. Device compatibility – see getting the best out of your Hyperfibre connection at home section.
2. Internal wiring requirements.
3. If network build is required, it could take up to four weeks.
4. A Chorus tech is required to swap out ONT (upgrade only).
5. New ONT is tabletop mount.
6. Decision maker need to be home to decide the location of ONT setup (upgrade only). For new installs, standard practice is to install in main area near entertainment area (TV).
6. There will be an outage of an hour as tech swaps out the ONT (upgrade only).
7. ONT is capable of RGW functionality providing Wi-Fi and five ethernet ports. This can be selected at order time.
8. RGW voice is available from 2 November 2020.

What's involved in upgrading to Hyperfibre i.e customer already has Fibre

We don't need to do any digging as our fibre network is already underground and good to go. We are still required to enable Hyperfibre at the local exchange and swap the ONT to a new Hyperfibre ONT.

The upgrade is done in two parts:

1. We connect fibre to our Hyperfibre network at the local exchange level.
2. We visit customer premises and replace existing ONT (optional network terminal) with a shiny new Hyperfibre capable ONT to handle blazing fast speeds.

Note: the build work could take up to twenty working days for the first Hyperfibre customer at the splitter. Any subsequent orders we receive for customers at an enabled splitter will be quicker.

The ONT swap is expected to take up to an hour and your customer will not have service during this time.

What's involved in connecting customer to Hyperfibre i.e. never had Fibre at a property?

The install is done in three parts:

1. BAU NGA provisioning processes apply with the exception of the additional Hyperfibre enablement steps below.
2. We connect fibre to our Hyperfibre network at the local exchange level.
3. We visit customer premises and install new Hyperfibre ONT.

Note: the build work could take up to 20 working days for first Hyperfibre customer in the splitter. Any subsequent orders we receive for that splitter will be quicker.

Available soon. We are developing a short video to explain how Hyperfibre installation works.

Customer journey maps

We recognise the importance of understanding end to end journey process for our products. We have drafted a comprehensive Hyperfibre install + upgrade journey maps. For detailed maps please click on the links below:

[Hyperfibre install CX journey map](#)

[Hyperfibre upgrade CX journey map](#)

Note: we are happy to setup a session and take you through the journey maps. Please reach out to your Account Team if interested.

In the background, we are working on Hyperfibre Assure journey and will share this with you as soon as possible.