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## STANDARD AND NON-STANDARD RESIDENTIAL AND BUSINESS INSTALLATIONS POLICY

**The purpose of this document: to ensure simple, consistent, cost-effective installations of residential and business properties to the Hampshire Community Broadband network.**

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To connect your property to Hampshire Community Broadband's 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 fibre cable runs from the router 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 one metre of internal fibre cable between the entry point and the router. Longer fibre cable is 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 boundary 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, up to 100 metres, except for those which meet any one of the criteria listed in the clause below. All our installations will be undertaken by a HCB approved contractor.

**Non-standard Installations** are those which involve:

- Distances above 100m;
- Hot-lay tarmac required to reinstate the ground;
- More than 5m of concrete or tarmac area to be reinstated;
- Over 3m of block paving or flag stone to be lifted and reinstated;
- Some other unusual surfaces 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 HCB contractor know at the time of booking so that they can arrange a survey prior to your installation and make sure

they have all the correct machinery and materials available on the day of your installation. The HCB 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.

### **Things to consider**

This is a list of things to think about to make your installation a successful 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, 5m is included as standard.*

*Our technicians will cross up to 3m of block paving or flag stones within the standard installation.*

2. Are there any walls or other structures to take into account?

*For example – garden 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 HCB'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 HCB'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 out 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 may be discovered while providing the installation services.

If you have any concerns about the work we have done on your property, then please contact HCB's contractor and us 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.