

# Fibre To The Home



## What is Xnet Fusion over Fibre?

WxC is the company behind your entry into the new world of IP telecommunications service delivery. Our network has been developed over the past five years with a vision that someday, customers would be able to shed the limitations of the old copper network and benefit from New Zealand's inevitable entry into the modern world.

Now that fibre has begun to be installed into some New Zealand homes, that day has arrived. To give you comfort as to WxC's ability to provide you with a reliable quality service; it may be worth noting that we have been running the next generation switching and routing technology in our core, servicing over 60,000 customers for the past four years. To date, WxC has switched over one billion minutes of voice calls on the network transparently to the customer. With the implementation of fibre to your home, you now have access to this next generation in telecommunications technology.

### STRONG SIGNAL...

Optical fibre signal is reliable and consistent over longer distances than traditional cabling because the signals are transmitted by light instead of electricity. This means the signals are much less prone to deterioration, and much faster too.

### LOW NETWORK UPKEEP...

Fibre infrastructure is not affected by the trials of weather and corrosion. Of course your line is not impervious to being cut completely but in the event of a flood for example, your fibre connection will keep on working so long as the equipment on each end stays dry.

### FUTURE-PROOF...

Because of its potential to offer very high bandwidth, fibre to the home will allow for a full range of communication and entertainment services, including video conferencing, IPTV and Video on Demand. The fibre connecting your home to the network means that when NZ broadcasters and content providers come on board with new services ready for delivery via IP Technology, your fibre connected home will be ready to take advantage of these services.

## About Fibre...

Optical fibre uses light instead of electricity to carry a signal, and unlike traditional copper cabling, it can support faster speeds over longer distances, without the signal deteriorating. Coupled with laser technology and state-of-the-art electronics, fibre optic cable can transmit and receive vast amounts of data far in excess of traditional cable. Fibre technology has many benefits for you and your household.

Here are just some of the benefits of fibre: Xnet Fusion is by definition a convergent voice, data and media product that is delivered over a single line; eliminating the need for separate voice and Internet access service. In Fibre connected homes, the true power of Xnet Fusion will be brought to life. Subscribers will enjoy faster speeds, more reliability and as products become available, more services than ever before!

With Xnet Fusion, you can choose to have a feature rich digital voice telephone line and basic Broadband connection, or you can choose the super speedy Broadband option for the heavy Internet user(s). What's more, with the Xnet VFX Digital Voice service, you will make incredible savings on your toll calling and have more features than were available from your previous telephone company. And YES, your local calls are free! We will tell you more about Xnet VFX in the following pages.

## Xnet Fusion over Fibre...The Packages

### Telephone Line...

All packages include our next generation phone service, allowing you to control your features for the first time, whilst getting free local calls and extremely low calling rates worldwide!

The crystal clear digital voice service comes packed with features, and what's more you can use your existing phone handset. You can even keep your current phone number if you are moving within the same local calling area, or we will supply you with a brand new shiny local phone number.

### Internet Connection...

Each of our packages allow you to access the Internet and rather than buying blocks of data, we will only charge you for what you use at the low price of \$1.28 per GB (billed per MB). By using our exclusive Xnet Usage Monitor, you can keep track of your Internet data in "real-time" so you can see exactly how much you are using right from your desktop.

# Fibre To The Home

## \$45.00 per month Fusion VLSI

### Basic Internet and VFX Phone Service

We have now bundled your phone and Internet service for the same price as you were probably paying for your landline! In addition to our VFX phone service, Fusion VLSI comes with a basic Internet connection allowing you to surf and chat on the phone all at the same time.

## \$99.00 per month Fusion VHSI

### High Speed Internet and VFX Phone Service

Get Fusion VHSI, and we will include our **SuperCap A** toll plan at no extra charge (normally \$19.95). **Giving you 16 hours per month of landline calling across the following countries; NZ, Australia, Canada, China, Hong Kong, Singapore, Taiwan, Ireland, UK & USA!** After 1000 minutes have been used up, pricing reverts to the standard VFX per minute rates. (Attached VFX per minute rate)

If it's all about speed, then you want this one!

Fusion VHSI comes with the VFX phone line and fibre-speed Internet connection allowing you to surf, chat and download everything but the kitchen sink! Perfect for those wanting to download music, movies and other media. You connect to the network at 30Mbps down/6 Mbps up \* actual speeds will vary based on server congestion & locality.

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### Free Local Calling

Call landlines in your local calling area for FREE!

## Xnet Fusion over Fibre...VFX Features

- **Enhanced Voicemail**

Record messages for calls not answered within the number of rings you specify or when busy. You can access your messages from any phone number. Not too mention you can automatically forward your messages to your email!

- **Conditional Call Forwarding**

Automatically forward all your incoming calls to a different phone number, based on the rules you set.

- **Call Waiting**

Alerts you to another call coming through so that you can answer it whilst already on the phone.

- **Speed Dials**

Allows you to use up to 100 short pre-defined codes for frequently called numbers

- **Three-Way Calling**

Conference call two other people at the same time.

- **Free Local Calling**

Call landlines in your local calling area for FREE!

- **Free On-Net Calling**

Calls to other VFX users around the world are FREE!



# Fibre To The Home

## Xnet Fusion over Fibre...More Xnet Features

- **Control Your Phone:**

With our MyVFX Online User Portal, you can manage all of your tailorable features and settings and edit your personal details. Change the number of times your phone will ring before Voicemail engages, record or modify your personal greetings and much more!

- **Xnet Usage Monitor:**

Xnet was the first ISP in NZ to offer consumers a Free Desktop Application that gives you a “real-time” look at your monthly Internet usage! The usage monitor is a good way to tell if you are on the right plan and to manage your budget.

- **e-Bill:**

Save the trees – get your invoice sent as a PDF file to the email address of your choice.

- **ViewBill Online Billing - including access to your calls in “real-time”:**

With ViewBill, you can see your calling patterns, check your monthly bill, and review & print past invoices. Every call you place through the network will appear in your call detail section minutes after you have hung up the phone!

- **Email Virus Protection:**

We maintain and update an Email virus protection service. We monitor for potentially harmful viruses, and we are constantly updating it to make sure we catch the latest viruses.

- **Contact Centre:**

Our Customer Care team are here to help you with any account enquiries, payment or questions you may have about your services and they are backed by our Technical Response Team who will happily assist you with your technical requirements.

- **Monitored Alarms:**

With your Fusion connection you can select to have a monitored alarm service, supplied by one of New Zealand’s leading IP alarm companies – Alarm NZ. All provided on your WxC invoice, saving you from paying two bills!

Alarm NZ provides 24 hour monitoring, using a call out plan tailored to suit your requirements.

You can also arrange for a security visit service with a supplier of your choice. The alarm can be used with medic alert systems, and Alarm NZ is one of only a handful of security companies certified with the New Zealand Fire Service. For more information, please visit [www.alarmnz.com](http://www.alarmnz.com).

## Xnet Fusion over Fibre...Hardware & Installation

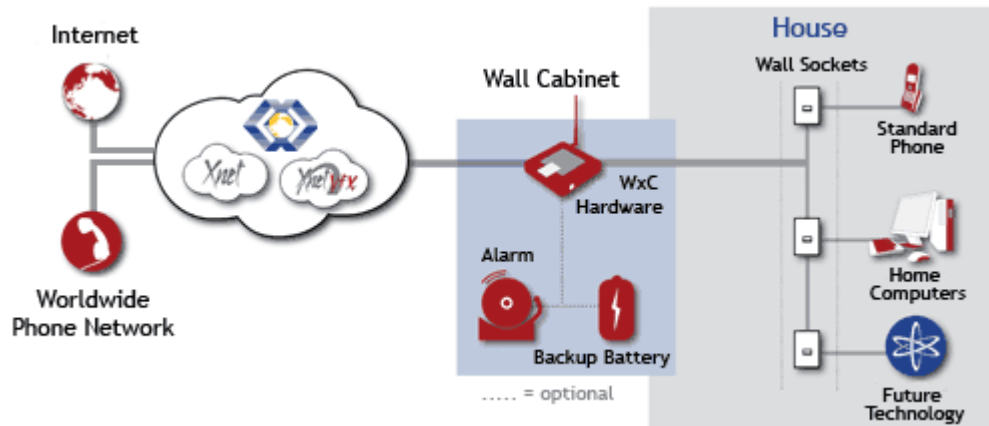
### \$203.42 one-off fee

As part of your fibre connection, you will be supplied with hardware that controls your fibre services and will replace any existing internet modem or router. You will not be required to purchase any further equipment. Has selected has inbuilt Quality of Service, to prioritise your voice calls over your internet traffic. The device supports up to two telephone lines and four separate PC’s / Ethernet based devices. You can easily install additional ports as required yourself. This equipment will be installed in a cabinet along with all the other fibre connectivity hardware required to distribute connectivity throughout your house. The installation fee includes a certified technician visiting your home to ensure correct set up is achieved.



# Fibre To The Home

## Xnet Fusion over Fibre...How It Works



## FTTH Frequently Asked Questions

### ***Q. Is there any additional wiring work required?***

**A.** Your home has been cabled in accordance with PTC 106 and the jack points have been installed either to your requirements as the builder or to the developer's specs during construction. If you would like additional outlets installed in your property, any certified structured cabling technician should be able to do the work for you.

### ***Q. Will my existing house wiring support Fusion over Fibre?***

**A.** Yes. Xnet Fusion will operate on Fibre, wireless or fixed copper line installations.

### ***Q. Who will bill me?***

**A.** You will receive a single invoice from WorldxChange Communications (WxC) for all of your fixed line access, voice and Internet. If you would like WxC to provide your security service as well, contact our Sales Team on 0800 123 456.

### ***Q. I have a mobile that I use for calling and mobile data, do I have to pay for this service?***

**A.** Your mobile phone will remain with your current provider and you will still have the billing relationship with that provider.

### ***Q. Why can't I choose from another other provider for my Internet and Telephone services over Fibre?***

**A.** WxC is currently one of only a few carriers who have developed a VoIP service that runs over Fibre. As such WxC was selected by Telecom as the retail partner for the pilot stage of the National 'Fibre to the Home' rollout. Retail products with other providers may be available soon.

### ***Q. Can I keep my existing email address?***

**A.** WxC will provide you with an email address (customer@xnet.co.nz). However if you would like to retain your existing account you will need to arrange this through your current ISP.

### ***Q. Can I still use Dial-Up Internet?***

**A.** No. Your old analogue modem will not operate in your Fibre connected home.

### ***Q. Can I get Sky services over Fibre?***

**A.** Not at this stage. Contact Sky either by phone or internet to access their service.



# Fibre To The Home

## **Q. Can I still use the interactive services on Sky TV?**

- A.** Not at this stage. Your new home is completely IP enabled. When new decoders that support IP communications are deployed, this service will become available. Note you can select interactive services either via the Sky website or by calling the Sky customer services team.

## **Q. Can I still have a monitored house alarm?**

- A.** Yes. WxC has partnered with Alarm New Zealand to offer an IP alarm option that is compatible with all Xnet Fusion products. You can also select to have the alarm monitored by Alarm New Zealand, with call-outs provided by a company of your choice. The service will appear on your WxC bill.

There may be additional hardware requirements if you have a non-IP alarm.

Note you can currently only have your alarm monitored via WxC or by going directly to Alarm New Zealand.

## **Q. What about my medical monitoring service?**

- A.** Through the monitored alarm service above, we can provide connectivity for a medical call out (as opposed to a security company). The alarms WxC have certified with Alarm New Zealand are capable of working with specialist medical devices such as pendants.

## **Q. Is there a contract or disconnection fee?**

- A.** There is no contract or disconnection fee with Xnet Fusion. In the case of Fibre to the home, there is no minimum connection time.

## **Q. Is there an installation or connection charge?**

- A.** Yes. A one off fee of \$199 including GST is charged. This includes the hardware that connects your house to the WxC network and enables both voice and data traffic to work properly. Please note there maybe additional Trench Installation charges if this work has not been completed on your behalf.

## **Q. Do I need any additional hardware?**

- A.** No. The installation cost covers all of the hardware you require for your house to be 'active'. See further questions below specifically about telephone handsets and computer hardware. You may choose to have an Uninterrupted Power Supply (UPS) installed at your cost.

## **Q. Can I order my Trench Installation with WxC?**

- A.** Yes. Please check with your developer or builder to see if this work has been completed before ordering with WxC. And/or contact our Sales Team on 0800 123 456 for costs and more information.

## **Q. What happens if I move house?**

- A.** If you move to another Fibre To The Home house you can move your connection with you. You can retain your existing phone number if you are moving within your existing local calling area, otherwise you will be issued with a new number. WxC will assist in managing your calls from the old to the new number. Note a Moving House fee of \$85 applies. If you move to a non-Fibre connected home WxC will offer you service based on the access methods available in the area. This is generally via traditional copper.

## **Q. How do I log a fault?**

- A.** Call the Xnet Technical Support Team on 0800 14 XNET and they will register your fault, and walk you through the resolution process. If a technician is required to visit your home, costs may apply if the problem is not a result of WxC provided service. While we may assist with your CPE and PC issues from time to time, subscribers are responsible for their own equipment and applications.



# Fibre To The Home

## ***Q. What happens in a power cut?***

**A.** No service is available during a power cut unless the customer has installed a UPS.

If this is important to you, you can take the following steps:

- Set up the Voice features on your VFX service so that incoming calls are redirected to your mobile phone in the event of a power cut or network service interruption.
- Some people choose to purchase a UPS (Uninterrupted Power Supply) to power their PC, phones and routers in the event of a power cut. These can be purchased from most electronics retailers.
- Using a monitored alarm through Alarm New Zealand will mean you have a battery back up for both your alarm and phone.
- Note other devices such as cordless phones will also not work during a power cut unless they are connected to a UPS.

## ***Q. Will I be able to make emergency service calls?***

**A.** Yes. VFX works and routes all calls just like a traditional phone line.

## ***Q. Who can I contact for any questions I may have?***

**A.** Please contact WxC for any questions on 0800 123 456 or email us on [Fibre@wxc.co.nz](mailto:Fibre@wxc.co.nz)

## Voice Service (VFX)

### ***Q. Will my Xnet digital voice service be as good as or better than my old fashioned phone line?***

**A.** Xnet VFX is a next generation telephony technology. Voice calls are prioritised on our network and we only accredit hardware that has built-in Quality of Service (QoS) to ensure the quality of your call. WxC has already switched more than one billion minutes of voice calls since migrating to the technology in 2004. In many ways the service is better as it offers a number of features that can be controlled by the customer through a web or voice portal. Some of these features include Call Forwarding, Call Waiting, Do Not Disturb, Anonymous Call Rejection, 3 Way Calling and Voicemail – Voicemail to Email and more. For a complete list of services please visit [www.xnet.co.nz/vfx/features.shtml](http://www.xnet.co.nz/vfx/features.shtml)

### ***Q. Can I use my existing phone?***

**A.** Yes. Your existing standard touch tone telephones can be used with the VFX service. Phones should be telepermitted and you can use most cordless phones. Please note you need an RJ45 connector to plug your phone into the wall jack. If you do not have this type of plug a new cord or adapter can be purchased from any electronics or phone retailer.

### ***Q. Can I take my existing home phone number with me?***

**A.** Yes as long as you are moving within the same Telecom local free calling area. If you are moving to your home from outside this area, a new number will be provided. A one off porting fee of \$20.13 incl GST will apply.

### ***Q. Can I keep my existing telephone number if I move house?***

**A.** Yes, if you are moving within the same free local calling area as you currently enjoy and WxC has a point of interconnect in that area, then you can retain your VFX number.

### ***Q. How do people call me?***

**A.** Calls to your home or office work exactly as they always have. WxC will issue you a new VFX phone number that can be dialled from anywhere in the world. You may wish to retain your existing landline phone number if you have moved within your free calling area – please see above question for details on number porting.



# Fibre To The Home

## ***Q. Can I have a second line?***

- A.** Yes, the charge is \$11.50 per month for a second digital voice phone line. It comes with all of the features you get from your primary Xnet VFX line. The hardware you are provided as part of the installation charge supports up to 2 telephone lines. For more than 2 lines you will need additional hardware – check with WxC for more information. Please note that additional wiring is required for a second line which is the sole responsibility of the customer at their own cost.

Local calling is free to all subscribers with two lines or less. Once a customer orders three or more lines the account will be classed as commercial and commercial calling rates apply.

## ***Q. Will my phone number be in the White Pages Listing?***

- A.** Yes. You are entitled to one free listing per premise. WxC will facilitate this number being allocated in the White Pages – if you do not want your number published please call 0800 123 123. If you want more than one number listed please contact Yellow Pages Group (who administer the White pages) directly on 0800 803 803.

## ***Q. Can I call 0900 number from my Fusion service?***

- A.** Yes. You will be charged at the rate advised by the 0900 host.

## ***Q. Can I restrict my outbound calls?***

- A.** Yes. WxC offers a tollbar service where users can choose to block outbound calls to National, International, Mobile and 0900 numbers. These can be subscribed to for a monthly fee of \$5 or \$15 for the full tollbar. To apply a tollbar to your VFX service log into your [ViewBill](#) portal and navigate to the Digital Voice tab.

## ***Q. Can I use my Fax over Fusion?***

- A.** Yes, most Faxes are supported: however if you experience any issues please call our support team on 0800 14 XNET (9638). WxC does not guarantee that all facsimile equipment will work over the Xnet network.

WorldxChange is now offering a Fax to Email service, for more information please contact our Sales Team on 0800 123 456

## ***Q. Will my voice calls count toward my data usage on my Internet connection?***

- A.** No. Your phone calls (voice traffic) are considered local traffic and will not contribute to your Broadband data use.

## ***Q. Can I add Supercap?***

- A.** Currently the Fusion VHSI service comes with SuperCap A at no extra charge. You can add SuperCap mobile to this plan. Any SuperCap product can be added to the Fusion VLSI plan – providing even more value to high level callers.

## Internet Service

### ***Q. Can I use my existing PC equipment? Do I need to change modems or routers?***

- A.** You can use your existing PC equipment, however there is no need for an analogue modem. You will need an Ethernet card if your PC does not already have one. The data connection plugs into the Ethernet that comes installed on most PCs. Note some older PCs may not have an Ethernet card: If you are not sure of whether or not your PC has an Ethernet card contact the retailer who sold it to you. Other Ethernet devices can also be used such as wireless access points, routers for office networks, IP phones, video phones or phone converters.

### ***Q. I am currently with another ISP, can I keep my e-mail address and still use this service?***

- A.** Yes. If you wish to retain your existing email service with your current provider you can organise to forward your emails to your new Xnet address. Please be aware that this means you will need to pay for and maintain an account with your current ISP as well as with WxC.



# Fibre To The Home

## ***Q. What speed Broadband will I be able to get?***

- A.** Currently there are two connection speeds depending on the package you select: Fusion VLSI – 100Kbps down /100Kbps up, and Fusion VHSI – 30Mbps down /6Mbps up.

Unlike other Internet connections such as DSL, the connection between your home and the local exchange has a set speed allocated per customer. This means that there is much lower chance for congestion and the speeds experienced will be much higher. For example the VLSI speeds should perform similarly to a 256Kbps/128Kbps ADSL connection.

With any data connection the speed you achieve is affected by a lot of different elements. With Fibre the speed between your home and the local exchange is now much faster and 'cleaner', with little congestion and higher capacity at much longer distances. Speeds are still affected by a range of other aspects such as moving the data around New Zealand, International gateways, upstream provider – even the server that is hosting the content you are downloading.

## ***Q. Why can't homes be provisioned with high broadband speeds - such as 100Mbps?***

- A.** The intention is to offer higher speed products at a later date subject to consumer demand and with advances in other bottlenecks across the network. The advantage that Fibre offers is that your home is now capable of these speeds. When Video On Demand or broadcast television becomes available over Fibre higher speeds will be offered.

## ***Q. When will we have services that really take advantage of Fibre?***

- A.** Some services will be available on completion of installation as already mentioned above. Depending on what equipment the customer purchases they will also be able to access such things as video calling straight away. The full potential of Fibre is always being enhanced and developed therefore advantages will be ongoing.

## ***Q. How much do I pay for data usage?***

- A.** All Xnet Fusion plans have unlimited data usage charged at 0.125 cents per MB – or approximately \$1.28 per GB.

## ***Q. Can I use wireless devices?***

- A.** Yes. You can purchase and install a wireless access point in your home and plug this into a jack point.

## ***Q. Are there any ports blocked on the Xnet Network?***

- A.** Yes port 25 (outgoing mail) is blocked by default and is regarded as the Best International Practice in the fight against spam. To remove this block you need to apply for a static IP at [www.xnet.co.nz/staticip](http://www.xnet.co.nz/staticip) , after becoming a customer.

## **Terms & Conditions**

- All prices quoted in this document include GST.
- For a full set of Fusion terms and conditions please contact our Customer Care Team on 0800 123 123
- You can retain your existing phone number if you are moving within the same Telecom free local calling area. Porting your number comes with a one-off fee of \$20.13 (incl GST) passed through from your current provider
- Free local calls are available for consumers with up to two lines

Finally, we recommend that you view [www.brightspark.org.nz](http://www.brightspark.org.nz) for Installer and User Guides and please do not hesitate to contact our friendly Sales Team on 0800 123 456 for further assistance with placing your order.

We look forward to providing you with access to this next generation in telecommunications technology and fantastic customer service!

The Team at WxC

