

Fibre for Rural Nottinghamshire

A Community Benefit Society



Price List - October 2018

This document provides details of the pricing for

1. Initial connection
2. Ongoing service
3. Call outs / repairs to the F4RN fibre
4. Relocation of the F4RN fibre
5. Transfer of service

info@F4RN.org.uk
F4RN.org.uk

If your requirements are not covered then please get in contact with us directly on info@f4rn.org.uk to discuss the connection and service that you require and we will advise on the appropriate charges.

1. Initial Connection

Provided that your property is within the area served by F4RN and the fibre runs close to the property boundary then the charge for the initial connection is **£175+VAT = £210**.

This is payable in advance, either by cheque or BACS, and covers the cost of the installation in the property and includes the cost of a router, which will be provided at the point when internet service provision is taken.

Note - you do not have to take the F4RN service straight away if you are locked into an existing contract with another provider.

Although we will provide all the materials necessary and plenty of support, the responsibility for running the fibre from the property boundary to the service point is the responsibility of the property owner. Should you require F4RN to carry out the full installation then we will be pleased to provide a quote for the additional work involved.

Where a fibre connection is not immediately available then we may be able to provide a high-speed wireless connection. The connection charge is the same - £175+VAT, but there is no charge to transfer to fibre at a future date if the F4RN fibre network extends to your property boundary.

If you are not already in the area served by F4RN please get in touch anyway - the Government's Gigabit Broadband Voucher Scheme¹ may cover some / all of the costs involved or if you are in an area where a number of people want a F4RN connection we should meet to discuss what's involved.

¹ <https://gigabitvoucher.culture.gov.uk>

2. Ongoing Service

The monthly charge for the ongoing service depends on whether you are residential or business customer, and for businesses, on the number of people employed. In all cases, payment is due advance

2.1 Residential Customers

Where the internet connection is being used primarily for normal domestic use by a residential householder the monthly charge is **£30.00+VAT = £36.00 per month**.

This includes “working at home” provided the property is primarily used for residential purposes.

The Internet service provided by F4RN is for use only at the address of the residential householder. The residential householder is not entitled, under any circumstances, to allow the Internet service to be retransmitted, whether by cable, WiFi or by any other means, to any user outside the curtilage of the address registered with F4RN.

Breach of this condition entitles F4RN to terminate the provision of service to the registered address with immediate effect.

2.2 Micro-Businesses (1-5 employees)

The monthly charge is **£30.00+VAT = £36.00 per month**.

2.3 Businesses employing 6 - 15 people

The monthly charge is **£50.00+VAT = £60.00 per month**.

2.4 Businesses employing 16-50 people

The monthly charge is **£125.00 = £150.00 per month**.

Note: In certain circumstances it is possible for a business which wishes to support other on-site businesses to take advantage of this rate, as long as all the businesses are located on the same site. If you think that this situation may be applicable and is of interest to you, you should, as a first step, discuss the matter with us. Unauthorised sharing or retransmission of the F4RN internet connection outside the curtilage of the contracted customer entitles F4RN to terminate the provision of service to the registered address with immediate effect.

2.5 Larger businesses

For businesses that employ more than 50 people please contact us at info@f4rn.org.uk to discuss your specific requirements

2.6 Furnished holiday lettings

To encourage landlords to offer the F4RN broadband service to their guests, we offer a discounted rate of **£15.00+VAT = £18 per month** provided that the property qualifies as a furnished letting in accordance with HMRC rules. <https://www.gov.uk/government/publications/furnished-holiday-lettings-hs253-self-assessment-helpsheet/hs253-furnished-holiday-lettings-2018>

Please note that this special discount ONLY applies to furnished holiday lettings - there are no exceptions.

2.7 Distribution of a F4RN connection (eg, at a caravan park/hotel/etc)

If the Internet service provided by F4RN is retransmitted to other users within the owner's property or site, whether by cable, WiFi or any other means, then special rates apply.

The cost of the base connection is **£30.00+VAT per month, plus £2.50+VAT per month per each potential additional user** (eg, a caravan/guest room etc) capable of being served by the retransmission.

The charges are payable irrespective of whether the additional unit is occupied/used or not during the charging period. It is based on the number of potential units, for instance total number of bedrooms or pitches on a caravan site.

F4RN applies a cap to the amount chargeable in respect of these additional units of £250.00+VAT = £300 per month. This means, for example, that a caravan site capable of holding more than 90 caravans or a hotel with more than 90 rooms would pay only up to the capped rate.

2.8 Special provisions applicable to places of religious worship

At the discretion of F4RN, the monthly service charge for places of public religious worship may be set at zero, subject to the link only being used to support services at the said place of religious worship. This does not apply to connections to the residence of the incumbent, it only applies where the connection is in the place of worship itself.

2.9 Schools

Please contact us at info@f4rn.org.uk to discuss the specific requirements. We will then advise on the appropriate monthly service charge.

2.10 All other customers

If you would like a F4RN connection for any other purpose (eg to operate a Wireless Internet Service - WISP) then please contact us to discuss your requirements.

3. Call outs / repairs to the F4RN fibre

In all instances, please contact the F4RN helpdesk by emailing support@f4rn.freshdesk.com or call the helpdesk on 01636-857287 and leave a message which is forwarded directly to one of the F4RN team.

Please be aware that if the fault is found to be of your own doing then we may charge for the work involved at a rate of **£40.00+VAT = £48.00 an hour**.

We're sure that you will understand why this is necessary - hopefully there won't be that many repairs to do and it's still a lot cheaper than the BT minimum charge of £129.00!

4. Relocation of the F4RN fibre

If you wish to have the F4RN fibre moved to a new location we will be happy to support you to do so.

- If the new location does not require additional ducting and the fibre cable has been preserved in order to resplice, there is a one-off charge of **£40.00+VAT = £48.00**
- If the new location requires additional ducting to reach the Fibre Termination Unit (FTU), and therefore requires a new fibre cable to be blown and terminated we will charge a one-off fee of **£125.00+VAT = £150**

In all cases you must contact us to seek advice and help with the relocation.

5. Transfer of service

There is no charge to transfer an existing service to a new customer at the same address.

Summary of charges

The following charges apply to each connected property / business location.

Customer Type	Connection Charge	Monthly Service Charge	Notes / Conditions
Residential	£175.00+VAT = £210.00	£30.00+VAT = £36.00	For domestic use only + occasional "working from home"
Micro-Business	£175.00+VAT = £210.00	£30.00+VAT = £36.00	1-5 employees
Small Business	£175.00+VAT = £210.00	£50.00+VAT = £60.00	6-15 employees
Mid-Size Business	£175.00+VAT = £210.00	£125.00+VAT = £150.00	16-50 employees
Larger Businesses	£175.00+VAT = £210.00	Price on application	Over 50 employees Please contact F4RN to discuss the specific requirements.
Furnished Holiday Lettings	£175.00+VAT = £210.00	£15.00+VAT = £18.00	Property must comply with HMRC and local authority rules defining a Furnished Holiday Let.
Caravan Sites/Hotels	£175.00+VAT = £210.00	£30.00+VAT = £36.00 + £2.50 + VAT = £3.00 per pitch / room	Capped at a maximum of 90 pitches/rooms. Price capped at £250 + VAT
Places of Worship	£175.00+VAT = £210.00	Discretionary	Churches, Chapels etc. Not vicarages or incumbent's home
Schools	£175.00+VAT = £210.00	Price on application	Please contact F4RN to discuss the specific requirements.