

GETTING TO YES

Hi there,

If you have downloaded this leaflet, there's a good chance that you have recently ordered Fibre Broadband but need the consent of someone else to proceed with installation.

You need consent either because you are renting and the landlord has to approve the physical work done to the land or building, or the Fibre cable has to go through property you share with neighbours like a driveway or apartment basement in order to connect your home to the Fibre line in the street.

In most cases your Local Fibre Company will manage the consent process, but usually that involves sending a form to sign and information that can raise more questions than people find answers to. Or people mistake the mail for marketing and ignore it.

What often makes the difference is a personal conversation with you. If a neighbour knows you and why Fibre is something you'll enjoy, there's little reason to say no and motivation to pick up the pen and sign. It's likely they'll consider getting Fibre themselves – and then they'll also want to get that connection to the street happening!

The information in this leaflet is written to help that conversation.

For landlords and tenants

For tenants

- Installing Fibre is like constructing something: cables are laid and holes are made in more or less visible parts of the building. That's why your landlord needs to approve the installation
- It's a good idea for the landlord to attend the meeting with the technician at your home where you'll agree a plan for installation.

For landlords

Benefits

- Getting Fibre will give you a real competitive advantage, as tenants increasingly recognise the value of ultra fast internet
- A fibre-ready home is something you can market if you consider selling your property.

Managing any impacts

- You need to be assured that the installation looks good. You might also want to be sure it results in the best speed in rooms where that's important
- Install options can cover most situations, although sometimes there may be an additional cost (non-standard installation). This can be discussed at the meeting with the technician where you agree the plan
- When works are complete, the installers will leave all work areas in a neat and tidy state and fully reinstate any outdoor features, lawns, gardens and paths
- The Local Fibre Company that manages the works has insurance to pay the reasonable costs of repairing damage that may result.

Things to do

- Decisions that affect quality are agreed in the installation plan. It's a good idea to attend that meeting with the tenant and the technician
- You can agree with the tenant whether it is reasonable for the tenant to cover any additional costs from a non-standard installation.

For neighbours on shared driveways

Fibre broadband relies on a new kind of cable that uses light rather than electric signals. The cable must be laid from the street to people's homes. Because it crosses property shared by you, your approval is needed.

Benefits

- Fibre broadband is much faster – and it's the only way that people's internet connections will be fast enough to do what they expect to do online in the coming years
- Once the Fibre cable is laid down the driveway, it may be quicker for you to get a Fibre connection to your door in the future
- It does not matter if you are or will ever be a Spark customer. You'll use the cable from the street when you buy Fibre broadband.

Managing any impacts

- The cable is laid to follow an existing phone line if possible, to avoid digging or trenching
- The work team on site will minimise disruptions and let you know ahead of time of parking or access restrictions
- The work team won't enter your private property unless absolutely required and then only with your approval
- When works are complete, all work areas will be left in a neat and tidy state and returned to their previous condition
- The Local Fibre Company managing your fibre installation has insurance to pay the reasonable costs of repairing any damage.

Things to do

- Decisions about laying the cable are agreed at a meeting between the Local Fibre Company and the customer, once neighbours' consents are given. If you make any limits clear to the Local Fibre Company, they can take those into account at the meeting if they get enough warning.

For body corporates

Of multi-unit developments or apartments

Fibre broadband relies on a new kind of cable that uses light rather than electric signals. The cable must be laid from the street to the building(s) and then wired through the building(s) so people's homes have access. Because it crosses property that is held in common, all owners who have a share in that property need to approve it.

Benefits

- Once the Fibre cable is laid to your apartment or development, it will be easier for you to get a Fibre connection in the future
- Fibre broadband is much faster – and it's the only way that people's internet connections will be fast enough to do what they expect to do online in the coming years
- Getting Fibre will give you a real competitive advantage if you have tenants, as they increasingly recognise the value of ultra fast internet
- A fibre-ready home is something you can market if you consider selling your property.

Managing any impacts

- When you give consent, it's to allow (1) a connection from the street and (2) a detailed plan to be put together for wiring in the building(s) if required. You or someone you nominate will get to approve the detailed plan as well
- The cable from the street is laid to follow an existing phone line if possible, to avoid digging or trenching
- The work team on site will minimise disruptions and let you know ahead of time of parking or access restrictions
- The work team won't enter your private property unless absolutely required and then only with your approval
- When works are complete, all work areas will be left in a neat and tidy state and returned to their previous condition
- The Local Fibre Company managing your fibre installation has insurance to pay the reasonable costs of repairing any damage.

Things to do

- You might take an active part in rallying owners of your building(s) to agree to installing Fibre, because they will all benefit.