

BUILDING CONNECTIVITY ADVISORY DOCUMENT



This document has been written to primarily provide guidance for companies who are looking to sign a lease on a new building or office but it can also be very helpful if you are looking for new or upgraded connectivity services.

When thinking of signing a lease for a new office people will typically negotiate with the owners on break clauses, term, car parking, maintenance and dilapidations but do not consider their connectivity requirements.



In today's world of the "Internet of things" the single most important business service must be your connectivity. After all, there is little point moving into a nice new office with new desks, chairs, phones and PC's etc. when you are unable to communicate with your customers.

Data networks and connectivity must be a priority. Here are some questions to ask and some things to include in your lease, before you sign, to ensure that you avoid a host of later issues:



- 1) What is the landlord's position on wayleaves to allow different network carriers into the building?
 - a. Are wayleaves given without legal charges?
 - b. Are they provided in a timely manner to facilitate network installations?
 - c. Which carriers have existing wayleaves in the building?
 - d. Can these carriers connect to your offices without a new wayleave? (Some landlords require a separate wayleave for every office location in a multi-tenanted building).



We suggest that you ask these questions because we have seen wayleave legal charges running over £10,000 and delays of more than a year – just to get permission to install a small cable to your comms room/server cabinet.

- 2) What access ducts does the building have?
 - a. Does the building have more than one?
 - b. Where are they?
 - c. Which carriers are in each duct?
 - d. How many risers are there?
 - e. Who is allowed to install internal cabling?

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As mentioned above these questions are important because most businesses are now so dependent on data networks for internet access, Internet Telephony, email (Office 365 etc.) and a wide range of other cloud and hosted services that two, diverse ducts into the building with separate carriers are the minimum required to guarantee a high availability of these services.

If the building owner wants to charge for wayleaves for existing and/or new networks, will not guarantee to agree wayleaves in 5 working days (most carriers have standard terms) and has only a single duct which becomes a single point of failure, then you should consider your position very carefully. It is not uncommon to find yourself in the position of having to move into your new office building shortly after signing the lease. If the connectivity you may have ordered to connect your business goes into Wayleave you may find that you are without an adequate service for many months and will struggle to run your business on a temporary ADSL service.

You have the power, before you have signed a lease, to obtain assurances from your Landlord that they understand your business needs and will offer you their full support to ensure that they do not cause any undue delay to your connectivity service being installed into the building. After all, you are going to be paying a significant amount of money for the office space that without adequate connectivity will not be fit for your business needs. Use this bargaining power and you will have a quiet life with reliable data networks for the term of your tenancy.

Your vigilant ISP (like [Next Connex](#)) will have a choice of carriers and access methods to deliver cost-effective and reliable services. Two separate, diverse routes will provide a Service Level Agreement of 99.99% availability, or expressed another way, downtime of less than an hour per annum.