

WHOLESALE PRICE LIST

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WHOLESALE PRICE LIST

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Residential

Wholesale Residential Broadband Services

Gigaclear Wholesale Residential Broadband Services									
Type	Service ID	Service Name	Description	Activation Fee	Monthly Subscription	Contract Length	Installation (See Installation)	Usage	2 Working Days Maintenance Response [Silver WSLA01]
Residential	WFFL	Wholesale Full Fibre Lite	Maximum of 30Mbps Downloads & Uploads	£33.33	£23.34	12 Months	£214*	Unlimited	Included
Residential	WFFS	Wholesale Full Fibre Standard	Maximum of 300Mbps Downloads & Uploads	FOC	£30.00	12 Months	£214*	Unlimited	Included
Residential	WFFP	Wholesale Full Fibre Premium	Maximum of 100Mbps Downloads & Uploads	FOC	£50.00	12 Months	£214*	Unlimited	Included
<i>Residential Service Contention: 25:1</i>									
*Discounted to £0 for up to 100M and meeting ground material specifications per the Installation Guide (see Installation Tab)									
These products cannot be sold to Businesses.									
All prices are excluding VAT									

Business

Wholesale Business Broadband Services

Gigaclear Wholesale Business Broadband Services										
Type	Service ID	Product Name	Description	Activation Fee	Monthly Subscription	Contract Length	Installation (See Installation Tab)	Usage	Next Working Day Maintenance Response [Gold WSLA10]	4Hr Maintenance Response [Platinum WSLA30]
Business	WB100	Wholesale Business 100/1000 Unlimited	Maximum of 100Mbps Downloads & Uploads	£83.33	£45.83	24 Months	£214*	Unlimited	Included	£143
Business	WB300	Wholesale Business 300/1000 Unlimited	Maximum of 300Mbps Downloads & Uploads	£83.33	£105.00	24 Months	£214*	Unlimited	Included	£143
Business	WB600	Wholesale Business 600/1000 Unlimited	Maximum of 600Mbps Downloads & Uploads	£83.33	£205.00	24 Months	£214*	Unlimited	Included	£143
*Discounted to £0 for up to 100M and meeting ground material specifications per the Installation Guide (see Installation Tab)										
Business Service Contention: 10:1										
All prices are excluding VAT										

Enterprise

Wholesale Enterprise Broadband Services

Gigaclear Wholesale Enterprise Broadband Services								
Type	Service ID	Service Name	Description	Activation Fee	Monthly Subscription	Contract Length	4 Hour Maintenance Response [Platinum WSLA30]	Installation (See Installation Tab)
Enterprise	WE100	Wholesale Enterprise 100/1000 Unlimited (12)	100Mbps Uncontended, Symmetric Ethernet	£829.17	£290.00	12 Months	Included	R-BAND-D
Enterprise	WE200	Wholesale Enterprise 200/1000 Unlimited (12)	200Mbps Uncontended, Symmetric Ethernet	£829.17	£350.00	12 Months	Included	R-BAND-D
Enterprise	WE500	Wholesale Enterprise 500/1000 Unlimited (12)	500Mbps Uncontended, Symmetric Ethernet	£829.17	£410.00	12 Months	Included	R-BAND-D
Enterprise	WE1GS	Wholesale Enterprise 1000/1000 Unlimited (12)	1000Mbps Uncontended, Symmetric Ethernet	£829.17	£550.00	12 Months	Included	R-BAND-D
Enterprise36								
Enterprise36	WE100-36	Wholesale Enterprise 100/1000 Unlimited (36)	100Mbps Uncontended, Symmetric Ethernet	£0.00	£290.00	36 Months	Included	R-BAND-E
Enterprise36	WE200-36	Wholesale Enterprise 200/1000 Unlimited (36)	200Mbps Uncontended, Symmetric Ethernet	£0.00	£350.00	36 Months	Included	R-BAND-E
Enterprise36	WE500-36	Wholesale Enterprise 500/1000 Unlimited (36)	500Mbps Uncontended, Symmetric Ethernet	£0.00	£410.00	36 Months	Included	R-BAND-E
Enterprise36	WE1GS-36	Wholesale Enterprise 1000/1000 Unlimited (36)	1000Mbps Uncontended, Symmetric Ethernet	£0.00	£550.00	36 Months	Included	R-BAND-E
<i>Enterprise Service Contention: 1:1</i>								
All prices are excluding VAT								

Installation

Gigaclear Wholesale Business & Residential Installation Services					
Customer Type	Service ID	Length	Description	Net Price (One-Off)	Notes
Business & Residential	R-Band-S	1m to 100m (See Below)	Standard Installation: Distance between street fibre pot and router location is 100 meters or less. (Includes Installation and Activation of NTE)	£214.00	Discounted to £0 for all orders that meet the installation guidance notes below
Business & Residential	R-Band-D	100m+	Special Project Installation: Distance between street fibre pot and router location is over 100 meters, OR Distance is <100M but requires special treatment (see below). (Includes Installation and Activation of NTE)	Subject to Quote	
Any	WIJK	5-25M	Supply and Fit Internal White (thin) Micro Fibre cable kit to extend location of NTE (as part of Installation job) (5M to 25M inclusive)	£99.00	
Any	SA-TRP	-	Post installation router relocation	Subject to Quote	
Any	SA-TRP	-	Site Survey	£75.00	

Gigaclear Wholesale Enterprise Installation Services					
Type	Product ID	Length	Description	Net Price (One-Off)	Notes
Enterprise12	R-Band-D	Subject to survey	All Enterprise services require installation quote due to location of customer data centre being unknown at time of network build	On Quote	
Enterprise36	R-Band-E	Subject to survey	All Enterprise services require installation quote due to location of customer data centre being unknown at time of network build	On Quote	First £250 FoC

Installation Guidance

FOC Definition: Installations up to 100M distance are discounted to £0 from the normal price of £214 unless any of the following conditions on site are required in which case the installation reverts to Special Project Installation and becomes 'Subject to Quote';*

- requires hot lay tarmac to reinstate, or
- more than 10m concrete or tarmac area requires reinstatement, or
- more than 5 metres of block paving or flag stone is required to be lifted and reinstated, or
- any unusual surface that requires specialist skills to lift and reinstate, or
- requires a specialised crew to work above a height of 5 meters

All prices are excluding VAT

Installation Guidance

Ultrafast Fibre from Gigaclear Networks

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 discounted to £0 from the usual price of £214, 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 customers permission enables Gigaclear to place apparatus on the customers 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)

Passive Services

Gigaclear Dark Fibre (Passive) Services									
Service ID	Description	Net Survey Cost (One-Off)	Net Installation Cost (One-Off)	Net Rental Cost	Contract Term	Standard SLA (Silver, WSLA01)	Enhanced SLA	Enhanced SLA	
							(Gold, WSLA10)	(Platinum, WSLA30)	Monthly Cost
GIGDFR	Dark Fibre Access Tail Residential (from Gigaclear cabinet splice pit to Property passive connection point)	-	£200.00	£30.00	12 Months	Included	£75.00	£143.00	
GIGDFB	Dark Fibre Access Tail Business (from Gigaclear cabinet splice pit to Property passive connection point)	-	£200.00	£40.00	12 Months	Included	£75.00	£143.00	
GIGDAN	Duct Access (Rental of a 4mm internal diameter sub duct within the Gigaclear cabinet to cabinet duct)	£400.00	Subject to survey	£0.16/m/pa (Min £40 per month)	24 Months	Included	£75.00	£143.00	
GIGDFA	Dark Fibre Access (Typical 20 year IRU contract on Cabinet - Cabinet links, Other terms subject to agreement)	£400.00	Subject to survey (plus £3.99/m IRU)	N/A (Maintenance Only)	Std 20 Years	Included	£75.00	£143.00	
All prices are excluding VAT									

Note: Gigaclear will consider any reasonable request for alternate passive solutions.

NNI Options

Gigaclear NNI Service Costs			
Product ID	Description	Net Price (Monthly)	Notes
WLSL001G	1Gbps Core NNI Port (Equinix LD4 OR Docklands THE)	£50.00	
WLSL010G	10 Gbps Core NNI Port (Equinix LD4 OR Docklands THE)	£250.00	

All prices are excluding VAT

Engineering Callout

Gigaclear Engineering Callout Costs			
Service ID	Description	Net Price	Notes
GIGECO	Gigaclear Engineering Support On-Site (minimum callout charge where Partner requests support and fault is not with Gigaclear)	£500.00	Fixed
GIGCVS	Civils Call out on site (incl Travel Time where partner requests support and fault is not with Gigaclear)	£200.00	Per Incident
GIGEOS	Gigaclear Engineering Support On-Site (includes travel time where Partner requestes support and fault is not with Gigaclear) - Per Engineer	£150.00	Hourly (Per Engineer)

All prices are excluding VAT

Reactivation Fees

Gigaclear Wholesale Re-Activation Charges			
Service ID	Description	Net Price	Notes
WR50	Wholesale Residential Reactivation Fee	£33.33	New/upgraded customers, existing services
WR100	Wholesale Business Reactivation Fee	£66.67	New/upgraded customers, existing services
WR250	Wholesale Enterprise Reactivation Fee	£166.67	New/upgraded customers, existing services
All prices are excluding VAT			

Early Termination Charges

Gigaclear Early Termination Charges (ETC)

If you as a wholesale provider cancel a service subscription within the contract period you may need to pay an Early Termination Charge (ETC). The fee will be calculated based on the number of months remaining on the contract x the monthly service subscription cost, less 4% for early payment (within 30 days)

e.g. Customer on a WFFS Service with 6 Months contract remaining terminates, ETC is as follows: 6 Months * £30 = £180
 Less 4% = £172.80

Exceptions to this ETC:

1/ Where the end customer is vacating the property and moving to a property that is not on the Gigaclear network, no ETC will be payable.

2/ If the end customer is moving to another property on the Gigaclear network and takes up the same or a higher value service within 1 month of leaving the previous property, no ETC will be payable, however the service contract period will be restarted.

SLA Definiton

Gigaclear Wholesale Services SLA Definition				
Service Level	SLA Service ID	Applicable Services (check individual services for included standard SLA)	Target Response Time	Target Restoration Time
Platinum	WSLA30	Enterprise, Business Enhanced, Passive Enhanced	4 hours	24 hours
Gold	WSLA10	Business, Passive Enhanced	8 working hours	1 working day
Silver	WSLA01	Residential, Passive	1 working day	2 working days

Refer to Gigaclear SLA Documentation <https://www.gigaclear.net/wp-content/uploads/Gigaclear-SLA-v12.pdf>