



FTTP Excess Construction Charges FAQ

Version 1.2

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FTTP Excess Construction Charges

What are Excess Construction Charges (ECC)?

Excess Construction Charges are additional charges that are incurred where the delivery of an FTTP service to a building is more complex or expensive than can be absorbed by a standard installation charge.

Why are they being applied to FTTP connections?

FTTP connections use a new fibre connection to deliver the service direct to the customer's premises and therefore can sometimes incur unforeseen complications when installing the new fibre, which incurs additional charges. The standard installation charge does not always cover the cost of more complex installs e.g. where additional fibre needs to be provided within or to the building.

How likely is it that my connection will incur ECCs?

BT expect that in 99.9% of cases no ECCs will be charged. The standard installation charge covers up to £1000 of excess charges. It is only if the excess charges are greater than £1000 that the customer will be charged and Entanet will be notified. E.g. If we advise an ECC of £500 is chargeable this means that the total cost of the work is actually £1500 with BT covering the first £1000 and the remaining £500 chargeable to the end user.

How will I know if my connection has incurred ECCs?

If your connection has incurred ECCs Entanet will be notified by BT and Entanet staff will add a new case note to the affected connection which will then be visible via synergy and will be emailed to you.

What do I need to do if I am advised that ECCs apply?

If you receive notification from us that ECCs apply to your requested connection then you need to decide whether or not to proceed with the order. If you decide to proceed you will need to provide Entanet with written confirmation of your decision to proceed and acceptance of the charges. If you need advice or further guidance you should contact us at cs@enta.net or call 0333 101 0600.

How long do I have to make a decision?

You have 20 working days from the time of notification that ECCs apply to decide whether or not to proceed. After that, if we have not advised our supplier to either proceed or cancel, they will cancel the order automatically.

If I decide to proceed with the order, how do I pay the ECC?

All ECCs will need to be paid in full and in advance of the work being undertaken.

Can I cancel my order at the point of notification of ECCs without penalty?

Yes. If you are advised that ECCs apply you can choose to accept the charges and proceed with the order or you can choose to cancel the order at this point without any charge.

If I cancel the order once ECCs have been advised will any charges still apply?

No. You will not be charged anything for this order.

Can I state at the point of order that I am willing to accept ECCs up to a certain limit?

No. Entanet send all FTTP orders through to BT with the accepted commitment bands set to £0 to ensure that we are advised of any ECCs that may apply and to ensure that all resellers and end users formerly accept the additional charges if they occur.

Can I tell if ECCs apply at the point of order?

No. Unfortunately we will not know if ECCs apply until an engineer has been out to visit the site. If the engineer deems ECCs apply we will notify you as soon as possible via email and/or the case notes for the account within synergis.

Why do I need a second engineer visit?

If you decide to proceed with the order and accept the ECCs the engineer will need to return to site to continue with the work and finish the installation.

Can I just tell the first engineer that I accept the charges and allow him to complete the installation in a single visit?

No. To ensure all orders are completed with customer consent the installation will only be completed after written confirmation of the customer accepting the charges has been received by Entanet.

How do I arrange the second engineer visit to complete the installation?

You can arrange a suitable date and time for the second engineer visit by contacting the customer service team via the case notes feature in synergis or via email to cs@enta.net. The customer service team will then confirm the engineer appointment via the case notes feature and raise the appropriate invoices to be paid.

If I accept the ECC charges will any further charges apply?

No. Once the engineer has advised of ECCs then no further charges will apply apart from the standard installation charge and recurring monthly rental as advised when placing the order.

When do the FTTP ECCs come into effect?

The new ECCs for FTTP connections took effect from 2nd July 2012.

Who do I contact if I need further information on FTTP ECCs?

For further help and advice please contact us on 0333 101 0600 or by email to cs@enta.net. Alternatively you can talk to our partner sales team on 0333 101 0000 or by emailing sales@enta.net.