



Commercial Property Installation Guide



An overview of the Hyperoptic install methodology.



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About Hyperoptic

Our purpose-built network runs full fibre direct to your building, delivering the UK gold standard in broadband.

What we do

We build our own network, taking our fibre from the exchange directly to your premises. From the most prestigious properties, including St George Wharf, to Grade 1 listed buildings such as St Pancras Chambers, our experience is vast.

We offer customers consistently reliable speeds of up to 1 gigabit per second, making slowdowns and buffering a thing of the past.

Our network is specifically designed for the needs of today and tomorrow.

Why choose Hyperoptic?



For Commercial Tenants:

- ✓ Hyperfast speeds, with unlimited data usage
- ✓ No slowdowns, even at peak times
- ✓ Same upload and download speeds (150Mb, 500Mb and 1Gb packages)
- ✓ Free router
- ✓ No landline telephone required
- ✓ A trusted provider
- ✓ Award winning business broadband
- ✓ Termination point available in comms room where internal network already in place

For Freeholders:

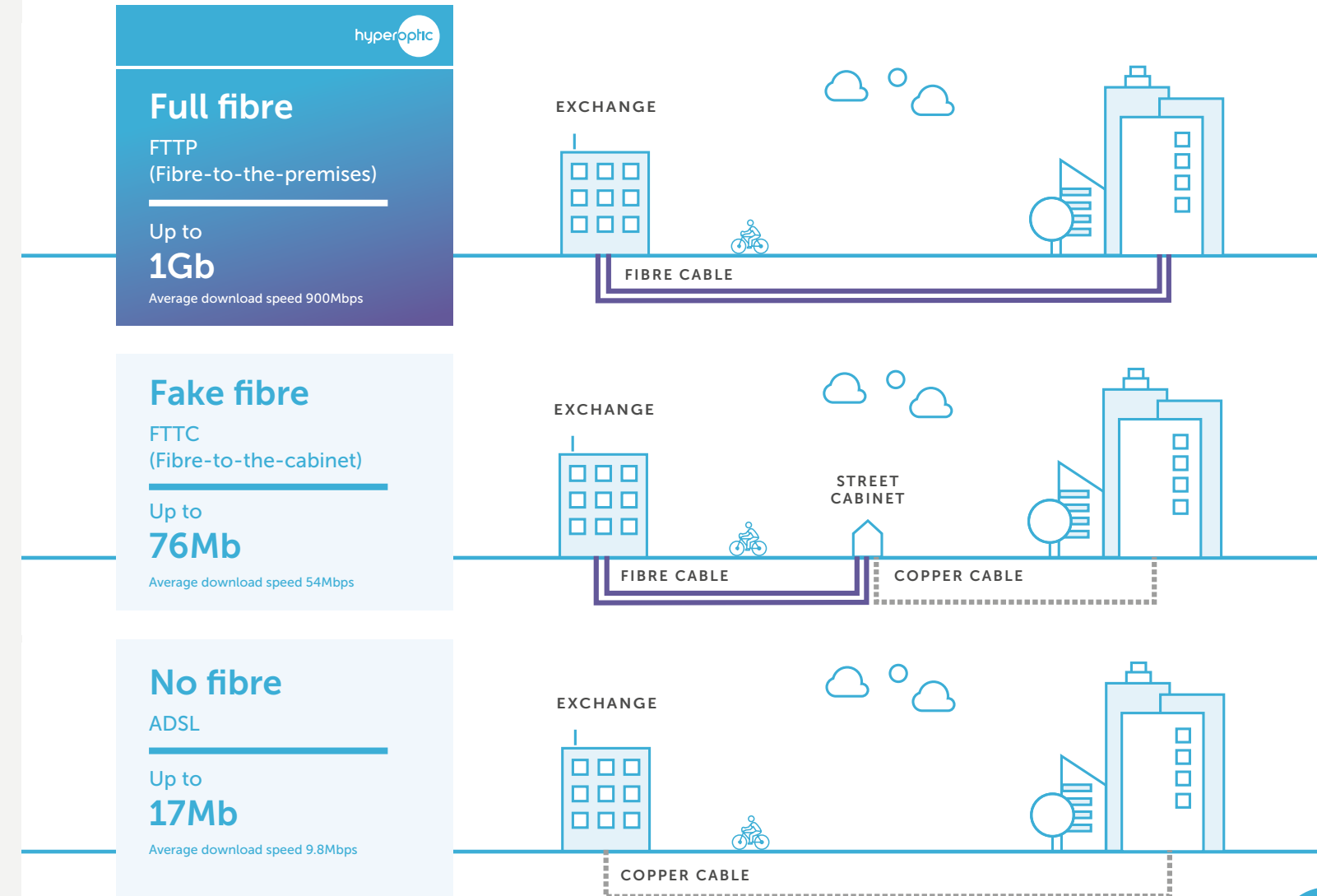
- ✓ Reduce rental voids
- ✓ Increase tenant satisfaction
- ✓ Increase rentals and property value
- ✓ Cost-neutral installation
- ✓ A trusted provider
- ✓ Future-proof your building
- ✓ Proven track record

For Building Managers:

- ✓ Accredited by BM TRADA Q-Mark scheme & CDM compliant
- ✓ Bespoke site survey delivered by our in-house team
- ✓ Minimised disruption by utilising existing cable routes
- ✓ Consolidate your building services and reduce costs with a free connection onsite
- ✓ A trusted provider
- ✓ Day-one connectivity for new tenants
- ✓ Proven track record
- ✓ Avoid tri-party wayleaves

Broadband technology

What makes our network different?



Average download speeds taken from Ofcom, Nov 18.

Our products

Clients can choose their perfect full fibre package. How fast would you go?

			
50Mbps	150Mbps	500Mbps	1Gbps
			
For everyday business use, sending emails and point of sale devices	For cloud-based applications, servers and customer Wi-Fi	For heavy data users and Wi-Fi to handle lots of customers	Experience the best business broadband you can get

Average speeds achievable by 50% of users, are 900Mb on a 1Gb connection, 500Mb on a 500Mb connection, 150Mb on a 150Mb connection and 50Mb on a 50Mb connection. 900Mb speed is not achievable by a single device over Wi-Fi, for this speed a wired connection is required.

How we work with you and your clients

Working with us is straightforward. We'll work together so your installation fits all your needs.



- 1



The kick off

Your dedicated account manager will work closely with the property manager or landowner to make sure we understand your requirements. We will agree how our infrastructure will be installed alongside existing providers.
- 2



Pre-Installation

Before we start installing we'll provide you with a detailed site survey and agree a plan for installing our fibre. A dedicated Area Deployment Manager (ADM) will be assigned who will work closely with you and your tenants during the installation process.
- 3



Installation

Your ADM will work with you to minimise disruption and ensure a smooth installation. We'll stay in contact with tenants throughout the installation to keep them updated on progress.
- 4



Launch and beyond

Now tenants can order our award-winning full fibre business broadband. We take real pride in how we support our customers, with a dedicated business support team and an 'Excellent' rating on Trustpilot, your tenants can be confident about the service they will receive.

Our installation process



1 Site Viability

Your dedicated account team have an initial meeting with the property manager to discuss your site requirements. We carry out a pre-qualification of the site to understand if it is viable for installation. As part of these discussions, we will require a wayleave, an agreement that permits us to install our fibre cabling.



2 Detailed Site Survey

Before installation is started, a full detailed site survey will be conducted by a Hyperoptic planner. The planner produces an Installation Proposal that clearly and simply sets out the installation requirements and locations of our equipment and cables.



3 External Building Connection

We will install a fibre optic "backhaul" cable directly from our external infrastructure network to the building. We use existing duct networks, including Openreach, to route our cables.

If connectivity to a site is not possible due to there being no suitable duct routes, we can install new ducts by using civil engineering contractors.



4 Internal Building Connection

Cabling will be installed to the individual businesses using the existing building infrastructure. This will include the service utility risers, existing containment, ceiling voids and tray work.

Cables will be left ready for customer installation, coiled in the ceiling void outside each business or where possible, terminated within a central communications room.

5 Customer Installation

Once the customer has placed their order we will allocate a time slot for a site survey and also installation.

During the site survey our team will meet the customer and agree with them exactly how we'll install our cable, socket and router.

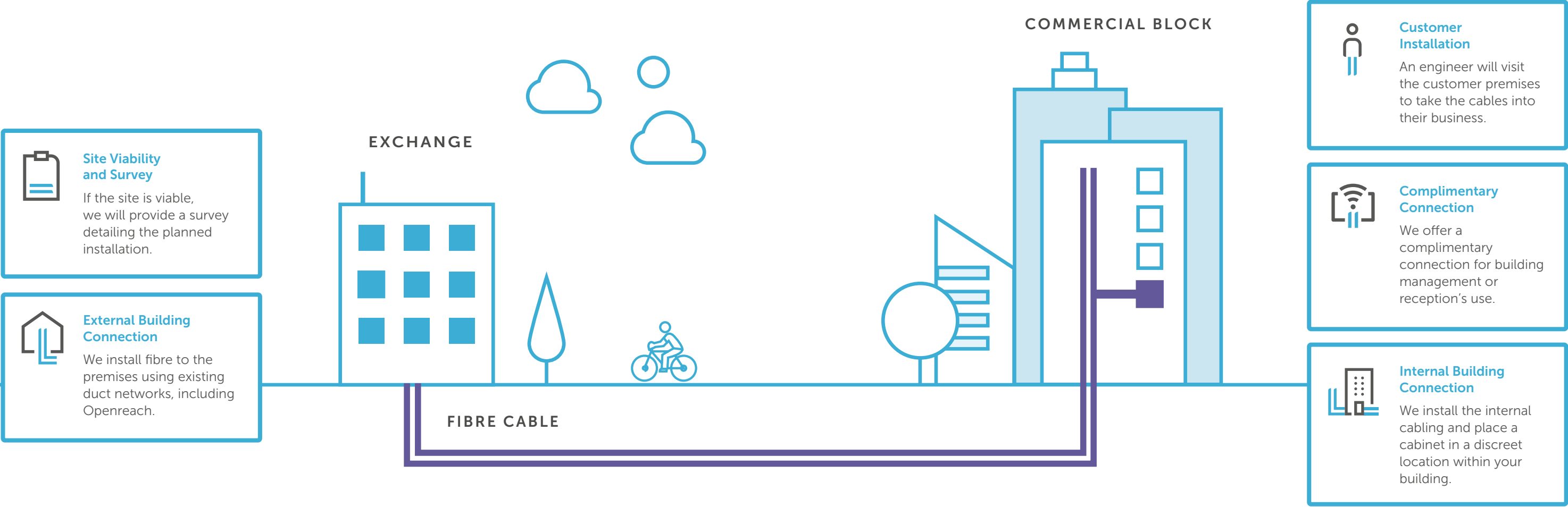
It's an important step to ensure the equipment is installed in the best place for the business, often near existing IT infrastructure.

After the survey our team will allocate an engineer to return and carry out the work agreed during the site survey. The time this takes will depend on the complexity of the install.



How we do it

Our dedicated full fibre installation process:





Best practice and accreditations

Engineers' Standards

All our engineers are trained and CSCS accredited. They will be working under the supervision of the onsite Lead Engineer and will be fully briefed prior to starting any work.

Engineers are trained across the following core modules:

- General Site Safety
- PPE Regulations
- Manual Handling
- Confined Space
- Working at height competence

Safety

Before installation begins an assessment of the work involved and the surrounding area will be carried out, to ensure it is safe to proceed.

The protection and safety of the public and our employees is paramount to us and it is the responsibility of all site engineers to adhere to the safety rules. Where necessary, working areas will be cordoned off with signage and guarding.

CDM Regulations (2015)

The Construction (Design and Management) Regulations (CDM 2015) are the main set of regulations for managing the health, safety and welfare of construction projects.

We have the skills, knowledge and organisational capability to advise all clients on the requirements of CDM 2015. Moreover, we have the competence to deliver all CDM duty holder roles when required – Client, Principal Designer, Designer, Principal Contractor, and Contractor.

Asbestos Management

Asbestos represents a significant risk within the working environment and processes will be put in place to control this risk. All our engineers are trained in Regulation 10 – Control of Asbestos, which include the following topics:

- Types of Asbestos
- Asbestos-Related Diseases
- Asbestos Containing Materials
- Understanding Asbestos Surveys
- Duty of the Worker

It is the responsibility of the property owner or building management company to manage asbestos in a premise under its control. A survey should be carried out to establish if there is any asbestos, or a register should be put in place which details its location.

We commit that any information produced from that survey or register will be made available to the engineers carrying out the work.

During any working activity in a client's building, the risks of asbestos will be managed to prevent disturbance. Should materials suspected to contain asbestos be discovered, then the work will be stopped until specialist advice is sought.

Any asbestos removal works will be carried out by trained asbestos contractors and all waste will be disposed of in accordance with current waste regulations.

No work that will disturb asbestos shall be undertaken under any circumstances.

Fire Stopping

We will ensure that all passive fire stopping undertaken on a client's site will be carried out by fully trained engineers, using the correct products and techniques. When cabling passes through an area of fire protection, an intumescent seal will be used to reinstate the work to ensure the integrity of the existing substrate.

Installations will be accredited under the BM TRADA Q-Mark scheme and a declaration of conformity will be made available, along with a completion report, once the work has been completed.

The fire stopping completion report will record in detail each aperture, including its size, location, type and a pre and post image. A Hyperoptic label will be applied against each seal, with details of the Lead Engineer and installation.

Intumescent Acrylic Mastic

Intumescent Acrylic mastic is used as a standalone solution for any apertures made for cable entry between the sizes of 10-20mm, into a plasterboard, concrete or masonry substrate.

A tight seal will be created around the entry point, ensuring that no gaps are present.

Coated Fire Batt

Coated Fire Batt is used for larger apertures within walls and floors.

Gypsum Board

Gypsum board is used for pattressing apertures where a seal cannot be applied.

Fire Mortar

Fire Mortar is a ready-mix solution which can be poured or applied with a trowel. It is used for larger apertures within floors that are load bearing.

Power Requirements

Our cabinets require an electrical power supply to be installed so the equipment can be active. The installation will be designed and installed in accordance with the building regulations 2010 and BS7671: by fully trained and qualified electricians.

Post installation the circuit will be tested, and a certification of compliance will be provided by a NICEIC approved contractor, which can be obtained on request.

Cabling Requirements within Escape Routes

Our cables will be installed in accordance with Regulation 521.11.201. The purpose of which is to improve the safety of firefighters and others in escape routes under fire conditions.

Wiring systems in escape routes are supported so that they will not be liable to premature collapse in the event of a fire. Non-metallic cable supports can fail if they come into contact with a direct flame. This may lead to wiring systems hanging across access or egress routes which may hinder evacuation and firefighting activities.

Where non-metallic supports are used, a suitable fire-resistant means of support is provided to prevent cables from falling out in the event of a fire.





Final Review and Network Maintenance

At the end of the installation the Lead Engineer will conduct a site walk-through to ensure it has been completed to a suitable standard. The Lead Engineer is also responsible for recording all test results and the final details of the installation in an "As Built" document pack. This is an internal document to ensure that once the installation is complete and our service is live, we can fully support and manage our network in your building. In order to maintain our network, we will need to agree access to our equipment.

The Area Deployment Manager will validate and countersign the relevant documentation of the completed installation work.

Incident Management

We operate a structured internal escalation process to address any major incidents, ensuring a speedy resolution and communication with customers which is standard, clear and timely.

All incidents are captured centrally and monitored through their lifecycle.

We follow a continuous service improvement framework and any lessons learned from major incidents are captured and followed up to improve our service.

Dedicated business support

Every business we connect will benefit from the hyperfast speeds and rock solid reliability of our full fibre network.

Service Level Agreement

Every business broadband package we offer comes with an SLA of 24 hours. Meaning we will make sure that any fault on our network is fixed within 24 hours of the customer notifying us.

Dedicated Support

Businesses will be supported by our dedicated team between 9am – 9pm, 7 days a week. We can still help outside of these hours too, our regular customer service team is available 24/7.

In safe hands

We were awarded Best Business Broadband and Best Customer Service at the 2019 ISPA awards and we're rated "Excellent" on Trustpilot, with literally thousands of 5-star reviews.

 **Trustpilot**
We're rated **Excellent**



Here's what some of our business customers say about us

“Hyperoptic is the only broadband we've found that can keep up with the pace of our growing business.

A1D London Ltd

“Great service, particularly from the technical support. Highly recommend. Thank you.

Solihull Home Care Ltd

“Definite upgrade from BT and Virgin. Much better service.

Stadium London

FAQs

Why should we choose Hyperoptic? How are you different from BT or Virgin?

We are the largest full fibre broadband provider with the fastest speeds in the UK. Since we use our own dedicated fibre network, businesses will experience the speeds advertised – with no slowdowns or buffering, even at peak times. We are also one of the highest rated ISPs on Trustpilot, so businesses will receive the very best customer service throughout their contract.

Installations are completed by our dedicated in-house team, who work alongside you throughout the process to ensure the install is delivered in line with your expectations. This also means you only have one point of contact, with no need to deal with multiple contractors.

Will the tenants be informed before the work is carried out?

Yes, we will send progress updates to tenants throughout the installation, so they will be well informed before any work commences.

How much does it cost for installation? Is there a connection fee?

We install at our own cost. It is only for exceptional cases or requests that we may require client contribution.

Will the aesthetics of the building be disturbed?

Throughout the installation we will ensure that there is minimal disturbance to the building and tenants. Where appropriate, we will use the developments infrastructure and follow existing cable routes. If there is any disruption to the building surfaces, then we will ensure these are fully reinstated.





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