

Gigaclear Wholesale Pricelist 2021

Valid from: 01/04/2021 to 30/10/2021

Version Control

Published March 2021

Reduced Residential Pricing and Activation Fee (6 month trial). Added additional residential services, removed WFL 30Mbps

Note: Gigaclear has removed the NNI port costs and replaced with a minimum monthly service charge, offset against service subscriptions for :

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All Prices in this document are ex-VAT

Gigaclear[®]

Gigaclear Monthly Service Cost

WLSL010G	Minimum monthly service charge, includes 10 Gbps NNI Port (Equinix LD7 OR Docklands THN2)	Term: 12 Months	500 /monthly	This is the minimum monthly charge for access to the Gigaclear wholesale service. Service subscription costs will be offset against this charge.
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Gigaclear Wholesale Residential Broadband Services

Type	Service ID	Service Name	Description	Activation Fee	Monthly Subscription	Contract Length	Standard Installation (See Installation Tab)	3 Working Days Maintenance Response [Silver WSLA01]
Residential	WFF50	Wholesale Full Fibre Lite Plus	Maximum of 50Mbps Downloads & Uploads	£15	£23.00	12 Months	£214*	Included
Residential	WFFM	Wholesale Full Fibre Medium	Maximum of 100Mbps Downloads & Uploads	£15	£24.00	12 Months	£214*	Included
Residential	WFFS	Wholesale Full Fibre Standard	Maximum of 300Mbps Downloads & Uploads	£15	£26.00	12 Months	£214*	Included
Residential	WFFSP	Wholesale Full Fibre Standard Plus	Maximum of 400Mbps Downloads & Uploads	£15	£28.00	12 Months	£214*	Included
Residential	WFFP	Wholesale Full Fibre Premium	Maximum of 1000Mbps Downloads & Uploads	£15	£50.00	12 Months	£214*	Included

Residential Service Contention: 25:1

Gigaclear Wholesale Business Broadband Services

Type	Service ID	Product Name	Description	Activation Fee	Monthly Subscription	Contract Length	Standard Installation (See Installation Tab)	Next Working Day Maintenance Response [Gold WSLA10]	4Hr Maintenance Response Platinum WSLA30]
Business	WB50	Wholesale Business 50/50 Unlimited	Maximum of 50Mbps Downloads & Uploads	£83.33	£32.00	12 Months	£214*	Included	£143
Business	WB100	Wholesale Business 100/100 Unlimited	Maximum of 100Mbps Downloads & Uploads	£83.33	£59.00	12 Months	£214*	Included	£143
Business	WB500	Wholesale Business 500/500 Unlimited	Maximum of 500Mbps Downloads & Uploads	£83.33	£155.00	12 Months	£214*	Included	£143
Business	WB1000	Wholesale Business 1000/1000 Unlimited	Maximum of 1000Mbps Downloads & Uploads	£83.33	£268.00	12 Months	£214*	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

Gigaclear Wholesale EAD Internet Services

Type	Service ID	Service Name	Description	Activation Fee	Monthly Subscription	Contract Length	4 Hour Maintenance Response [Platinum WSLA30]	Installation (See Installation Tab)
EAD Internet	WE100	Wholesale EAD Internet 100/100 1Gbps bearer(12)	100Mbps Uncontended, Symmetric Ethernet	£829.17	£180.00	12 Months	Included	R-BAND-D
EAD Internet	WE200	Wholesale EAD Internet 200/200 1Gbps bearer (12)	200Mbps Uncontended, Symmetric Ethernet	£829.17	£300.00	12 Months	Included	R-BAND-D
EAD Internet	WE500	Wholesale EAD Internet 500/500 1Gbps bearer (12)	500Mbps Uncontended, Symmetric Ethernet	£829.17	£375.00	12 Months	Included	R-BAND-D
EAD Internet	WE1GS	Wholesale EAD Internet 1000/1000 1Gbps bearer (12)	1000Mbps Uncontended, Symmetric Ethernet	£829.17	£550.00	12 Months	Included	R-BAND-D
EAD Internet	WE100-36	Wholesale Ead Internet 100/100 1Gbps bearer (36)	100Mbps Uncontended, Symmetric Ethernet	£0.00	£180.00	36 Months	Included	R-BAND-E
EAD Internet	WE200-36	Wholesale EAD Internet 200/200 1Gbps bearer (36)	200Mbps Uncontended, Symmetric Ethernet	£0.00	£300.00	36 Months	Included	R-BAND-E
EAD Internet	WE500-36	Wholesale EAD Internet 500/500 1Gbps bearer(36)	500Mbps Uncontended, Symmetric Ethernet	£0.00	£375.00	36 Months	Included	R-BAND-E
EAD Internet	WE1GS-36	Wholesale EAD Internet 1000/1000 1Gbps bearer (36)	1000Mbps Uncontended, Symmetric Ethernet	£0.00	£550.00	36 Months	Included	R-BAND-E

Enterprise Service Contention: 1:1

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 (Gold, WSLA10) Monthly Cost	Enhanced SLA (Platinum, WSLA30) Monthly Cost
Passive Fibre/Duct Services (Only available in BDUK subsidised cabinet areas)								
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

Cabinet Access Service (Only available in BDUK subsidised cabinet areas)

Gigaclear Wholesale Business & Residential Installation Services

Customer Type	Service ID	Length	Description	Net Price (One-Off)	Notes
Business & Residential	R-Band-S	Up to 100m (See Below)	Standard Installation: Distance between street fibre pot and NTE location is 100 meters or less. (Includes Installation and Activation of NTE)	£214.00	Discounted to £0 for orders that comply with Standard Installation Guidance
Business & Residential	R-Band-D	100m+	Non Standard Installation: Distance between street fibre pot and NTE location is over 100 meters, OR Distance is <100M but requires special treatment (see Installation Guidance). Includes Installation and Activation of NTE.	Subject to Quote	
Any	W-WIIK	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	W-SE-TRP	-	Post installation NTE relocation	Subject to Quote	
Any	W-ST-SVY	-	Site Survey	F.o.C	

Gigaclear Wholesale Enterprise Installation Services

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

You must pass the information below to your customer before any installation work is performed. Your customer needs to be aware of these terms and conditions.

How does Gigaclear connect you to the fibre network?

To connect you to our network, we need to bring a fibre optic cable from the connection point located typically in a black underground point of termination 'PoT' at the boundary of your property to the location inside where the you require the network termination equipment (NTE) to be installed.

Our NTE must be fixed to a wall inside your property, close to a mains power socket. Our external cable runs underground from our connection 'PoT', through a hole we will drill in the external property wall. Normally we would install the NTE within 3M of this building entry point, unless you have placed a special order which Before commencing the installation, the technician will ask the you or your 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 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 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 you and to ensure that the installation is carried out as agreed. If you are not able to be present, please ensure that the adult who is present understands the requirements and has your authority to agree the When the work is complete you 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 Ltd. under the part of the telecommunications legislation known as the Electronic Communications Code. This Code, in conjunction with 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

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
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
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
9. Technicians are not permitted to move furniture.
10. Technicians are not able to perform specialist trenching or to install cables overhead.

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-

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

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 service. 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 service.

Additional Services

The following additional services are available. Please let us if any are required. There may be a charge for

- 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)

Service Installation Guidance for 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.

Contents:

Installation Costs
Tools and Equipment used on Site
Standards
Customer/Partner installed Ducting
Damage to Property
Working Restrictions
Scope of Works
Environmental

Installation Costs

Standard Installation

The installation distance between the street network termination 'PoT' and NTE location is less than 100M AND:

the installation DOES NOT require hot lay tarmac to reinstate; or
THERE IS NO MORE THAN 10m of concrete or tarmac required to be reinstated; or

THERE IS NO MORE THAN 5 metres of block paving or flag stone required to be lifted and reinstated, or
THERE IS NOT some other unusual surface that will need specialist skills to lift and reinstate; or
the installation DOES NOT require a specialised crew to work above the height of 5 meters

NOTE: Non-Standard Installations may include:

Installation of the multiple connection fibre wall boxes. Fibre

Shared Installation between multiple properties

Joint enclosure, POT installations, unterminated multiple core drop splicing

Installation on the private grounds with heavy public access (school, nursery, hospital) where Health & Safety requirements to cover any external works

Properties with ducted underground

Office building and M

Installations on farms, busin

Tools and Equipment potentially used on site

Fibre Optic Cables

Measuring Wheel/Blown Fibre Compressor + Kit

Fibre Cleaning Kit/ Testing Tools/ Blown Fibre Tools

Excavating Hand Tools/ Hand Tamper/ Drill with bits/ Hand tools
Gas Monitor/ Optical Meter/ Light Source
Silicone/ Hammer/Mallet/ Chisel
Cement/ Tarmac/ Sand/ Soil/ Trowel
Blown Fibre Micro Duct/ Micro Duct Connectors/ Omni Box/ Patch Cable
Bin/ Broom/ Dustpan & Brush/ Rakes
Screws/ wall plugs/ Tube, Cable Clips/ Cobra Rod/Ladders/Stop Board

Standards

The Installation will be performed by the Gigaclear Accredited Installation Team in accordance with the current Gigaclear Installation Manual and this method statement.

The Installation Team will be trained to NRSWA standards.

A site-specific risk assessment will be undertaken by the Installation Team prior to commencement of the proposed works (This must be up-dated if additional Hazards are identified as work progresses).

A site- specific survey can be requested by the customer (chargeable if not meeting band D criteria).

All relevant personal protective equipment will be worn at all times when on site.

When the work is done everything will be left neat and tidy, holes are sealed with silicone and the ground outside has been reinstated as close as possible to its original state.

Customer/wholesale partner installed ducting

The following recommendations apply to the customers or partners who are pre-laying own ducting in order to facilitate Gigaclear service installation and avoid excavations on their land:

2" solid wall duct (or larger) to be laid from the allocated POT (note customers/partners may NOT perform any digging in the public highway) all the way to the external wall of the property next to the buildings entry point

Duct is to be installed in as straight a line as possible with minimal bends, no 90-degree bends

A draw string is to be installed through the ducting end to end

Access points are to be installed every 50m with a draw string linking each section of the customer ducted network

Pre-laid duct must be solely owned by the customer, and can only be on the customer's private land. Gigaclear and its suppliers do not have permission to use existing ducting from other telecom providers or third-party companies.

Internal ducting must link external entry point to the location of the NTE (Gigaclear Network Termination Equipment) installation point inside of the property. A draw string to be installed linking entry point and NTE chosen location

Building entry hole is to be drilled with a minimum diameter of 14mm

Any boundary wall hole and other external structure and obstacle holes, where they cannot be avoided (i.e. garage, garden fences), to be drilled with a minimum diameter of 25mm, as either 20mm flexible conduit or 8mm micro duct can be used during the installation.

Gigaclear and the installation supplier will not be responsible for any damages caused following the above recommendation, nor for resolving any blockages found in the pre-laid duct. If an issue such as a blocked or damaged duct is found on the day of installation it will be the customer's responsibility to rectify and repair with the installation potentially failing or being rescheduled on the day.

Gigaclear cannot accept responsibility for any loss or damage caused as a result of customer excavation works, where they have failed to follow the advice of the Health & Safety Executive.

The **Health & Safety document HSG 47 entitled 'Avoiding Danger from Underground Services'** will provide the necessary information.

<http://www.hse.gov.uk/pubns/priced/hsg47.pdf> (Please use internet search if link is not working)

Damage to property or services.

In the event of service or property damage:

Installation Team will inform their Field Manager, if not available escalate as per internal process. Existing internal policy and process will be followed to rectify any damage.

If water pipe is damaged and water is escaping:

Installation Team will attempt to shut of valve with main water key.
Installation Team will excavate break area to assist with the repair if safe to do so.

If gas pipe is damaged and gas is escaping:

Installation team will ensure that the area is coned off immediately.
Installation team will enforce a "No Smoking" zone.
No mobile phones are to be used directly over the leak.
Installation Team will call the local gas board.

A main electrical cable strike:

If the floor saw or shovel is still in contact with the mains cable installation team is not to attempt to move it and will cone the area off and ensure an exclusion zone is enforced.
Installation Team will inform Field Manager immediately.

Working Restrictions

Technicians are not permitted to work at any premises unless a person over the age of 18 is present at all times.

Technicians are not permitted to enter loft spaces or eaves cup boards unless they are correctly boarded and have a walk-in entrance and are not permitted to work in confined spaces.

Technicians are not permitted to use customer's ladders, stepladders, access equipment or tools.

Technicians are not permitted to lend their tools or equipment to a customer to complete parts of the job or any other work.

Technicians cannot disturb or work near areas where they believe that asbestos is present.

Technicians are not permitted to work above a height of 5m.

Technicians are not permitted to access flat roofs or roof structures.

Technicians cannot access underground structures, spaces or excavations or lift floor boards or drill through floors.

Technicians are not permitted to move Customers' furniture.

Technicians are not able to perform specialist trenching or to install cables overhead.

Installation team will always try to avoid installing through dry stone and stone stacked walls due to risks of collapsing. If no other route is available, they will have to consult their Field Manager and only do so when safe.

FTTP Scope of Works (Subject to site-specific assessment on the day)

Before starting the installation:

A Risk Assessment is performed and recorded by the Installation Team before commencing any work. The Risk Assessment document is to be updated if working conditions change and is to be kept on site until all works are complete.

The allocated POT is to be checked for correct POT number and live optic levels, any issues to be reported back to Gigaclear, (Network faults will be assessed within 3 working days).

The agreed route will be scanned to identify any close to surface hazards. The customer must inform the Installation Team of any known buried hazards that can cause harm to the engineers.

Any additional internal cabling is to be agreed and recorded on the installation form before the work commences (White internal kit is used for internal cabling over 3m, up to a maximum of 25m)

NTE and fibre installation:

The Fibre Optic cable which will be installed is to be checked for faults/damage using a Fibre Optic Light Source tool.

The property entry hole will be drilled from inside out taking extra care to minimise blowouts, while also scanning the area with the wall scanner and assessing area of the exit hole for any hazards before drilling. The hole will be drilled with slight angle down to prevent water ingress. A dust sheet will be used to keep residue off the floor/carpet.

Inside of the property the NTE backplate will be installed at the agreed location, attached to a wall as per manufacturers recommendations.

Micro duct for blown fibre will be installed following agreed route to the minimum depth of 150-300mm/6-12 inches in soft grounds (flower bed, lawn, soil) and minimum of 100-150mm/4-6 inches in hard grounds (tarmac, concrete using floor saw, under bricks and slabs) all the way into the POT where it will be connected to the pre-installed micro duct that connects POT to the local drop cabinet. Flexible conduit and fibre cable can be used, instead of blown fibre for short distances of 10-15 meters.

If the micro duct/ flexible conduit cannot be buried it will be tacked to the wall depending on the site specifics and the customer's preference. Where tube/ flexible conduit is installed along the wall it will be fixed with tube clips at 500mm spacings. If the patch lead needs to be installed on the external wall from the entry hole to the omni box, it will be fixed with appropriate cable clips at 300mm spacings while hole will be covered with silicone and blast plate or lead-in kit fitted.

Using the air compressor Installation team will blow fibre cable into the prepared tube all the way to the local drop cabinet where cable will be connected to the allocated port, while excess of the blown cable will be carefully coiled up and stored safely in the wall mounted omni box at the point of entry into the house.

The patch cable will be used to connect NTE to a blown fibre cable inside of the omni box using coupler. Second end of the patch cable will be pushed into the drilled hole from outside, the cable fitted inside of the back plate and the fibre connector fixed into position ready for the modem installation. The modem will then be fitted in place.

The exit hole will be sealed from outside with silicon and covered with blast plate using a minimum of 4 nails to secure it, lead-in kit or omni box where appropriate and the ground outside will be reinstated as close as possible to its original state. Depending on the ground surface, reinstated grass cut or trench will be tampered down using hand tamper tool.

If it was agreed to use additional internal cabling, appropriate length white cable will be patched directly into the omni box and the cable installed internally to the agreed distance of up to 25m following the skirting board and tacked with white cable clips along the way. The internal entry hole will be covered by the lead in kit, if the NTE back plate or white kit box is not being installed directly on it.

NTE activation

Once the fibre optic cable is connected to the network in the POT or local drop cabinet, the NTE will be plugged into the power socket. Mains socket will be tested with the Martindale Socket tester prior to its use.

Once booted up, the NTE may download the required firmware and reboot itself.

All lights on the NTE will be stable when it is ready.

The installation Team member will activate the port for the wholesale service confirming it is ready for the CPE to be connected

All technical data will be recorded by the Installation Team on the Installation Check Sheet.

The installation team will walk through the whole installation route with the Customer noting relevant sections on the Installation Check Sheet to ensure all work is carried out to the customer's satisfaction and Gigaclear's specifications.

The installation team will ask customer to sign Installation Check Sheet before they leave to confirm that customer is happy.

Environmental Protection

All entrances / access routes to be kept clear

Any equipment that emits exhaust fumes (floor saws, trenching machines, road saws, petrol powered compressor) to be positioned on site, so as not to cause a hazard

All equipment will be switched off when not in use to prevent any un-necessary noise and limit pollution

All spillages of diesel / oil etc are to be contained and cleared up immediately by the use of spill kits and reported to the Field Manager

All used, contaminated absorbent pads will be double bagged, sealed and transported back to the area depot for disposal in to the relevant special waste container / safe

All refuelling of equipment will be undertaken with the aid of a funnel away from grass verges and surface water drainage systems

Position all vehicles (where possible) away from surface water drain inlets

Non- Standard Installation

The installation (which will require a prior survey) distance between the Gigaclear 'PoT' and the location of the NTE is over 100m; or

the installation WILL require hot lay tarmac to reinstate; or

THERE IS more than 10m concrete or tarmac area required to be reinstated; or

THERE IS more than 5 metres of block paving or flag stone to be lifted and reinstated; or

THERE IS some other unusual surface that will need specialist skills to lift and reinstate; or

the installation WILL require a specialised crew to work above a height of 5 meters

include, but will not be limited to:

the installation from the wall boxes to the property.

where trench is shared fully or partly.

ring and distribution chamber installation on the customers' land.

Health and Safety, Security etc. will be an issue over and above those on a residential property, including any cable with metal capping.

around infrastructure.

1DU blocks

business parks/estates.

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)

Gigaclear Early Termination Charges (ETC)

As a Wholesale Partner, Broadband services provided by us are for a minimum term defined in this pricelist for each service, the term starting from the service Activation Date. This term is the length of time that you commit to retaining and paying for the service. If you decide to end a service with us during the minimum term period, Early Termination Charges may apply. This is because you will be ending the contract with us early.

The Early Termination Charges will not be more than the charges you would have paid for the services for the remainder of the minimum term period and will not include VAT for the remaining period (VAT cannot be charged if the service is not delivered).

Early Termination charge is based on the monthly subscription cost x the number of months remaining under the subscription

Early Termination Charges apply after 1 months' notice has been provided by you. So, for example, if you wish to cancel with 6 months of the minimum term remaining, you will need to provide us with 1 months'

Exceptions to this ETC:

1/ Where the end residential customer is vacating the property and moving to a property that is not on the Gigaclear network, no ETC will be payable, but we may require evidence of the move.

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.

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	EAD Internet, 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://drupalassets-prod.s3.eu-west-2.amazonaws.com/s3fs-public/2019-12/gigaclear-sla-v12.pdf>