

Thank you for ordering your broadband service from Gigaclear!

Gigaclear have designed and built the infrastructure which brings your ultrafast, full fibre broadband connection to your property.

You will notice that outside on the boundary of your property is a Point of Termination (POT). From this POT the fibre is connected from the cabinet. However, we don't connect the fibre to your property until a service is ordered. Now that you have placed an order, we need to connect the fibre from the POT to your property. This will enable you to have up to a full gigabit speed to your router.

How do you install?

1. The first step will involve a member of our team coming out to survey the route from the POT to your property.
2. The technician will ask you to agree the route the cable will take from the POT to your property and where the Network Termination Equipment (NTE) will be placed. The route will be recorded on the install form and you will be asked to sign to confirm you have agreed.
3. We will dig a trench from the POT to your property and lay the fibre cable. But, don't worry, we will reinstate the surfaces as part of the installation process.
4. We will drill a hole through the wall of your property to run the cable through. Once the cable is in place, we will seal the space around it with clear silicon.
5. There will be a box called the Network Termination Equipment (NTE) fitted on the inside of your property where the fibre connects.
6. The NTE must be fixed to a wall inside your property, close to a power socket. If the NTE is to be located away from the point in which the cable enters the house, we can run an internal cable of up to 3m.

How much does installation cost?

Gigaclear offer a **free** standard installation to customers who order our service. A standard installation means that the router in your property will be no more than 100m from the POT and there are no specialist surfaces or features to navigate during the installation process.

Please see the below overview.

For a non-standard installation, costs will be quoted following the survey. No work will be carried out until the survey is completed and costs are agreed.

Type of Installation	
Standard Installation	Non- Standard Installation
<p>The installation where distance between street network termination POT and router location in the property is no longer than 100 metres.</p> <p>There are no or minimal amounts of specialist surfaces to reinstate</p> <p>There are no outbuildings or features to avoid</p>	<p>The installations (will require a prior survey) which are over 100m between the POT and the router; or</p> <p>require hot lay tarmac to reinstate; or</p> <p>where more than 10m concrete or tarmac area is required to be reinstated; or</p> <p>where over 5 metres of block paving or flag stone is required to be lifted and reinstated, or</p> <p>some other unusual surface that will need specialist skills to lift and reinstate; or</p> <p>require a specialised crew to work above the height of 5 meters</p>

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, Flag stones*, Block paving**.

*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 be aware of?

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.

Please note that the placement of your router may affect the Wi-Fi signal in the house. Router's should be positioned to best facilitate the signal around the house. For example, placing a router in a cupboard or out of sight under the stairs will inhibit the routers ability to transmit the Wi-Fi signal.

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.

6. Is your property listed?

If your property is listed, you may require planning permission or consent for us to complete the installation process. A survey is conducted before the installation and will highlight the route and position of the fibre from the POT to the house. Please be aware that the

installation process requires us to drill through the wall of the property to feed the fibre cable through.

Important information

*There must be someone over the age of 18 at the property during the installation. This is 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.

*Please ensure that the route of the installation is within the boundaries of your property. If we need to install across land that you do not own, we may need permission from the landowner. Without the correct consent or permission, we will not be able to carry out the installation.

*Our network is made up of equipment which is installed in the public highway and private property using rights granted under the part of the telecommunications legislation known as the Electronic Communications Code. This Code, in conjunction with your permission, enables Gigaclear to place equipment on your property and to maintain it. You should ensure that any future purchaser of your property is made aware that the property is connected to an Ultrafast, full fibre network and the equipment has been installed with these rights.

*To prevent any damage to the equipment and loss of signal, we ask you to ensure that any future owner or any other person doing work to your property is aware of the position of the fibre cables.

Health & Safety

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.

Reinstating your property

We will reinstate the surface where we have installed our equipment 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. Please note that 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 customer care on 01865 591 131 or email support@gigaclear.com.

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