

Grayshott Gigabit Extra Construction, Repair Charges & Non-Standard Installations

Non-Standard Installations

Customers requiring non-standard installations may incur extra construction charges. Non-standard installations are for premises more than 10 metres away from the pavement for underground installations, or more than 50metres away for aerial installations.

In addition, in some installations, during the survey we will discuss with you if you have any of the following requirements:

- We need to lay a microduct in soft ground
- We need to dig a trench in tarmac/concrete
- There is block paving that requires lifting & reinstating
- There is some unusual surface (e.g. resin) that requires specialist equipment & processes
- There are obstructions on route, and so a diversion or longer route is required
- The installation requires a crew to work at heights of 5metres or more
- We need to install via the loft (for aerial installations)
- A new pole is required on your or neighbours land (for aerial installations)
- Tree Works may be required
- Extra cabling is required around the home (internally or externally)
- Non-Standard Ethernet Cabling is required within the Premise

For Non-Standard Installations, no works will be carried out until a quote has been raised & agreed following the site survey.

Repair Scopes

As the customer, you are responsible for the part of the network than runs from the boundary of your property, across your private land and into your premises - up to and including the router we provide. This router remains the property of Grayshott Gigabit, as shown within our Terms and Conditions. If a Grayshott Gigabit component - for example the Optical Network Terminal (ONT) - is found to be faulty, we will repair free of charge including no call-out charge.

But for all other cases of damage, including damage to the cables, the router and any other components installed at your home, there is a cost for the repair as shown on the table below. It is based on the current tariffs for labour and materials used. Please call our Customer Services on 01428607000 to discuss your repair so we can advise you on any possible charges involved. If the cost of repair exceeds a call-out charge, a quote for the repair work and materials will be provided to you to approve before any work starts.

If faults reported by you and then investigated on-site by a technician are found to be not with Grayshott Gigabit equipment but with your own setup or equipment, then a call-out charge will be invoiced to you. The customer (or an authorised signatory over 18 years old) must be present at the time of the repair appointment, otherwise the technician may have to come back and this would incur an additional call-out charge.

	Price (exc. VAT)
Non Returned WiFi Router	
Grayshott Gigabit Calix ONT	£250
Grayshott Gigabit Plume Pod	£250
WiFi Router Replacement	
Grayshott Gigabit Calix ONT	£250
Grayshott Gigabit Plume Pod	£250

	Price (exc. VAT)
Call-out Charge (fixed minimum charge per on-site visit)	
Call-out Charge (business hours)	£100
Emergency Call-out Charge (outside of business hours)	£180
Labour Charge (additional time required to complete work)	
Hourly rate (business hours)	£60
Emergency hourly rate (outside of business hours)	£96
Charge for parts (as used to complete work)	
ROC Optitap, Black Drop Cable, G657A2, 35mtr	£40
ROC Optitap, Black Drop Cable, G657A2, 65mtr	£65
ROC Optitap, Black Drop Cable, G657A2, 100mtr	£95
ROC Optitap, Black Drop Cable, G657A2, 150mtr	£140
ROC Optitap, Black Drop Cable, G657A2, 300mtr	£225
Lead In Kit – including Internal and External lead-in covers	£25
External Fibre Termination Wallbox	£12
Internal Fibre Termination Wallbox	£18
Additional Services	
Internal white cable kit	£35
Internal cable run over 3m	£95
Post installation router relocation	£100
Extra Construction Charges (Per metre subject to survey *)	
Direct Buried Fibre in Microduct	£60
Ducting Soft Surface	£60
Ducting Concrete, Tarmac, Stones, Gravel	£ 95
Ducting Block Paving	£150
Provision of New Pole	£950
Re-instatement works (Hot Rolled Asphalt)	£150
Labour Charge (additional time required to complete work **)	
Hourly rate (business hours)	£80
Emergency hourly rate (outside of business hours)	£100



Note:

* Charges are per metre for ducting from edge of property to property boundary with public highway

** Normal business hours are Mon-Fri 9am to 5pm. Standard installation times are 2 hours.

*** Should your property be further than 30 metres from the nearest POT then non-standard drop cables will be required.