



KCOM Leased Line – Point to Point Circuits (P2P)

1. Service Description

KCOM Retail Point to Point 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.

KCOM Retail P2P circuits offer a target 5-clock hour fault repair, which 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 Leased Line contract.

Service Speed (Interface / Transmission) Options:

- 10Mb (RJ45 / Ethernet)
- 10Mb (Optical / Ethernet)
- 100Mb (RJ45 / Ethernet)
- 100Mb (Optical / Ethernet)
- 1Gb (Optical / Ethernet)
- 10Gb (Optical)

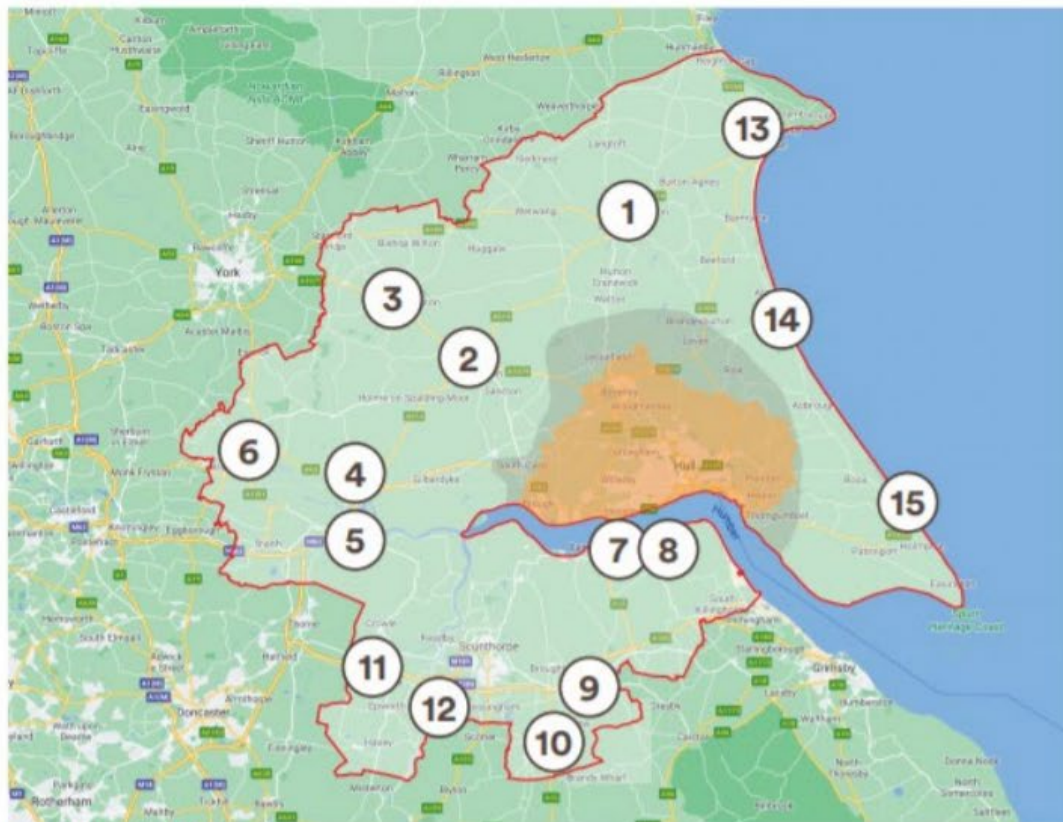
Product	Speed/Interface/Transmission	Notes
KCOM Retail P2P	10Mb / RJ45 / Ethernet 10Mb / Optical / Ethernet 100Mb / RJ45 / Ethernet 100Mb / Optical / Ethernet 100Mb / RJ45 / 100baseT Ethernet 1Gb / RJ45 / 1000baseT 1Gb / MMF 850 LC / 1000base SX 1Gb / SMF 1310 LC / 1000base LX 10Gb / MMF / 10G base SR 10Gb / SMF / 10G base LR	SMF only provided if customer's router is 300m away from KCOM switch. 10Gb subject to feasibility and backhaul capacity upgrade lead-times.

2. Service Availability

KCOM Retail P2P can be provided within areas which KCOM network has passed. This includes within the “Licensed Area” as described below, the East Riding of Yorkshire, and North East Lincolnshire as shown in the below diagram.

Prices will be available on application for all network locations outside the KCOM network areas.

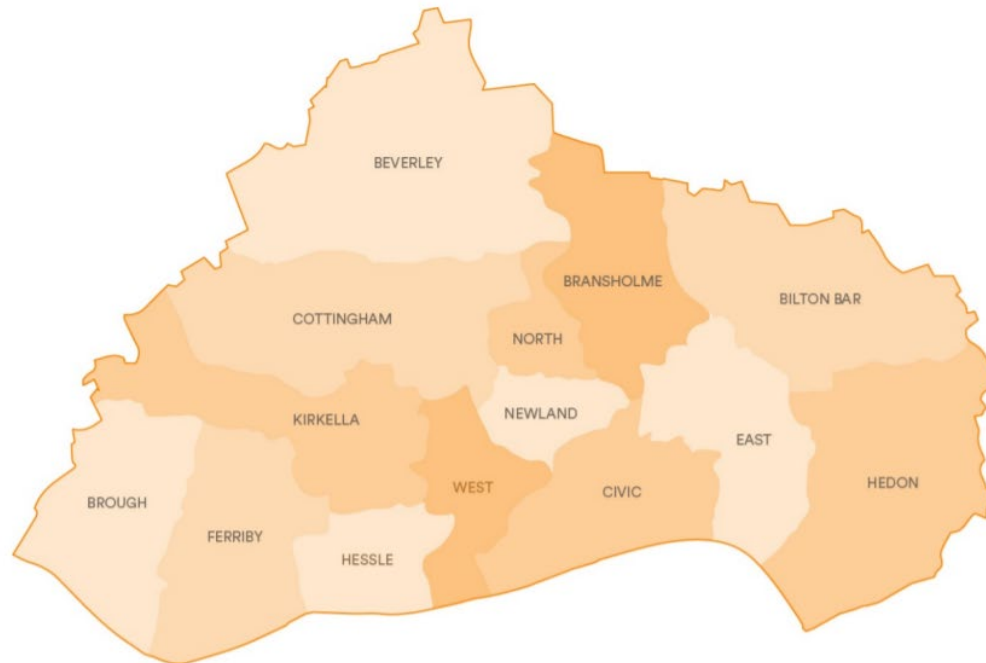
For DIA’s within the “Expansion Area”, circuits are only available over a 1Gb or 10Gb bearer



Orange area = The Hull Area
 Grey Area = East Yorkshire Expansion Area
 Red Boundary = Expansion Area (EA) - phase 1

Order	Area
1	Drifffield/Nafferton
2	Market Weighton
3	Pocklington
4	Howden
5	Goole
6	Selby
7	Barton upon Humber
8	Barrow upon Humber/Goxhill
9	Brigg/Broughton
10	Hibaldstow/Kirton in Lindsey/Scawby
11	Epworth/Haxey/Crowle
12	Messingham
13	Bridlington
14	Hornsea
15	Withernsea

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.



3. 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:

- 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.
- 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.
- 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.
- 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.

4. 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

5. 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.

6. Charging Structure - Connection

Service	Details	Connection Charge		
		1 Year	3 Year	5 Year
		Ex. VAT		
10Mb	Both Ends: New Fibre	POA	POA	POA
10Mb	Both Ends: Existing Fibre	POA	POA	POA
10Mb	One New, One Existing	POA	POA	POA
100Mb	Both Ends: New Fibre	POA	POA	POA
100Mb	Both Ends: Existing Fibre	POA	POA	POA
100Mb	One New, One Existing	POA	POA	POA
1Gb	Both Ends: New Fibre	POA	POA	POA
1Gb	Both Ends: Existing Fibre	POA	POA	POA
1Gb	One New, One Existing	POA	POA	POA
10Gb	Both Ends: New Fibre	POA	POA	POA
10Gb	Both Ends: Existing Fibre	POA	POA	POA
10Gb	One New, One Existing	POA	POA	POA

7. Charging Structure - Annual Rental

Service	Operative Date	Annual Rental		
		1 Year	3 Year	5 Year
		Ex. VAT		
10Mb	01/11/2019	POA	POA	POA
100Mb	01/11/2019	POA	POA	POA
1Gb	01/11/2019	POA	POA	POA
10Gb	01/11/2019	POA	POA	POA

8. 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 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.

9. Cancellation Charges

This part outlines the termination costs associated with cancelling orders for Private Circuits/Leased Lines before they have been delivered.

The delivery of a circuit is timed to meet a Contractual Delivery Date (CDD). The termination charges raised reflect the amount of work undertaken and are calculated on the number of working days between the dates that the customer requests cancellation and the CDD. The cancellation charge is expressed as a percentage of the appropriate circuit connection charge.

The full cost of any additional work, e.g. duct, that is separately identified on the contract and which has been specifically incurred for the order by the time of the cancellation, will be recovered in addition to the cancellation charge.

Customers should note that once delivered Private Circuits/Leased Lines have a standard 12 month minimum term for which rental will be due. The cancellation charge scale applies to circuits normally provided within 40 working days.

Cancellation charges for circuits normally provided within 40 working days	
Working Days Before Contractual Delivery Date (CDD)	% of Connection Charge
2 or less	90
3-21	75
22-29	60
30-35	30
36 or more	0

All days will be calculated as working days i.e. ignoring weekends and public holidays

The customer must give cancellation notice in writing

Should a customer request the amendments to the CDD and subsequently cancel the order, the cancellation charge will be calculated on the days between the dates that the customer notified KCOM of the first amendment and the original CDD

10. Time Related Charges (TRC) – Call out, Visit and Missed Appointment Fee charges

Time related charged are payable where the customer requests the additional Services as set out in the table immediately below:

Call out charges	Standard Visit Charge (for each site visit) Ex. VAT	Hourly Rate (per house or part thereof) Ex. VAT	Minimum hours	Minimum call out charge
Survey charge	POA	POA		
Call out charge*	£100.00	£85.00	1	£185.00
Missed Appointment Fee	£10000	n/a	n/a	n/a

*Visit charge for no KCOM fault found or visit charge for requested work

If we have made a scheduled appointment with you for an installation or faults visit, you may be charged a Missed Appointment Fee if an engineer has been despatched to your premises and:

- The appointment is cancelled by you after the engineer has been despatched to your premises
- The person in attendance is under the age of 18
- There is no one at the premises
- There is no one at the premises who knows what work is required / where socket etc. is to be located
- You ask the engineer to call back at an alternative time
- The engineer is refused entry

11. Lead Time

The standard lead-time for delivery of the Service access is 42 Working Days, subject to survey and a suitable agreed roll-out plan. The installation date will be the Contractual Delivery Date (CDD) unless a later date has been specified in writing before commencement of installation.

12. Contract Term

The minimum contract term for Point to Point circuits is 12 months, with longer terms of 36 or 60 month term available. Longer terms may be granted on application.

13. Notes

Prices will be available on application for network locations outside the original KCOM licensed area.