

Installation Terms and Conditions

If you request that we arrange for Installation of the Equipment, the following terms and conditions apply:

- a. Our Published Prices for arranging Installation are usually based upon a UK mainland Installation. Some more remote and rural post codes may be subject to a post code supplemental charge to cover additional fuel and travelling time costs. We will tell you when a supplemental charge may apply to your Installation. Where possible we will try and absorb this supplemental charge if the installation can be arranged into normal daily activities or journeys. We will give you a site-specific Installation quotation in the event that additional travelling times and expenses are likely to be incurred or a non-standard Installation is required. If this quotation is not acceptable to you and you and we are unable to reach agreement, either you or we may cancel the Order within fourteen days from the preparation and circulation of this quotation.
- b. If you request us to arrange for Installation of the Equipment, we will endeavour to give you a mutually convenient time for the Installer to visit. Your location may have an impact on the dates or times that we provide to you.
- c. If we have agreed with you in writing that a site survey may be required, you will be responsible for settling payment for the survey directly with us on request, the cost of which shall be additional to any other Charges to be paid to us for the Services.
- d. The contract for Installation is handled by a third-party company. The Installer shall be liable for any damage caused by the Installer during the Installation and we shall have no liability for damage caused by the Installer. Our liability to you for any damages or loss whatsoever suffered by you as a result of delayed, cancelled or incomplete installation will not exceed the value of the Installation fee that you have agreed to pay. You accept that you will have no additional rights to terminate this Agreement early on the basis of late or incomplete Installation provided that we have given you alternative dates to complete the Installation.
- e. If you become aware of any potential problems with your Installation, you should notify the Installer during the installation if reasonably practical.
- f. The Installer(s) will have to work both internally and externally at your premises for which they will require suitable access. Therefore, you agree to, at your own expense and in advance of installation:
 1. Obtain all necessary consents including landlord, occupier, planning and other buildings consents for both access and installation of the Equipment and for on-going maintenance of such Equipment; and
 2. Provide full, free and safe access to relevant premises, and a suitable environment for the Equipment including all necessary cable ducts and safe mains electricity supply;
- g. The Installer will Install the Equipment, activate the Services and demonstrate connection of the Services. They will have no responsibility to configure your PCs or Network as a part of the Installation.
- h. Once the Installer has established proof of connectivity, we require that you complete the authorisation and signature of our Customer Completion and Acceptance Form ("CCAF") while our Installer is still with you (available here). If you omit to complete the CCAF or it is not received by us for any reason, you are deemed to have accepted the Installation and that the Services have commenced. The CCAF shall be deemed to be part of this Agreement.

- i. A "Standard Installation" is defined as a maximum cable run of 30m from the dish, no more than one storey high, on a south facing wall through a single wall to a single internal point with no special bracketry or special access requirements but does not include any additional travel costs for rural remote installations. Setting up of Customer networks or special systems is not excluded from the Standard Installation.
- j. Additional network (Ethernet/CAT5) points can usually be provided during the installation visit. Rates are available on request and included on our Website. We can provide a written quotation for more extensive network requirements or special requirements upon request.
- k. If you request us to do so, the Installer can configure your existing wireless LAN or Ethernet routing equipment. Our Charges for such services can be provided on request and are included on our Website. Under no circumstances will we accept any responsibility or liability for your Customer Equipment installation, configuration or maintenance.
- l. If we cannot access the location of the Installation on the agreed date and time for delivery of the Equipment for the Installation, we reserve the right to charge you an additional Installation fee for the redelivery or installation of the Equipment or any return visit required including that arising due to insufficient time available on your initial installation date to complete the Installation due to your absence or late arrival on site. Any such Charges will be notified by us to you in writing and will be such additional sums as we, in our sole opinion, consider reasonable in the circumstances.
- m. In certain circumstances, our Installer will, where necessary, recommend that electrical grounding be undertaken. When this electrical safety requirement is identified, it should be carried out in accordance with applicable laws and regulations. Failure to install effective grounding will, in some locations, constitute a breach of local building regulations. It will remain your responsibility to ensure such grounding work is completed in accordance with all applicable laws and regulations. Certified electricians should complete grounding work. Our Installer will provide a cabling lead for grounding but it is your responsibility to arrange for a certified electrician to complete such work.
- n. In asking us to Install your satellite broadband equipment for you, in the event of the installation failing or not being able to be completed for any reason beyond our control, you will be liable for a minimum charge in accordance with our Published Prices e.g. where there is no line of sight to the satellite or no suitable location for the satellite antenna.