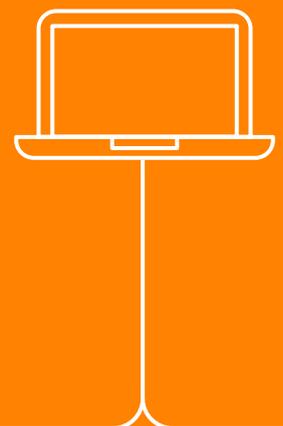


# Ultrafast Fibre from Gigaclear

**Network Installation: Important information  
and terms for Gigaclear Wholesale Partners**



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### Network Installation: Important information and terms for Gigaclear Wholesale Partners

It is important to understand what will happen so that your customers can prepare for our technician's visit. We hope you will find this guide useful, but if you have any questions about our installation process please refer to your Wholesale Contact Details provided by the Wholesale Team.

Note, Gigaclear 'standard' installations are currently free of charge, Gigaclear 'non-standard' installations are chargeable and subject to quote, requiring an installation survey to be performed by a Gigaclear technician. The definition of a 'non-standard' installation is below.

**You must pass this information to your customer before any installation work is performed. Your customer needs to be aware of these terms and conditions.**

#### How do we connect your customers to the Gigaclear network?

To connect your customers property to our network, we need to bring a fibre optic cable from the connection point located typically in a black pot in the ground at the boundary of the property to the location in the property where the customer requires our network termination equipment (NTE) to be located.

Our NTE must be fixed to a wall inside the property, close to a power socket. The external cable runs through a hole we will drill in the 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 the property, we will run internal cable to the point where the NTE is to be fixed. This cable will be up to 3m in length (unless you have placed a special order which may incur cost).

Before commencing the installation, the technician will ask the customer representative (who must be authorised to make the decision and over 18 years of age) to agree the route of the fibre optic cable into the property. The technician will record the agreed plan for the installation on a form and ask the customer present to sign to confirm that they accept the route.

Please ensure that the route of the installation is within the boundaries of the property. If we are asked 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 there may be a cancellation charge to the wholesale partner for a failed installation.

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

When the work is complete the customer should find that the work area 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 plc under the part of the telecommunications legislation known as the Electronic Communications Code. This Code, in conjunction with the customer's permission enables Gigaclear to place apparatus on the customer's property and to keep it there and maintain it. The customer should ensure that any future purchaser of the property is made aware that the apparatus has been installed with these rights. The customer should also ensure that any future owner or any other person doing work to the property is aware of the position of the apparatus, to enable them to avoid causing damage.

### Important safety information

The Gigaclear authorised 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 customer ladders, stepladders, access equipment or tools.
4. Technicians are not permitted to lend their tools or equipment to customers 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 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 or more of the following criteria:

- external cable length over 100m between the Gigaclear connection pot and the location of the NTE inside the property;
- any hot lay tarmac being required to reinstate the ground;
- more than 10m of concrete or tarmac works 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.

Wholesale partners must check with their customer to ensure that the installation does not meet any of the above criteria before booking the installation. If the customer installation does meet any of the above criteria then you must arrange a survey prior to the installation to make sure we have the correct equipment, materials and time available on the day of the installation. There will be a charge for non-standard installations.

## Things to consider

This is a list of things to think about to make your customer 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 the customer property falls outside the standard installation service.

If the customer requires the NTE 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 the installation into the non-standard category.

### 4. Thickness of walls (if known) If any external wall is over one meter thick, please let Gigaclear 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 Gigaclear 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 the property caused while carrying the installation service. However, we are not responsible for the cost of repairing any pre-existing faults or damage to property that are discovered while providing the installation services.

If the customer has any concerns about the work performed by us at the property, then please contact us.

We hope that this information was helpful, and we look forward to connecting your customers to the Ultrafast Gigaclear network.

### Additional Services

The following additional services are available. Please let us 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)