Ultrafast Fibre from Gigaclear

Network Installation: Important information and terms for Gigaclear Wholesale Partners and their Customers

This document summarises the journey for customers of Gigaclear's wholesale partners from the point when the service has been ordered and an Installation appointment has been booked, through to the activation of the service. It is intended as a guide which Partners are welcome to use for their customers, but Partners must note the terms of their agreement with Gigaclear which takes precedence over this guide.

Summary of Gigaclear installations

Pre-installation work	Installation Day
Before the installation day Gigaclear's full fibre engineers will visit the property to complete external works and ensure our full fibre network is ready to install. On completion, we will leave a coil of fibre cable at the external property wall of the building being installed, ready for the installation day. **There does not need to be anyone at the property for this work to be completed.**	Gigaclear engineers will complete the internal installation by securing a wall box externally and a fibre termination point internally. The customer will need two power sockets available. We will then activate the service before departure. **Someone over 18 who is authorised to make decisions must be present at the property for this appointment.**

Important information

Occasionally the Gigaclear engineers may encounter an issue and so there is no guarantee that the installation will be completed, and the service activated on the arranged date. Therefore, we recommend that you ensure your customer does not terminate their existing broadband or telephone service until the Gigaclear services have been installed, activated, and handed over.

More about the installation process

Pre-installation work

Gigaclear engineers will visit the property around 10 days before the booked appointment (but this can be any time from point of order to a week before the installation appointment). During this visit, external engineering works are completed to ensure that everything is ready for the installation day. A coil of fibre cable will be left at the external wall of the property to be installed ready for installation. We don't require occupiers to be in to complete this work, but the engineers will knock on the door to confirm they are there if anyone is in.

This can involve some intrusive work, depending on the type of installation (see below for more information on the different types of installation) and our Engineers will always choose the least disruptive route possible from an engineering perspective.

What are the different types of installation?

There are three types of installation which might apply to the property being installed, depending on how the Gigaclear network has been designed and constructed. The pre-installation work which Gigaclear will carry out for each one prior to the installation is detailed below. **The customer does not need to be present for any of this pre-installation work.**

Preparing for Overhead Installations

- We will connect our fibre from the nearest serviceable telephone pole and connect to the property to be installed.
- We will attach our fibre to the property via any existing bracket, leaving the fibre safely coiled ready for our engineer to complete the activation process
- There will be no alterations to the fabric of the property.

Preparing for Underground Installations (existing ducting)

- We will connect our fibre from the nearest existing chamber and connect to the property
- We will run our fibre to the property via existing ducting, leaving it safely coiled at the fabric of the property ready for our engineer to complete the installation process
- There will be no alterations to the fabric of the property
- Occasionally, the existing ducting is blocked or damaged, so we may have to use traditional methods as described below.

Preparing for Underground Installations (traditional)

- During the build we will have run our fibre to the property boundary and will have left a connection point in a Gigaclear Point-of-Termination (POT) located at the property boundary
- We will directly bury our cable in the garden/frontage between the POT and the external wall of the property, to a suitable depth, leaving the fibre safely coiled ready for the Gigaclear engineer to complete the installation process
- Gigaclear engineers will always seek the most efficient route for the cable and will leave the garden/frontage as close to its original state as possible

What happens on my customers installation day?

- The nominated wholesale partner contact will be sent a text message before the installation day to confirm the appointment
- On the installation day the nominated contact will be contacted up to an hour before our engineer's arrival to confirm the customers availability.
- The engineer will agree the access point for the property, this will include securing a wall box externally and a fibre termination unit internally. Note: this will include some drilling, including a new access hole through the wall.
- The engineer will agree the most suitable location for the fibre termination unit (NTE/ONT) to maximise speed, coverage and product experience.
- You must ensure there are 2 useable mains sockets available for the Gigaclear and the wholesale partners equipment.
- The engineer will then activate the service.

Installations that fall outside Gigaclear's standard service

Some installations are more complex. There are different reasons for this, for example:

- The property to be installed is a listed building
- the distance from the property boundary to the building is further than Gigaclear could complete within its standard installation process and timescale (normally up to 100metres is 'standard')
- the surface to be dug has more than 5 metres of hard material e.g. block paving, concrete, tarmac and therefore requires specialist installations engineers

Gigaclear will identify this during pre-installation work. If an issue arises, Gigaclear will stop the work and a survey will need to be completed. If the customer is present and the engineers are able to, they will do the survey there and then, if not we will be in touch to book a survey appointment.
We will share the survey results with the wholesale partner and discuss the options available and any contribution to the installation costs which might be needed (this only applies to a small number of cases).
If you are aware of anything which means the installation might fall into this non-standard category, please make Gigaclear aware.

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