

Ultrafast Fibre from Gigaclear Networks

Network Installation – important information and terms

Who are Gigaclear Networks?

We are the part of Gigaclear Ltd which installs the fibre optic network to your property to enable you to connect to the internet. Your chosen Internet Service Provider (ISP) will provide your broadband service over that network according to the order you have placed with them. They make all the arrangements with Gigaclear Networks to arrange for the installation and your broadband service contract is with them but we ask that you read this guide to understand what it means to have our network installed 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 your ISP.

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 point, located in the black pot in the ground at the boundary of your property, to the place in your property where you want your network termination equipment (NTE) to be located.

Your NTE 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 NTE is located away from the point of entry into your property, we will run internal cable to the point where the NTE is to be fixed. This cable will be less than 3m in length (unless you have placed a special order).

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.

Please ensure that the route of the installation is within the boundaries of your property. If you ask us to install across a route where we do not believe we have the necessary consents or permission, we will not be able to carry out the installation and you may be asked to pay a cancellation charge.

There must be someone over the age of 18 at the property during the installation. This is to protect us and you and to ensure that the installation is carried out as we have agreed. If you are not able to be present, please ensure that the adult who is present understands your requirements and has your authority to agree the installation route.

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.

Important information about our network

Our network is made up of apparatus (fibre optic cables and related equipment) which is installed in the public highway and private property using rights granted to Gigaclear Ltd under the part of the telecommunications legislation known as the Electronic Communications Code. This Code, in conjunction with your permission, enables Gigaclear to place apparatus on your property and to keep it there and maintain it. You should ensure that any future purchaser of your property is made aware that the apparatus has been installed with these rights. You should also ensure that any future owner or any other person doing work to your property is aware of the position of the apparatus, to enable them to avoid causing damage.

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 cupboards 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 or ceilings.
9. Technicians are not permitted to move your furniture.
10. Technicians are not able to perform specialist trenching or to install cables overhead.

Non-standard installations

Our standard installation service covers all installations except for those which meet any one of the following criteria:

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

If you know that the installation for your property will meet any of the criteria listed above, please let your ISP know at the time of booking, so we can arrange a survey prior to your installation to make sure we have all the correct machinery and materials available on the day of your installation. Your ISP may charge you for non-standard installations – please talk to them about this.

Things to consider.

This is a list of things to think about to make your installation a quick and easy experience.

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

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 mean that your property falls outside the standard installation service.

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 the non-standard category.

4. Thickness of walls (if known)

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

Reinstating your property

We will reinstate the surface where we have installed our apparatus as close as reasonably possible to its original state. However, it is not possible to dig trenches without leaving any trace. We will make good any damage to your property caused while carrying the installation service on your property. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that are discovered while providing the installation services.

If you have any concerns about the work we have done on your property, then please contact your ISP customer care

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

Additional Services

The following additional services are available. Please let your ISP know if any are required. There may be a charge for these services.

- Internal cable run over 3m (using additional cable kit)
- Post installation router relocation
- Site Survey (a site survey is included in all non-standard installations)