



Gigaclear

Ultrafast Fibre Broadband

Ultrafast Fibre from Gigaclear.

Your Gigaclear Installation

[Gigaclear.com](https://www.gigaclear.com)

A guide to what to expect on the day

This guide will help you to understand what happens when we come to install your Gigaclear service at your property.

It is important that you understand what will happen so that you can prepare for our technician's visit. We hope you will find this guide useful but if you have any questions about your installation please get in touch with our friendly customer care team.



How do we connect you to the Gigaclear network?

To connect your property to our network, we need to bring a fibre optic cable from the connection pot located in the ground at the boundary of your property to the place where you want your router to be.

Your router must be fixed to a wall inside your property, close to a power socket. The external cable runs through a hole we will drill in your wall, down into the ground where it will then run back to connect to our network in the connection pot. If the router is located away from the point of entry into your property, we will run cable internally to the point where the router is to be fixed. Internal cable run will be no longer than 3m(unless you have placed a special order for an extended internal cable run) and the length is included in the overall cable length for calculating your installation band.

Before commencing the installation, the technician will ask you to agree the route of the fibre optic cable into your property. **The technician will record the plan for your installation on a form and ask you to sign to confirm that you are happy.** If the technician has identified that the band for your installation has been calculated incorrectly, this will also be recorded on the form so that you can agree the correct band and price.

For more information, see 'How we calculate the cost of your installation'



When the work is done you should find that everything has been left neat and tidy, holes are sealed with silicone and the ground outside has been reinstated as close as possible to its original state.

We will ask you to confirm this by signing the Installation Checklist Form.

How we calculate the cost of your installation

Your installation charge is shown on your Order Confirmation, according to the Band which applies to your property. Bands A – C are fixed cost installations. Band D is for special projects which must have a bespoke survey and costing. see Gigaclear.com/for-home for details.

Band A	Band B	Band C	Band D
Distance between street fibre pot and router location is 10 metres or less.	Distance between street fibre pot and router location is over 10 metres but is no longer than 35 metres.	Distance between street fibre pot and router location is over 35 metres but is no longer than 100 metres.	Please see Band D criteria below
£129.99 incl. VAT for residential	£199.99 incl. VAT for residential	£299.99 incl. VAT for residential	Treated as a special project and quoted on an individual basis

Additional Services Price Menu

Internal white cable kit	£35
Internal cable run over 3m	£85
Post installation router relocation	£100
Site Survey (comes free of charge for all special projects)	£60

For all business installation charges, please visit our website at Gigaclear.com/for-businsss

Band D criteria

This applies where:

- which are over 100m between the connection pot and the router; or
- which require hot lay tarmac to reinstate the ground; or
- where more than 10m concrete or tarmac area is required to be reinstated; or
- where over 5 metres of block paving or flag stone is required to be lifted and reinstated; or
- some other unusual surface that will need specialist skills to lift and reinstate.

Our sales team can help you to decide which band applies to your property. If you are not sure and would like to arrange a survey (where you do not fall into Band D), please contact our customer care team to discuss the cost of the survey and make an appointment.

If you know that the installation for your property will require over 100 metres of cable, or the installation meets any of the Band D criteria, please let us know at the time of booking, so we can arrange a survey for you prior to your installation.

Important safety information

Your technician will carry out a risk assessment before commencing any work. Please note the following safety rules which apply to all installations:

- 1 Technicians are not permitted to work at any premises unless a person over the age of 18 is present at all times.
 - 2 Technicians are not permitted to enter loft spaces or eaves cup boards unless they are correctly boarded and have a walk-in entrance and are not permitted to work in confined spaces.
 - 3 Technicians are not permitted to use your ladders, stepladders, access equipment or tools.
 - 4 Technicians are not permitted to lend their tools or equipment to you to complete parts of the job or any other work.
 - 5 Technicians cannot disturb or work in the vicinity of areas where they believe that asbestos is present.
 - 6 Technicians are not permitted to work above a height of 5m.
 - 7 Technicians are not permitted to access flat roofs or roof structures.
 - 8 Technicians cannot access underground structures, spaces or excavations or lift floor boards or drill through floors.
 - 9 Technicians are not permitted to move your furniture.
 - 10 Technicians are not able to perform specialist trenching or to install cables overhead.
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Things to consider

This is a list of things to think about to make your installation a quick and easy experience. Please call our customer care team to discuss any concerns you have about your installation.

1 What surfaces will we be digging:

Turf, Loose soil, Loose gravel then soil, Compacted gravel, Concrete, Tarmac, Block paving**, Flag stones*.

* each additional 10 metres takes about 1 hour to dig and reinstate with the correct tools

** each metre takes about 30 minutes to lift and reinstate.

2 Are there any garden walls or other structures to take into account?

For example – walls, sheds, ponds, fountains, swimming pools, garages etc If yes, please request a drive by survey at the time of booking. You will not need to be at home for this survey as long as these structures can be seen from the street side.

3 Where will the router be situated (usually on the ground floor)

First floor – this can be accommodated, but may require more time

Second Floor – in most cases this will be impossible due to the restrictions

on working at height listed above.

Basement – installation in the basement may require a full survey and risk assessment, prior to commencing the works. It might take your property into Band D category.

If you would like your Router to be located at the back of the property this is likely to increase the time and cable length required to do the job and may move your installation into next price category.

4 Thickness of walls (if known)

If your external wall is over the meter thick, please let us know at the time of booking.

5 Is there anything unusual inside the property?

For example:

Are we installing close to a radiator or other water supply?

Are we installing in a cupboard or any other obstruction?

Please let us know at the time of booking the appointment.

We hope that this information was helpful and we look forward to seeing you soon and connecting you to our Ultrafast Gigaclear network

Any installation questions?

Get in touch with our team for a chat. We'll talk you through the next steps and answer any questions you may have.



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