



NORTHERN IRELAND SCIENCE PARK

THE CONCOURSE BUILDING 1

TENANT HANDBOOK 2014

<u>ACCESS AND SECURITY</u>	3
ACCESS TO BUILDING & POLICY	3&4
ACCESS REQUEST FORM	5
FIRE AND INTRUDER ALARMS	6
PIN REQUEST FORM	7
<u>HEALTH AND SAFETY</u>	8
EVACUATION PROCEDURES	8-11
FIRST AID	12
ACCIDENT/INCIDENT REPORTING PROCEDURE	13
SMOKING POLICY	13
<u>FACILITIES</u>	14
MAINTENANCE/ALTERATIONS/UTILITIES	14
AIR CONDITIONING	15
CAR PARKING	15
CLEANING/TOILETS/SHOWER/ALARM	16
GENERAL WASTE	17
LOST PROPERTY	18
MAIL ARRANGEMENTS	18
OFFICE MACHINERY	18
MEETING ROOMS AND MAIN EVENT AREA	18
CATERING	18
WATER POINT	18
STORAGE	19
LIFT	19
<u>CONNECTIVITY</u>	20
CONNECTIVITY	20&21

ACCESS AND SECURITY

ACCESS TO BUILDING

The Concourse Building reception is staffed from 09.00 - 17.00 Monday to Friday.

The main entrance to the Concourse Building is opened at 08.30 and is locked at 17.30 each night. Before and after these hours access is via the authorised Concourse Building access control.

The front doors are monitored by CCTV for security. Those visiting outside regular Concourse Building opening hours will only be able to gain access by having an access card to swipe at the front entrance.

Tenants are encouraged to issue their direct line numbers; however, the Northern Ireland Science Park switchboard (028 9073 7925/ 028 9073 7800) is manned between the hours of 09.00 and 17.00 hours. At 17.00 it is automatically switched over to an answer service. Anybody wishing to dial in to The Concourse Building after 17.00 hours should ring the appropriate direct number.

ACCESS CARDS AND KEYS

In order to ensure security Northern Ireland Science Park operates a strict management process for access cards, keys and alarm fobs. Tenants are not permitted to source alternate provision other than directly from the Northern Ireland Science Park,

Key Provision and Request

Northern Ireland Science Park will issue 2 keys per 200m² (2000sq.ft) that each tenant occupies, any additional keys requested will be charged at £10 per key.

Northern Ireland Science Park will not be held responsible for any lost, stolen or damaged keys.

Where keys are not returned at end of tenancy NISP will be left with no alternative but to replace the lock and levy a cost against the occupier.

Alarm Fob Provision and Request

Northern Ireland Science Park will issue 2 alarm fobs per 200m² (2000sq.ft) that each tenant occupies, any additional requested fobs will be charged at £10 per fob.

Northern Ireland Science Park will not be held responsible for any lost, stolen or damaged alarm fobs.

Access Card Provision and Request

Northern Ireland Science Park will issue 1 access card for each 10m² in which a tenant company occupies. For example if a tenant occupies 200m² (2000sq.ft) then they would be issued with 20 access cards. When tenant companies have requested their allocated number of cards then the NISP will levy a charge for each additional card at a cost of £10 per card.

If an access card is lost or a replacement card requested then there is a charge of £10 per card.

The Northern Ireland Science Park will not be held responsible for any lost, stolen or damaged access cards.

Where there is a change of staff please advise NISP so name is changed on system even if card is passed from an existing member of staff to the new member.

Request For Keys/Access Cards/Alarm Fobs

TO BE COMPLETED BY REQUESTER:

Tick as appropriate:

- | | |
|---------------------------------------|----------------|
| <input type="checkbox"/> Keys | Quantity |
| <input type="checkbox"/> Access Cards | Quantity |
| <input type="checkbox"/> Alarm Fobs | Quantity |

Details of Unit/Doors to be accessed:

Reason for Issue:

(a) New Staff (b) Replacement Staff (c) Lost/Damaged (d) Faulty

Name(s) of Person requesting:

Company:

Manager Name: Managers Signature:

Date:

TO BE COMPLETED BY NISP:

NISP Reception Signature:

NISP Authorisation Signature:

Date: ...

Notes: (Key Ref/Card Ref) ...

TO BE COMPLETED BY RECEIVER:

Received By (Signature):

Date:

IF APPLICABLE (RECHARGING):

..... Nr items to be charged at £10 per Card/Fob/Key – Total £.....

FIRE AND INTRUDER ALARMS

Fire and intruder alarms are located throughout The Concourse Building in all common areas and units. The fire alarm will be tested on a weekly basis between 09.15 and 09.30 every Friday. Should this date and time change tenants will be notified in advance. The Fire alarm is monitored via a Red Care line 24/7 which goes to Chubb Monitoring Station who relay it to the Fire Brigade.

Each tenant must nominate its own Health and Safety co-ordinator who should liaise with NISP's Health and Safety Co-ordinator.

Tenant companies are also advised to nominate at least three keyholders for their unit and inform NISP of these people. The details will be passed onto NISP's Security company should access out of hours be required. The last person/s to leave their unit is responsible for setting the intruder alarm, thus protecting the unit against unauthorised access.

SECURITY

Tenants and their staff should remain vigilant at all times within the building and advise the Facilities Manager (Ext. 737811) or, in his absence. Anyone intending to leave a vehicle overnight in the car park must inform the Facilities Manager in order to avoid any security alert that may occur.

For the protection of tenants, staff and property, there is a security interest provided by Northern Ireland Science Park at The Concourse Building in the form of mobile patrols during the night.

CCTV

CCTV operates throughout the Science Park with fixed cameras at vehicular and building entrances and PTZ cameras elsewhere with some set on tour. Due to data protection recorded images can only be viewed by those with a security licence or the police.

VISITORS

Access to The Concourse Building is via the main entrance revolving door or a disabled access door located at the centre of the building. Security is on the reception desk from 9.00am to 5.30pm



Transforming dreams into commercial reality

CAR PARK BARRIER PIN REQUEST TO FACILITATE OUT OF HOURS ACCESS FOR VISITORS

(Out of hours is anytime outside of 08:00 – 17:00 Mon to Fri including weekends and public holidays)

Organiser -

Tenant Name -

Date of Proposed Visit -

Expected Entry Time -

Expected Exit Time -

Number of Attendees Expected (Ideally Names) -

.....
.....
.....
.....
.....

NISP OFFICIAL USE

Pin Allocation Use -

NISP Signature -

Date Received -

HEALTH AND SAFETY

EVACUATION PROCEDURES

It is advised that each tenant nominate an evacuation officer/fire warden from its staff to co-ordinate the evacuation of its unit. If you discover a fire or there is a need to evacuate, IMMEDIATELY activate the fire alarm by breaking the nearest fire alarm break-glass point, which will result in the alarm sounding throughout the building, and proceed to the assembly point which is shown on the attached map.

DO NOT ATTEMPT TO USE THE LIFTS IN AN EMERGENCY.

On hearing the fire alarm (other than drills when the system is being tested) the Facilities Assistant will ascertain the origins of the alert and instruct the receptionist to dial 999 and give the operator the telephone number and ask for fire brigade.

Switch off equipment only where it is safe and you have time to do so.

Efforts to extinguish a fire must only be attempted by appropriately trained personnel with the appropriate fire fighting equipment after the alarm has been raised.

Providing there is no personal danger to members of the general public, staff or tenants, the fire may be tackled.

Do not put yourself at risk and always ensure you have a means of escape. When you hear the fire alarm, do not panic, shout or run.

Leave the premises by the nearest available exit route, closing all doors behind you. Only appropriately trained staff should assist elderly or disabled persons to evacuate the premises.

Any extinguishers at hand should be carried on evacuation in case of the need to tackle any fire preventing you from leaving. Please study the various types of fire extinguishers for different types of fire displayed below. You will notice that it details what you can and cannot use the extinguisher for.



FIRE EVACUATIONS (assembly map attached)

Practised evacuations are carried out twice a year and are organised and supervised by NISP.

They are timed and recorded to check performance and a full building evacuation should be carried out within 2 ½ minutes. If it is longer than this another evacuation will be repeated within 2 weeks.

FIRE WARDENS

Role of Fire Wardens: Fire Wardens have a two-fold role: one element is to help ensure that the area for which you have been assigned responsibility is safe from uncontrolled fire risks; the other is to help ensure a prompt and safe evacuation of your respective areas and report to the NISP Fire Marshall

Faults and problems discovered by Fire Wardens during routine inspections should be reported as a matter of urgency to the Facilities Assistant (tel 028 9073 7811) for prompt correction.

- There should be a designated person in each company responsible for immediate charge of their organisation. NISP would recommend at least 3 Fire Wardens.
- It should be clearly understood that if the designated person is not available then the deputy, or next senior person, takes charge.
- Carry out systematic monthly Fire Safety checks of their assigned area to ensure that all fire equipment, exit signs etc are in place and in good working order.
- Fire Wardens should ensure they are familiar with fire exits and assembly points.
- In the event of a fire the Fire Wardens will search their areas to ensure that all people evacuate the building and make their way to their assembly area by the nearest safe exit. The fire wardens then direct any people who have not been evacuated to the appropriate fire exit and onward to their assembly area.
- Ensure that all members of their staff make their way safely to the designated assembly point and wait for further instructions from their Fire Warden

Fire Wardens should liaise with the NISP Fire Marshall immediately after their roll call and the following information should be passed on:

- i. If all personnel are accounted for.
- ii. How many people, if any, are unaccounted for in the building, who they are and where they are likely to be located.
- iii. Highlight any dangerous hazardous or chemicals stored in buildings that are likely to hinder or cause danger.

If personnel are unaccounted for the Fire Warden should inform the NISP Fire Marshall immediately. The NISP Fire Marshall will co-ordinate with the Fire Brigade.

If all personnel are accounted for the Fire Warden should return to their assembly point and await further instructions from the Fire Marshall.

The NISP Fire Marshall will instruct when it is safe to enter the building on directions from the Fire Brigade.

Under no circumstances should you enter the building unless permission has been given by the Fire Brigade or NISP Fire Marshall.

FIRE MARSHALL RESPONSIBILITIES

- The NISP Fire Marshall is responsible for co-ordinating the evacuation.
- The NISP Fire Marshall is the first point of contact for the Emergency Services
- The NISP Fire Marshall is the first point of contact for the Fire Wardens
- Fire routine and evacuation drill procedure
- Ensuring personnel know location of fire alarm points.
- Ensuring regular use of primary and secondary escape routes.

FIRST AID

Tenants are responsible for first aid within their own units. In the event of an emergency or serious accident within the Concourse Building's public areas the following procedure must be carried out.

Inform your office manager who in turn should contact the Facilities Assistant.

If the accident has happened out of office hours the following telephone numbers are for your use.

Emergency Services - 999

Belfast City Hospital Accident & Emergency - 02890 329241

Royal Victoria Hospital Accident & Emergency – 02890 240503

Information required when telephoning any of the above numbers for emergency assistance is as follows:

Number of the telephone you are using

EXACT LOCATION OF ACCIDENT/EMERGENCY

NUMBER OF CASUALTIES

NUMBER OF INJURIES

ANY HAZARDOUS CIRCUMSTANCES: Gas Leak, Electrical, Fire, Liquid Spillage

REMAIN CALM AND AWAIT THE EMERGENCY SERVICES

ACCIDENT/INCIDENT REPORTING PROCEDURE

The Health and Safety Executive is responsible for the promotion and enforcement of workplace health and safety in Northern Ireland. The Executive monitors compliance with occupational health and safety legislation and takes enforcement action where necessary.

NISP has to report to the Health and Safety Executive certain injuries, diseases and dangerous occurrences and injuries caused by physical violence.

Injuries or accidents involving tenants or members of the public that occur within the tenants' units are the responsibility of the tenant company.

Accidents involving tenants or members of the public that take place within the Landlords remit (corridors, event area, communal toilets) must be reported to the Facilities Assistant or Health and Safety Officer immediately.

Full Regulations for Reporting of Injuries, Disease and Dangerous Occurrences Regulations (Northern Ireland) can be found at:

www.hseni.gov.uk

The following is a brief summary of what is reportable:

Death or major injury

Over three day injury (accident in connection with work)

Dangerous occurrence

Disease

The Health & Safety Officer may carry out a further investigation and, if appropriate, will deal with the statutory reporting requirements to the Health & Safety Executive. Please ensure prompt and proper reports are made.

SMOKING POLICY

The Concourse Building is a no-smoking building. Tenants, staff and members of the general public should be aware of this policy.

A fire alarm system is installed throughout the building, which can detect smoke in any area of the building.

If smoke is detected in any area, an evacuation drill could be activated leading to a full building evacuation.

Please help us to avoid unnecessary evacuation by not smoking anywhere in the building or in close proximity to the entrance doors.

Staff members, tenants and visitors may smoke outside but **MUST** use the smoking bins provided for the disposal of extinguished cigarette.

DO NOT put lit cigarettes in these bins.

FACILITIES

MAINTENANCE

All maintenance to Science Park building, plant and equipment is carried out by Science Park appointed contractors. The Science Park maintains all systems with the exception of general light lamps in leased space within the Service Charge cost. All faults should be reported to reception or in the situation of non-urgent items by email to maintenance@nisp.co.uk

The Science Park operates a priority rating system

- 1 within 4 hours
- 2 within 24 hours
- 3 within 72 hours
- 4 within 7 days

No work should be carried out by tenants or their contractors without prior notification and approval by Director of Facilities.

In the event of tenant damage, toilet blockages, etc. the Science Park will operate a cost recovery under the terms of the lease.

ALTERATIONS/IMPROVEMENTS

No work should be carried out by tenants or their contractors without prior notification and approval by the Director of Facilities as detailed in the lease

The Science Park provide a project management service at zero cost

UTILITIES

Gas, electricity and water are provided by external utility service providers

All tenants should have a direct meter for gas and electricity with direct billing. The Science Park are willing to manage and recharge services.

Water is provided under the service charge on an apportionment basis but the Science Park reserve right to install internal meters

The Science Park periodically tenders utilities and will share this with tenants so they can be on the optimum tariff.

AIR CONDITIONING (FAN COILS)

HVAC is controlled through a web interface

There are two basic controls for air conditioning

Time Setting – on and off times. It is advisable to set for a few hours before you expect staff to arrive and switch off an hour before leaving to be energy efficient. The system has in built intelligence/memory and will come a little bit early in the mornings.

Temperature Settings – ideally this should be set in the 20-21 range. If you need to vary it do it incrementally in 0.5 degree changes. The deadband variance is to control the margin between heating and cooling mode. The smaller the deadband margin the more consistent the temperature will be although it uses more energy. The large the variance the greater the fluctuation will be.

It is essential that the fancoil unit settings in the same space are not at different temperature otherwise one may be cooling and another heating and competing against each other and wasting energy.

CAR PARKING

Car parking spaces are allocated at 1 space per 30m² which are available in the main car park situated at The Concourse Building.

There are 3 spaces available for disabled drivers only.

Everyone must keep parking areas tidy with enough clear space for people with vehicles. You must never park your vehicle where it obstructs the access to a fire point or fire exit.

Vehicles must be parked within marked limits but adequate space should be left for getting in and out of the vehicle safely.

Anyone intending to leave a vehicle overnight in the car park must inform the Facilities Assistant (Ext. 7811) or reception (Ext. 7800) in his/her absence, to avoid any security alert that may occur.

Visitors should take ticket at entrance barrier and have validated at reception between 09:00 and 17:00 Mon-Fri excluding public holidays.

For other access times a Pin Code may be requested in advance using the request form or tickets presented to pay on foot machine (normal charges – £1.50 per hour apply)

Validators may be purchased at a cost of £350 plus VAT. Abuse of validation other than for business guests will result in the validators cancellation.

CLEANING

All tenants are responsible for their own cleaning. Care to be taken when removing waste through the common areas that surfaces are not damaged and bags do not have liquid seeping from them

The Science Park can provide a cleaning service for recharge if requested

TOILETS/SHOWER

The Concourse Building have toilets located on each floor, two disabled toilets are situated at the reception area. The showers are located on each of the upper floors.

There is an alarm fitted in the disabled toilet to call for assistance. When activated the alarm light situated next to the hand dryer, will activate and a buzzer will sound enabling members of staff to re-act.

THE ALARM SHOULD ONLY BE ACTIVATED IN AN EMERGENCY

Feminine hygiene units are available in the public disabled toilet.

For replenishment of supplies or to report a fault, please contact the Facilities Assistant (Ext. 7811 e-mail: maintenance@nisp.co.uk) or reception (Ext. 7800) in his absence.

GENERAL WASTE

General waste bins are located at The Legacy Building bin store. For Health and Safety reasons, tenants are asked NOT to allow excessive waste to accumulate in their unit/s. Special waste collections (other than confidential waste) can be arranged through the Facilities Assistant and will be recharged to the tenant.

The Science Park recycles paper, plastic, cardboard and aluminium.

NISP is committed to recycling and would like to issue these instructions to tenants to help in this process.

- Tenants should set up recycling stations within their units.
- Recycling bins are emptied into the colour coded bags –
 - Blue for paper
 - Green for plastic
 - Grey for cans
 - Clear bags for all other waste

Sacks are provided by the Science Park.

- Bags are securely sealed to avoid spillage either by knotting or with a twist tie.
- The bins located under the sink in the kitchens are for food waste and must be placed in black bags. Again ensuring that the bags are securely fastened.
- Cardboard must be flattened before being placed within the cardboard recycling bins located in the bin store.
- Cleaning crews ensure that bags are placed in the correct commercial or recycling waste bin and that no loose waste is placed within the industrial bins.

The bin areas are covered by CCTV and we will almost certainly be able to trace misplaced waste back to the offender.

WASTE COLLECTIONS and BINS

General waste collected daily (Monday-Friday) from the Innovation Centre and The Legacy Building.

Recycling collected daily from the Innovation Centre and The Legacy Building.

The Innovation Centre - 3 containers for commercial waste with **black** lids
3 containers for cardboard with **green** lids
2 containers for paper/plastic and aluminium with **blue** lids

The Legacy Building- 2 containers for commercial waste with **black** lids
1 container for cardboard with **green** lid
1 container for paper/plastic and aluminium with **blue** lid

NOTE: Concourse recycling waste to be stored in The Legacy Building bin store

LOST PROPERTY

If you or a member of the general public have mislaid any personal property or find any personal property belonging to someone else, please contact reception (028 9073 7925).

All items found will be stored at reception. Items will be held for approximately 3 months and thereafter donated to charity.

MAIL ARRANGEMENTS

Accounts can be set up for Tenants requiring the use of the franking machine. Tenants who wish to open an account should contact the Facilities Assistant or The Innovation Centre Reception.

All incoming post will be sorted at The Innovation Centre reception. Once sorted, the incoming post will be delivered to the Concourse Building reception. Outgoing mail is collected from the Concourse Building reception and taken to The Innovation Centre reception where it is collect.

It is the responsibility of each tenant to ensure they collect their mail from reception.

Tenants who have accounts set up with Northern Ireland Science Park for franking must ensure that their post is at The Innovation Centre reception together with the accompanying franking request sheet no later than 4:30pm so that it can ready for collection at 5pm. Post arriving after 4:30pm will be franked the following day.

Once received, the Reception Staff will ascertain the correct amount of postage required (by weight) and enter it on the franking request sheet. The mail will then be prepared in time for the Royal Mail collection.

OFFICE MACHINERY

PHOTOCOPIER

There are photocopying, fax and printing facilities at The Innovation Centre reception charges may be obtained from reception.

MEETING ROOMS AND MAIN EVENT AREA

The Northern Ireland Science Park's The Innovation Centre offers a unique and contemporary venue which is flexible and adaptable and can accommodate conferences, seminars, exhibitions, banquets, web launches, breakfast meetings, product launches and workshops.

For more information on meeting facilities visit
<http://www.nisp.co.uk/NISP-Conference-Main.aspx>

CATERING

On site catering is currently provided within The Innovation Centre by Mount Charles and is available for use to all Northern Ireland Science Park tenants and visitors.

For more information on catering facilities visit
<http://www.nisp.co.uk/catering.aspx>

There are drinks and snack vending machines located on the ground floor within The Legacy Building. Should any problems occur with the machines please contact maintenance@nisp.co.uk

LIFT

Everyone must obey the cautionary notices displayed, especially the maximum load level of the lift. You should never obstruct the doors, nor should you interfere with an out of service lift.

The lifts have a phone connection for use in emergencies only. This is shown as a KoneXion panel above the floor level buttons. To activate the emergency call, press the centre of this symbol:

In the event of lift failure, use the lift alarm. Do not attempt to leave the lift car until instructed to do so by the lift engineer or fire brigade.

CONNECTIVITY

Telecommunications Provider Access to Northern Ireland Science Park

Northern Ireland Science Park operates a managed campus LAN infrastructure on an open-access, carrier neutral basis.

The Science Park's network is a resilient fibre ring which sits within a larger Belfast Metropolitan Ring Network. Telecommunication providers can connect to this infrastructure in a number of ways

1. They may access last mile and last yard services from either BT or Atlas Communications. The BT service is linear direction infrastructure from their network. The Atlas service is a resilient ring from various Points of Presence locations in Belfast for telecommunications providers and links can be brought into the Science Park via Points of Presence locations in Dublin, London, Amsterdam and New York. In addition, The Science Park has obtained a guarantee from Atlas that their charge for a tail circuit to the Science Park will be no more than 2/3 of the current BT OpenReach EAD equivalent price (reality is that it is much less than 2/3)
2. Any Telco can enter into the Science Park subject to a Duct-Share Agreement with Northern Ireland Science Park.

Under our agreement with our infrastructure management partner all telecommunications providers will be subject to the same charging scheme as part of our commitment to a carrier neutral infrastructure. These particular circuits are provided and contracted directly between Atlas and the carrier or directly with the tenant should they wish to avail of the service.

Extending Services to the Tenant's Site within the Park

All services, provided by any telecommunication company, terminate in the Science Park's managed Landlord Comms Room within the relevant building. The Science Park then extends these services to the tenant's facilities over our managed LAN network. Within the Science Park buildings, we operate facilitation charges to the tenant to extend and maintain services to their units. This process can be arranged by the telecommunications provider with Northern Ireland Science Park on instruction of a tenant, or by direct arrangement between the tenant and the Science Park.

Voice Services:

Where telecommunication providers are requested by their customer to provide telephony line services directly the Science Park have published access charges below levied to the tenant to extend telephony line services to their units.

How The Managed Network Operates:

The Science Park network provides managed tail circuits in order to ensure a singular provision within the campus for ease of management, and by managing the infrastructure prevents dominance of any single carrier within the area. The Science Park and its managed service provider provide agreed, openly published, flat rates to tenants and carriers for these tails circuits which are fully backed by Service Level Agreements. As the tail circuits are managed, we can monitor for performance and faults.

The Science Park Tail circuits are designed to provide pass-through Ethernet connections for last mile connection of customer required services be they voice or data, where the tenant uses 3rd party telecom or carrier provision. Whether provided by copper or fibre using managed fibre to Ethernet media converters, our tail circuits do not interfere with or change the fundamentals of your traffic.

Part A (1)- LAN Extension Tail Service Within Campus Building				Annual Rental & Maintenance	Annual Rental & Maintenance
Per Single Circuit - Agreement with NI Science Park	Install Cost	One Off equipment Cost	Mon-Fri 8.30am-5pm Support	24/7 w/enhanced SLA	
Upto 100mbit/s (Copper)	£200.00	£0.00	£100.00	N/A	
Upto 100mbit/s (fibre)	£350.00	£975.00	£100.00	£750.00	
1Gbit/s (fibre only)	£350.00	£3,400.00	£100.00	£750.00	
10Gbit/s (fibre only)	£700.00	£8,000.00	£700.00	£1,000.00	
Part B (1) - LAN Extension Tail Service Between Campus Buildings					
Per single circuit - Agreement with NI Science Park	Install Cost	One Off equipment Cost	Mon-Fri 8.30am-5pm Support	24/7 w/enhanced SLA	
Upto 100mbit/s (fibre only)	£1,000.00	£975.00	£500.00	£1,000.00	
1Gbit/s (fibre only)	£1,000.00	£3,400.00	£500.00	£1,000.00	
10Gbit/s (fibre only)	£2,000.00	£8,000.00	N/A	£2,000.00	
Part C (1) Carrier Connectivity into a Campus Landlord Comms Rooms					
Per single circuit - Agreement with Managed Servicer Provider	Install Cost	Annual Rental	Mon-Fri 8.30am-5pm Support	24/7 w/Enhanced SLA	
10mbit/s	£1,500.00	£2,900.00		Included	
100mbit/s	£1,500.00	£3,600.00		Included	
This service is for network carriers who do not have presence to the Campus but can access one of our Managed Service Providers local Points of Presence in Northern Ireland. It designed to offer an annual rental no more than 2/3rds of the equivalent BT Openreach EAD service					
Part D - Tail Circuit Related Call Out Charges					
	Initial Call Out	Hourly charge or Part thereof			
8.30am-5pm Monday-Friday (excluding Bank Holidays)	£50.00	£25.00			
Out of above hours call outs	£100.00	£80.00			
Call Out Charges relate to either:					
Onsite Fault Call Outs where the Science Park tail circuit was subsequently found not to be at fault					
Where mandatory 3rd party telco/carrier access is required to any the landlords comms rooms					
Notes					
(1) All prices are subject to survey and on occasion exceptional excess construction charges may apply					
All works are subject to survey. These will be advised before work is carried out					
All prices are EX VAT					

Prices Jan 2012 (will not increase more than the general rate of inflation)