

Fixed Telephone Line Policy Oct 2014

Policy on the installation of telephone lines to boat moorings.

We are happy for telephone lines to be installed provided the procedure below is followed and written agreement to these terms must be received before any installation occurs.

1. Any customer requesting that BT landline is installed MUST first make a request in writing to the Managing Director (Paul Lillie) who will respond within 21 days.
2. The installation must have the authority of the Managing Director.
3. A £100 deposit must be paid to the Company to cover any costs that may or may not be incurred by visiting engineers and contractors. This deposit will be refunded to the applicant less any costs incurred by the company after the installation is complete.
4. BT / Openreach / Telecoms suppliers MUST supply us with a Contact Manager (direct telephone number and email) to call in relation to any aspects of the installation. This is to ensure consistency.
5. Only professional contractors may install lines to the company premises. These contractors must have prior written agreement from the Marina to conduct the works needed.
6. BT / Openreach / Telecoms suppliers must also pre-agree a compensation payment to be made if Pilling's Lock Marina or any other company trading at the marina suffer any loss of telephone or broadband as a result of the installation process.
7. Any posts or fittings that are required for the moorings areas are to be supplied by the Marina and at the cost decided by the Marina.
8. Any time spent by Marina staff concerning the installation of any private telephone line **will be charged at £35 per hour inc VAT.**
9. Boat Moorings with telephone lines fitted & in-use will not qualify for any discounts from the standard mooring fees as published by the Marina.
10. **The Marina accepts no responsibility for any ongoing maintenance or faults to any line installations at the marina.**

