



## Ultrafast Fibre leading New Zealand's fibre revolution



**3,000+ kms** of underground assets

**100,000+** customers connected to their network

**17,000+** annual beforeUdig requests

The Ultrafast Fibre (UFF) team is focused on enhancing the experiences of their customers, as they connect to the world-class Ultra-Fast Broadband (UFB) network and experience what it means to truly 'go faster'.

UFF's vision is to enable more New Zealanders to tap into all the benefits that UFB brings. UFF believe that high-speed internet will enhance and in many ways revolutionise the way Kiwis communicate, work, play, learn and are entertained online.

### Challenge

Ultrafast Fibre is a leader in New Zealand's fibre revolution, established in 2010 to build the governments national UFB initiative which provides fibre access to more than 195,000 homes, business, schools and healthcare facilities in the Waikato, Taranaki and Bay of Plenty regions through a network of more than 3000km of cables.

As their network of assets increased rapidly, Ultrafast Fibre realised the need to protect these assets to ensure that their services were not interrupted by third party excavation damages. This created a challenge to Ultrafast Fibre for locators and excavators that required details of the locations of their underground assets without having an external GIS system in place to provide mapping tools.

### Solution

Upon review, Ultrafast Fibre decided to join beforeUdig NZ as members in 2013. As the network grew, so did the number of contractors requesting utility plans and Ultrafast Fibre identified that beforeUdig could provide one package with the asset location information requested by the excavator to enable them to perform their works without damaging Ultrafast assets.

### Outcome

By automating their beforeUdig responses with the use of PelicanCorp's TicketAccess service, Ultrafast Fibre successfully reduced the volume of damaged cables and improved with efficiencies of plan response automation with less disruption to their customers.



**“Trying to find efficiencies and improve processes to reduce the cost was one of our main goals from an asset management perspective. We are confident that the damages we avoid and replacement costs for damaged assets far outweigh the cost of fixing and replacing assets.”**

**Mel Stewart, Assurance Delivery Manager**

Ultrafast Fibre has achieved a greater visibility of their underground assets, response process and standardised operational health and safety process through the beforeUdig membership.

In 2012 Ultrafast Fibre underwent a major upgrade to their fibre network and as part of this process saw the increasing requirement to protect their assets along with ensuring the safety of those working around them.

“By joining beforeUdig in 2013 Ultrafast Fibre are committed to our mission to provide high quality information and to protect our network. By having greater visibility on works around our assets allows our team to make sure that if the service is interrupted we can get to that location immediately to fix the problem” stated Mel Stewart, Assurance Delivery Manager for Ultrafast Fibre.

Ultrafast Fibre decided to join beforeUdig service to improve their process of providing utility plans as requested by locators. “We didn’t have the correct mapping tools or a full GIS system in place. This was a huge challenge as our network started to grow. Our team would send out a selection of PDF drawings, however this was not suited to what the locators needed at the time. We didn’t have a way to update all our records, it was tough to find the correct locations” said Mel.

beforeUdig provides greater visibility for those working around their underground assets, helping to avoid service interruption. Mel explained that “trying to find efficiencies and improve processes to reduce the cost was one of our main goals from an asset management perspective. We are confident that the damages we avoid and replacement costs for damaged assets far outweigh the cost of fixing and replacing the assets”.

“Of course, the health, safety, and wellbeing of all those working in and around our networks, as well as the members of the public, are of top importance to Ultrafast Fibre. Having clear, detailed, and up-to-date utility plans help us in managing the risks of deploying the network” said Mel.

With the responses now fully automated, Ultrafast Fibre have been able to maintain the model like the NBN in Australia. “We are operating the network, but the service is sold by RSP (Retail Services Provider) like Spark, Vodafone, Vocus, etc. They are our customers and the end users are their customers, so the pressure is to ensure that our network is always operating and if there is any incident we need to be able to fix it straight away” said Mel.

Ultrafast Fibre are focused on being one of the leaders in the industry. “beforeUdig has helped us on our ongoing phased process and the team have been excellent to work with. Whenever we request information they are prompt in the service which is great for an organisation like Ultrafast Fibre. It’s about partnering as members of the service to achieve the common goal of damage prevention” said Mel.

Ultrafast Fibre built, owns and operates a 3,000km+ fibre network in the urban areas of Hamilton, Tauranga, Whanganui, New Plymouth, Tokoroa, Hawera, Cambridge and Te Awamutu. This network is available to around 200,000 homes, schools and businesses and represents around 13 percent of the national Ultra-Fast Broadband build.

UFF currently have more work underway providing fibre to additional 27 towns and communities in Central North Island.

### About beforeUdig

beforeUdig is a referral service for information on locating underground utilities anywhere in New Zealand. The service is designed for all members of the public from home owners to excavators, drainlayers, plumbers, planners, developers, landscapers and a host of other professions where workers need to be aware of the location and risk of associated assets. Launched in 2007, beforeUdig are the guardians of asset information for 145 different utilities and asset owners throughout New Zealand. The beforeUdig interactive website allows you to lodge your enquiries online either on your desktop computer or onsite on your smartphone or mobile device. beforeUdig NZ use the most up to date OneCall program available which enables you to view the excavation site onscreen. beforeUdig NZ is owned and operated by PelicanCorp (NZ) Ltd. PelicanCorp are the only global One Call solution dedicated to the protection of essential infrastructure and provide beforeUdig solutions in Australia, United States, UK, Singapore, Ireland and Canada.

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