

Fact sheet:

Excess Construction Charges

Excess Construction Charges (ECCs) cover the additional costs of either providing additional service or dealing with situations where the normal cost of providing service is in excess of that listed within the Openreach price list.

Where are ECCs typically applied?

ECC charges are in addition to the standard connection charges that apply for the applicable service.

ECCs are often raised where additional infrastructure is required to:

- Provide new or extended service at a customer's site, or at another requested location where we would otherwise not choose to extend our network based on normal commercial criteria
- Situations involving extended reach including the provision of a new installation within your customer's site, as well as to those where existing capacity needs to be increased.

The following are examples of specific activities that can generate charges:

- Breaking / drilling through a wall
- Provision of other building entry points (e.g. underground through floors)
- Provision of telegraph poles
- Cable (fibre or copper) installed into duct, buried or installed on poles including any jointing required
- Copper cable supplied for the customer to lay to agreed entry and termination points
- Directly buried armour cable (in addition to cable charges)
- New duct work (including jointing boxes and any wayleave costs)
- Trunking and traywork within customer's curtilage
- Provision of a new footway box on an existing duct route to connect to the BT network.

What is the process?

- Prices are calculated and charged for against a set of prices published in our price list
- When service is requested and additional infrastructure is required, a survey is carried out in order to individually assess ECCs
- ECC work is never conducted unless you give us permission to proceed
- You can pre-authorise a spend limit (banding) on ECCs in order to avoid delays in provision of service.

ECC banding summary

LLU ECC banding

1. For the first line to a **served premise** – orders are exempt from the first £3400 of excess charges. Beyond this pre-authorisation bands can be selected as follows:

Band A	£0.00
Band B	£1 to £100
Band C	£101 to £500
Band D	£501 to £1000
Band E	£1001 to £1500
Band F	£1501 to £3000

ECC banding gives you the power to pre-authorise an acceptable ECC limit on a per order basis in order to avoid unnecessary delay. Once a band is selected, if the level of banding is sufficient to cover the order, we will proceed with it.

2. For any additional lines to a **served premise** – orders are exempt from the first £1000 of excess charges. Beyond this pre-authorisation bands can be selected as follows:

Band A	£0
Band B	£1 to £100
Band C	£101 to £500
Band D	£501 to £1000
Band E	£1001 to £1500
Band F	£1501 to £3000

3. For the first line to a **non-served premises** – pre-authorisation bands can be selected as follows:

Band A	£1 to £500
Band B	£501 to £1000
Band C	£1001 to £3000
Band D	£3001 to £5000
Band E	£5001 to £10000
Band F	£10001 to £15000

N.B. Any additional lines to a non-served premise are handled as per Band 2 (for a served premise).

Please note: if there is insufficient banding to cover an order, you'll receive a Keeping Customers Informed 2 (KCI2) update message and be asked to agree the charges or amend the ECC band before work continues.

WLR3 (PSTN and ISDN2) ECC banding

Band 1	Up to £200
Band 2	£201 to £500
Band 3	£501 to £1000
Band 4	£1001 to £3000
Band 5	£3001 and above

WLR3 ISDN30 ECC banding

Band 1	Up to £5000
Band 2	£5001 to £10000
Band 3	£10001 to £25000
Band 4	£25001 to £50000
Band 5	£50001 to £100000

Ethernet ECC banding

For ECCs associated with Ethernet products, you need to accept the additional ECCs identified before the order can progress to the planning phase. Upon notification of any applicable ECCs, the circuit order will be suspended as follows:

- If the ECC is £3000 or greater, the order will be immediately suspended until we receive your acceptance
- If the ECC is less than £3000, you will be notified and the circuit will be progressed for the first 5 days. If your acceptance has not been received within 5 working days of notification it will be suspended.

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A policy guide on ECCs can be found on the Openreach portal at www.openreach.co.uk Alternatively you can contact your Openreach Sales and Relationship Manager.