

## **Fibre broadband and Enable's important role supporting Christchurch people and businesses**

Christchurch fibre broadband provider, Enable was quick to move to full work-from-home model before the lockdown began – to ensure we could continue to deliver our essential fibre broadband services to the people and businesses of Christchurch. It's been a successful move and we've been fully operational throughout the Alert Level 4 period.

### **Enable's fibre broadband network has performed incredibly well**

Enable's most valuable contribution to our community throughout the last four weeks has been continuing to deliver our world-class fibre broadband service to our 115,000 customers at a time when they have really need high-quality broadband. Its network has done what it is designed to do by delivering high quality connectivity to everyone at the same time, when other broadband technologies have been reported to be struggling in many places around the world. There's been up to a 70 percent increase in data usage across the network and the [network has been able to perform incredibly well](#).

### **Enable to resume connecting customers under Alert Level 3**

Under Alert Level 4 Enable had to put a significant number of customer connections on hold – to reduce the risk of COVID-19. With Alert Level 3 commencing next week, it is able [resume connecting most customers to its fibre broadband network](#) and will continue to adopt important health and safety controls in doing so. The decision to resume with connecting our community is in line with Government expectations to the communications industry under Alert Level 3.

Enable will be contacting customers waiting for their connection this week to book appointments in for as soon as possible. It is maximising its connection capacity and can complete 100 connections per day. This means Enable is ready to take new orders now and get new customers connected quickly. Many people have a heightened need for fibre broadband now, so Enable is expecting more orders.

### **Getting people working again under Alert Level 3**

Enable remains financially sound and it's not had to draw on any of the Government's Economic Response Package. Its people have been busy preparing for the reduction in the Alert Level to get people connected but also to support its construction partners to get their businesses up and running quickly.

Enable is focused on doing everything it can to get all fibre technicians and supporting civil construction teams working as quickly as possible with the right safety controls in place. This is supporting the Christchurch economy to get back up and running and taking some burden away from the Government's wage subsidy scheme.

### **Enable has held price increases and offered the opportunity for businesses to suspend their service**

Enable has announced [two initiatives](#) aimed at trying to reduce the cost burden of maintaining broadband services through this challenging time.

It has placed a hold on any wholesale fibre broadband price increases until at least 1 October 2020 in order to reduce the risk of Christchurch families facing increased fibre broadband costs during this challenging time.

Enable has also introduced a new service suspension option to support greater Christchurch businesses. Internet service providers can contact Enable to suspend business connections, where a business is not currently able to operate. Enable will waive termination notice periods and any reconnection fees.

### **Connecting school children without broadband access**

Enable has partnered with the Ministry of Education to assist in [delivering a free wholesale fibre broadband service to students](#) whose homes had been identified as needing broadband, where we already had existing infrastructure inside their home. Hundreds of school children are set to benefit from this as they continue their learning from home.

As we prepare to enter Alert Level 3, we want to assure businesses that we will continue to support them through our network as they continue to work from home and remind them all that they can still continue to do all the things they need to online, as Enable fibre broadband has more than enough capacity to do so.

Thanks,

The Enable Team.