



Repairs, replacements and additional charges

At Cambridge Fibre, we aim to deliver a reliable and seamless broadband experience. To ensure clarity, please find below our approach to repairs, replacements, and any potential charges.:

Responsibility for Equipment & Infrastructure

As the customer, you are responsible for the section of the network that runs from the boundary of your property, across your private land, and into your premises — including any internal cabling and installation up to the router.

The Router and Fibre Modem (ONT) provided by Cambridge Fibre remains the property of Cambridge Fibre Networks Ltd at all times.

- **Faults:** If any component supplied by us (e.g., the router or fibre termination unit) is found to be faulty due to a manufacturer defect, we will repair or replace it free of charge.
- **Returns:** Upon termination of your service, you must return the Router including power supplies to us. The wall-mounted ONT (Fibre Modem) will be recovered by the CFN operations team.

Chargeable Repairs & Damage

Where damage occurs due to reasons not attributable to Cambridge Fibre, such as accidental damage, weather-related issues on private property, or tampering, repair and replacement will be chargeable. This includes:

- Damage to fibre cables or ducting on private land
- Physical damage to the ONT (Optical Network Terminal) or Router
- Unauthorised relocation or removal of installed equipment
- Customer-modified wiring or installations

Charges will be based on the current labour and material tariffs. If the expected cost exceeds the standard call-out fee, a formal quotation will be provided for your approval prior to any work commencing.

Call-Out Charges for Non-Cambridge Fibre Faults

If a reported issue is found to be caused by your own internal equipment, such as third-party routers, internal cabling, or Wi-Fi issues unrelated to our fibre infrastructure, a call-out charge will apply.

Appointment Attendance

An adult (18 years or older) must be present during the scheduled repair visit. If no one is available to provide access, the appointment may need to be rescheduled and will incur a failed visit charge.

Item / Service	Cost (Inc. VAT)
Installation & Activation	
Standard Installation Fee (<i>24-month contracts, repayable if service ends early</i>)	£125
Short Term Contract Installation (<i>12 months or less</i>)	£225
Re-Activation Fee (<i>Standard charge to reconnect existing properties — covers administrative processing and technical support & testing</i>)	£35
Aborted / Failed Visit Charge (<i>Engineer unable to access property or installation refused</i>)	£85
Cancellation & Termination	
Connection Cancellation Fee (<i>Post-survey / pre-installation cancellation</i>)	£85
Early Termination Charge (<i>Per month remaining in term</i>)	£25 / month
Hardware & Equipment	
Cambridge Fibre Wi-Fi Router	£120
Non-Return of Router (<i>Upon cessation of service</i>)	£100
Replacement of Damaged/Missing ONT (<i>Wall Unit</i>)	£60
Wi-Fi Access Point (<i>Mesh Unit</i>) Rental	£5 / month
Wi-Fi Activation Fee (<i>Mesh Unit</i>)	£30
Engineering & Call Outs	
Standard Call-out Charge (<i>Fault found to be customer equipment/damage, first hour included</i>)	£120
Emergency Call-out Charge (<i>Outside business hours, first hour included</i>)	£190
No Fault Found Service Call Fee (<i>Customer error</i>)	£150
Additional Hourly Rate (<i>On site</i>)	£60 / hour
Moves & Changes	
Post-installation Router/ONT Relocation	£125
Premises Move Fee (<i>Where new installation visit is required</i>)	£85
Reactivation Fee (<i>Where installation visit is required</i>)	£85
Bandwidth Downgrade Fee	£20
Bandwidth Upgrade Fee	free
Static IPv4 Address	£4/ month
Cabling & Construction	
Internal Fibre/Ethernet Extension (<i>Up to 3m included</i>)	£5 / meter
External Fibre Extension (<i>Up to 3m included</i>)	£6 / meter
Excavation & New Cable (<i>Verge/Soft</i>)	£45 / meter
Excavation & New Cable (<i>Footpath</i>)	£65 / meter
Excavation & New Cable (<i>Driveway/Concrete</i>)	On request