

STANDARD AND NON-STANDARD HOME & BUSINESS INSTALLATIONS

Our Purpose: to ensure simple, consistent, cost-effective installations of residential and business properties to the Herefordshire Community Broadband network

To connect your property to our network, we need to bring a fibre optic cable from the connection point, near the boundary of your property, to the place in your property where you want your router.

Your router must be within one metre of a power socket. The external fibre 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. If the router is located away from the point of entry into your property, we will run 1 metre of internal fibre cord between the entry point and the router. Longer cords are available to 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 and that you have been shown how to use the equipment supplied.

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.

Standard Installations

Our standard installation service covers all installations at whatever distance is necessary except for those which meet any one of the criteria listed in the clause below. All our installations will be undertaken by an HCN contractor.

Non-standard installations are those which involve:

- hot lay tarmac required to reinstate the ground
- more than 5m concrete or tarmac area is required to be reinstated
- over 3 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 the HCN contractor know at the time of booking so we can arrange a survey prior to your installation and make sure we have all the correct machinery and

materials available on the day of your installation. The HCN contractor will charge you directly for the additional cost of non-standard installations. You are free to use your own contractor to undertake such non-standard work should you wish to do so for any reason, or you can do it yourself.

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?

Standard inclusive digging is through turf, loose soil or loose gravel

For compacted gravel, concrete or tarmac, 5 metres is included as standard

Our contractors will cross up to 3 metres of block paving or flag stones within the standard installation.

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?

Our standard installation will be to the ground floor. The first floor can be accommodated, but may require more time at an additional cost.

4. Thickness of walls (if known)?

If your external wall is over one metre thick, please let HCN's contractor 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 is there any other obstruction?

Please let HCN's contractor 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. 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 HCN's contractor and Herefordshire Community Broadband as soon as possible.

You will be asked to sign to confirm that you are fully satisfied with the installation and reinstatement – only sign when you are fully satisfied.