

KCOM Leased Line Retail Reference Offer

1. Service Description

Leased Lines or Private Circuits are dedicated, permanently open transmission circuits between two or more fixed points. When used with suitable customer premises equipment, they can support a wide variety of applications such as voice transmission, telemetry services, video conferencing and data transmission.

This retail reference offer only applies to point to point circuits that start and finish within the Original Licenced area as defined in section 5.

KCOM Business Care Plus is provided on all Private Circuit Retail Reference Offer Products within the tariff. BusinessCare Plus is offered for a quarterly rental and offers a target 5-clock hour fault repair. BusinessCare Plus operates 24 hours per day, 7 days per week including Bank and Public holidays. Service Standards including Service Credits are defined in Part 3 of the Retail Reference Offer contract.

Service Speed (Interface / Transmission) Options:

- 2Mb (X.21 Serial / Digital)
- 2Mb (RJ45 / Ethernet)
- 10Mb (RJ45 / Ethernet)
- 10Mb (Optical / Ethernet)
- 100Mb (RJ45 / Ethernet)
- 100Mb (Optical / Ethernet)
- 1Gb (Optical / Ethernet)
- 10Gb (Optical)

2. Connection Charge – Existing Fibre

For this criteria to be met an optical fibre cable or cables containing spare optical fibres with which to provide the new service or services must be available within the customers own premises / office or place of business this also includes both multiple tenancy units or multiple business units (see exceptions).

The exceptions are as follows:

1. If the customer's premise or site contains multiple buildings the optical fibre connectivity for the new service must be within the building or location where the service is required and not contained externally in another building.
2. If an existing optical fibre cable is present within the building or location but contains no spare optical fibres available for connecting the new service or services.
3. KCOM maintain the right to designate optical fibres within a cable as spare for fault purposes and as such are not available for new customer services /connections.
4. Where the new service is required within a building containing multiple business / tenancy units, the optical fibres required to provide the new service must not exceed a cabling distance of more than 25 metres from where the existing cable is terminated.

3. Connection Charge - New Fibre

This relates to installations where no optical fibre cable exists or where a cable does exist but has no spare optical fibre capacity available to provide the new service.

KCOM maintain the right to designate optical fibres within a cable as spare for fault purposes only and as such would not be available to provide a new service for customers

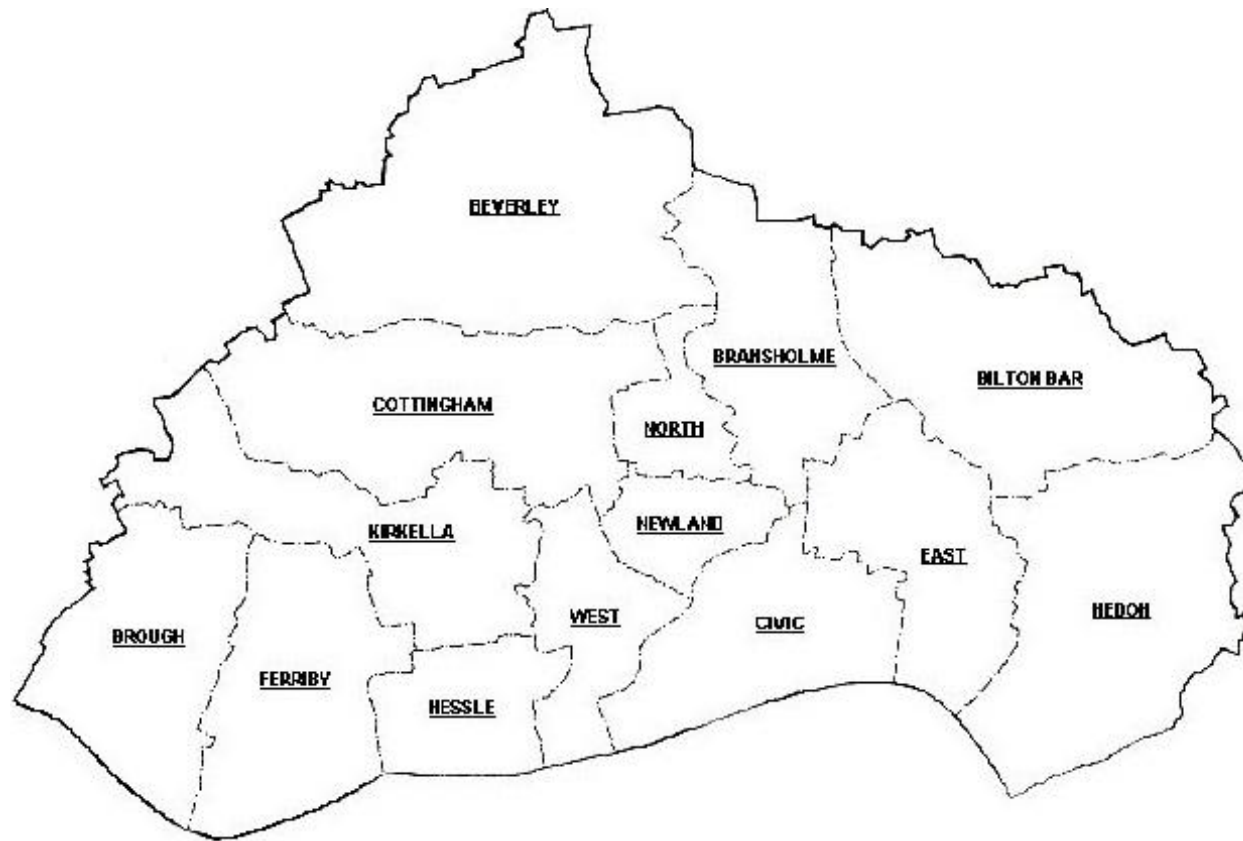
4. Connection Charge – Re-Contracted services

Where circuits require no physical change to them and are being re-contracted then no connection charge will apply to the existing circuit.

5. Hull Area

The area defined as the 'Licensed Area' in the licence granted on November 1987 by the Secretary of State under section 7 of the Telecommunications Act 1984 to Kingston upon Hull City Council and KCOM Group plc

This map illustrates the exchanges within the licensed area and is provided to aid in establishing where each end of the circuit is located so ensuring that the appropriate charge is made.



Notes:

All circuit connections are subject to a site survey and Excess Construction Charges may be applicable. Prices will be available on application for all network locations outside the original KCOM licensed area.

Adjacent areas are detailed in the table below:

Exchange Area	Adjacent Exchange Areas				
Beverley	Bransholme	Cottingham	North		
Bilton	Bransholme	East	Hedon		
Bransholme	Beverley	Civic	East	North	
Brough	Ferriby	Kirkella			
Civic	Bransholme	East	Newland	West	
Cottingham	Beverley	Kirkella	Newland	North	West
East	Bilton	Bransholme	Civic	Hedon	
Ferriby	Brough	Hessle	Kirkella		
Hedon	Bilton	East			
Hessle	Ferriby	Kirkella	West		
Kirkella	Brough	Cottingham	Ferriby	Hessle	West
Newland	Bransholme	Civic	Cottingham	North	West
North	Beverley	Bransholme	Cottingham	Newland	
West	Civic	Cottingham	Hessle	Kirkella	Newland

6. Charging Structure - Connection

Service	Details	Operative Date	Until	Connection			
				1 Year	2 Year	3 Year	5 Year
				Ex VAT	Ex VAT	Ex VAT	Ex VAT
2Mb	Both Ends: New Fibre	01/04/16		£7,000	-	£7,000	£7,000
2Mb	Both Ends: Existing Fibre	01/04/16		£2,800	-	£2,800	£2,800
2Mb	One New, One Existing	01/04/16		£4,900	-	£4,900	£4,900
10Mb	Both Ends: New Fibre	01/04/16		£5,200	£5,200	£5,200	£1,000
10Mb	Both Ends: Existing Fibre	01/04/16		£2,000	£2,000	£500	£0
10Mb	One New, One Existing	01/04/16		£3,600	£3,600	£2,850	£500
100Mb	Both Ends: New Fibre	01/04/16		£5,200	£5,200	£5,200	£1,000
100Mb	Both Ends: Existing Fibre	01/04/16		£2,000	£2,000	£500	£0
100Mb	One New, One Existing	01/04/16		£3,600	£3,600	£2,850	£500
1Gb	Both Ends: New Fibre	01/04/16		£8,800	£8,800	£6,000	£4,400
1Gb	Both Ends: Existing Fibre	01/04/16		£4,400	£4,400	£2,200	£0
1Gb	One New, One Existing	01/12/17		£6,600	£6,600	£4,100	£2,200
10Gb bearer	Both Ends: New Fibre	01/12/17	31/07/18	£38,000	-	£38,000	£38,000
10Gb bearer	Both Ends: New Fibre	01/08/18		£27,744	-	£26,588	£25,432
10Gb bearer	Both Ends: Existing Fibre	01/12/17		£10,100	-	£10,100	£10,100
10Gb bearer	One New, One Existing	01/12/17	31/07/18	£24,050	-	£24,050	£24,050
10Gb bearer	One New, One Existing	01/08/18		£18,922	-	£18,344	£17,766

7. Annual Rental (Both Ends Same & Adjacent)

Both Ends Same & Adjacent	Operative Date	Until	Annual Rental			
			1 Year	2 Year	3 Year	5 Year
			Ex VAT	Ex VAT	Ex VAT	Ex VAT
2Mb	01/04/16		£3,084	-	£2,682	£2,052
10Mb	01/04/16	30/11/17	£7,857	£7,440	£6,800	£6,600
10Mb	01/12/17	31/07/18	£5,889	£5,771	£5,594	£5,300
10Mb	01/08/18		£5,500	£5,390	£5,225	£4,950
100Mb	01/04/16	30/11/17	£12,143	£11,500	£10,767	£10,200
100Mb	01/12/17	31/07/18	£6,299	£6,173	£5,984	£5,669
100Mb	01/08/18		£5,500	£5,390	£5,225	£4,950
1Gb	01/04/16	30/11/17	£22,190	£21,020	£15,000	£14,000
1Gb	01/12/17	31/07/18	£11,396	£11,168	£10,826	£10,256
1Gb	01/08/18		£10,200	£9,996	£9,690	£9,180

8. Annual Rental Discounted for Volume (Both Ends Same & Adjacent)

Both Ends Same & Adjacent	Operative Date	Until	Term (Years)	Annual Rental		
				2-5 circuits	6-10 circuits	11-15 circuits
				Ex VAT	Ex VAT	Ex VAT
10Mb	01/12/17	31/07/18	1	£5,830	£5,713	£5,542
10Mb	01/08/18		1	£5,445	£5,336	£5,176
10Mb	01/04/16	30/11/17	2	£6,800	-	-
10Mb	01/12/17	31/07/18	2	£5,713	£5,599	£5,431
10Mb	01/08/18		2	£5,336	£5,229	£5,072
10Mb	01/12/17	31/07/18	3	£5,538	£5,428	£5,265
10Mb	01/08/18		3	£5,173	£5,069	£4,917
10Mb	01/04/16	30/11/17	5	£6,100	£5,142	-
10Mb	01/12/17	31/07/18	5	£5,247	£5,142	£4,988
10Mb	01/08/18		5	£4,901	£4,802	£4,658
100Mb	01/04/16	30/11/17	1	£8,000	-	-
100Mb	01/12/17	31/07/18	1	£6,236	£6,111	£5,928
100Mb	01/08/18		1	£5,445	£5,336	£5,176
100Mb	01/04/16	30/11/17	2	£7,300	-	-
100Mb	01/12/17	31/07/18	2	£6,111	£5,989	£5,809
100Mb	01/08/18		2	£5,336	£5,229	£5,072
100Mb	01/12/17	31/07/18	3	£5,924	£5,806	£5,631

100Mb	01/08/18		3	£5,173	£5,069	£4,917
100Mb	01/04/16	30/11/17	5	£6,500	£5,500	£4,090
100Mb	01/12/17	31/07/18	5	£5,612	£5,500	£5,335
100Mb	01/08/18		5	£4,901	£4,802	£4,658
1Gb	01/04/16	30/11/17	1	£14,700	-	-
1Gb	01/12/17	31/07/18	1	£11,282	£11,056	£10,724
1Gb	01/08/18		1	£10,098	£9,896	£9,599
1Gb	01/04/16	30/11/17	2	£13,070	-	-
1Gb	01/12/17	31/07/18	2	£11,056	£10,835	£10,510
1Gb	01/08/18		2	£9,896	£9,698	£9,407
1Gb	01/12/17	31/07/18	3	£10,718	£10,503	£10,188
1Gb	01/08/18		3	£9,593	£9,401	£9,119
1Gb	01/04/16	30/11/17	5	£12,340	£9,710	£7,100
1Gb	01/12/17		5	£10,154	£9,950	£9,652
1Gb	01/08/18		5	£9,088	£8,906	£8,639

9. Annual Rental (Non Adjacent)

Non Adjacent	Operative Date	Until	Annual Rental			
			1 Year	2 Year	3 Year	5 Year
			Ex VAT	Ex VAT	Ex VAT	Ex VAT
2Mb	01/04/16		£6,690	-	£6,084	£5,382
10Mb	01/04/16	30/11/17	£10,420	£9,870	£9,350	£8,860
10Mb	01/12/17	31/07/18	£8,761	£8,586	£8,323	£7,885
10Mb	01/08/18		£8,000	£7,840	£7,600	£7,200
100Mb	01/04/16	30/11/17	£14,420	£13,660	£12,940	£12,250
100Mb	01/12/17	31/07/18	£9,162	£8,979	£8,704	£8,246
100Mb	01/08/18		£8,000	£7,840	£7,600	£7,200
1Gb	01/04/16	30/11/17	£23,080	£21,860	£20,700	£19,600
1Gb	01/12/17	31/07/18	£13,268	£13,002	£12,604	£11,941
1Gb	01/08/18		£11,000	£10,780	£10,450	£9,900

10. Annual Rental Discounted for Volume (Non Adjacent)

Non Adjacent	Operative Date	Until	Term (Years)	Annual Rental		
				2-5 circuits	6-10 circuits	11-15 circuits
				Ex VAT	Ex VAT	Ex VAT
10Mb	01/12/17	31/07/18	1	£8,673	£8,500	£8,245
10Mb	01/08/18		1	£7,920	£7,762	£7,529
10Mb	01/04/16	30/11/17	2	£8,500	-	-
10Mb	01/12/17	31/07/18	2	£8,500	£8,330	£8,080
10Mb	01/08/18		2	£7,762	£7,606	£7,378
10Mb	01/12/17	31/07/18	3	£8,240	£8,075	£7,833
10Mb	01/08/18		3	£7,524	£7,374	£7,152
10Mb	01/04/16	30/11/17	5	£8,000	£6,720	£6,300
10Mb	01/12/17	31/07/18	5	£7,806	£7,650	£7,421
10Mb	01/08/18		5	£7,128	£6,985	£6,776
100Mb	01/04/16	30/11/17	1	£9,600	-	-
100Mb	01/12/17	31/07/18	1	£9,070	£8,889	£8,622
100Mb	01/08/18		1	£7,920	£7,762	£7,529
100Mb	01/04/16	30/11/17	2	£8,900	-	-
100Mb	01/12/17	31/07/18	2	£8,889	£8,711	£8,450
100Mb	01/08/18		2	£7,762	£7,606	£7,378
100Mb	01/12/17	31/07/18	3	£8,617	£8,444	£8,191

100Mb	01/08/18		3	£7,524	£7,374	£7,152
100Mb	01/04/16	30/11/17	5	£8,400	£8,000	£6,400
100Mb	01/12/17	31/07/18	5	£8,163	£8,000	£7,760
100Mb	01/08/18		5	£7,128	£6,985	£6,776
1Gb	01/04/16	30/11/17	1	£15,300	-	-
1Gb	01/12/17	31/07/18	1	£13,135	£12,872	£12,486
1Gb	01/08/18		1	£10,890	£10,672	£10,352
1Gb	01/04/16	30/11/17	2	£14,240	-	-
1Gb	01/12/17	31/07/18	2	£12,872	£12,615	£12,236
1Gb	01/08/18		2	£10,672	£10,459	£10,145
1Gb	01/12/17	31/07/18	3	£12,478	£12,229	£11,862
1Gb	01/08/18		3	£10,346	£10,139	£9,834
1Gb	01/04/16	30/11/17	5	£13,440	£10,570	£9,600
1Gb	01/12/17	31/08/18	5	£11,822	£11,585	£11,238
1Gb	01/08/18		5	£9,801	£9,605	£9,317

11. Annual Rental 10Gb Bearer

10Gb Bearer	Exchange Type	Operative Date	Until	Term (Years)	Annual Rental			
					1 Circuit	2-5 circuits	6-10 circuits	11-15 circuits
					Ex VAT	Ex VAT	Ex VAT	Ex VAT
3Gb on 10Gb	Same Adjacent	01/08/18		1	£21,048	£20,837	-	-
3Gb on 10Gb	Same Adjacent	01/08/18		3	£19,995	£19,795	-	-
3Gb on 10Gb	Same Adjacent	01/08/18		5	£18,944	£18,754	-	-
5Gb on 10Gb	Same Adjacent	01/08/18		1	£22,614	£22,387	-	-
5Gb on 10Gb	Same Adjacent	01/08/18		3	£21,483	£21,268	-	-
5Gb on 10Gb	Same Adjacent	01/08/18		5	£20,353	£20,149	-	-
10Gb	Same Adjacent	01/08/18		1	£24,353	£24,109	£23,627	£22,918
10Gb	Same Adjacent	01/08/18		3	£23,135	£22,904	£22,446	£21,772
10Gb	Same Adjacent	01/08/18		5	£21,918	£21,699	£21,265	£20,627
3Gb on 10Gb	Non Adjacent	01/08/18		1	£23,483	£23,248	-	-
3Gb on 10Gb	Non Adjacent	01/08/18		3	£22,309	£22,086	-	-
3Gb on 10Gb	Non Adjacent	01/08/18		5	£21,136	£20,924	-	-
5Gb on 10Gb	Non Adjacent	01/08/18		1	£26,093	£25,832	-	-
5Gb on 10Gb	Non Adjacent	01/08/18		3	£24,788	£24,540	-	-
5Gb on 10Gb	Non Adjacent	01/08/18		5	£23,484	£23,249	-	-
10Gb	Non Adjacent	01/08/18		1	£30,000	£29,700	£29,106	£28,233
10Gb	Non Adjacent	01/08/18		3	£28,500	£28,215	£27,651	£26,821
10Gb	Non Adjacent	01/08/18		5	£27,001	£26,731	£26,196	£25,411

12. Annual Rental 10Gb (All Distances – Same, Adjacent & Non Adjacent) – NO LONGER AVAILABLE

NO LONGER AVAILABLE (See Section 11 above)	Operative Date	Until	Term (Years)	Annual Rental			
				1 Circuit	2-5 circuits	6-10 circuits	11-15 circuits
				Ex VAT	Ex VAT	Ex VAT	Ex VAT
10Gb	01/12/17	31/07/18	1	£40,000	£39,600	£38,808	£37,644
10Gb	01/12/17	31/07/18	3	£38,000	£37,620	£36,868	£35,762
10Gb	01/12/17	31/08/18	5	£36,000	£35,640	£34,927	£33,879

13. Early Termination

Early termination charges apply for customers ceasing their KCOM service whilst still in contract. These early termination charges are defined in the Terms & Conditions for Leased Line Point to Point Services.

If the Contract is so terminated during the first Contract Year, the termination Payment shall be:

- (i) the rental Charges payable for the remaining months of the first Contract Year, plus
- (ii) the rental Charges payable for the remaining months of the Initial Term (less the rental Charges payable for the first Contract Year) minus a 10% deduction for costs not incurred by Us and a 10% deduction for early payment.

If the Contract is so terminated after the first Contract Year but prior to the expiry of the Initial Term, the termination Payment shall be the rental Charges payable for the remaining months of the Initial Term minus a 10% deduction for costs not incurred by us and a 10% deduction for early payment.