



Cancellation Charges

Cancellation prior to the Proposed Start Date

Cancellation charges will be raised if an Order for Data Direct Access Service, Ethernet Direct Access Service, Data Connect Access Service or Ethernet Connect Access Service has been received from the CP and the Order is subsequently cancelled prior to the Proposed Start Date ("PSD"). The cancellation charges are calculated based upon the number of clear Working Days between the date the cancellation request is received by KCOM and the PSD.

In the event that an Order is suspended by the CP, or by KCOM in instances where KCOM is awaiting information from the CP in order to continue delivery of the Order, KCOM may cancel the Order when the Order has been suspended for a period of more than 90 cumulative calendar days.

The cancellation charge is expressed as a percentage of the total Standard Connection Charge and applies to all cancellations, including orders where no Connection Charge is payable

Clear Working Days before PSD	Operative Date	Percentage of Standard Connection Charge %
2 or less	21/05/2025	90
3 – 21		75
22 – 29		60
30 – 35		30
36 or more		0

Standard Connection Charges

ECAS (Ethernet Connect Access Service)

Size	Operative Date	Standard Connection Charge
10Mb	16/02/2023	£1,700
100Mb		
1Gb		
10Gb		
100Gb	10/02/2025	£15,000

EDAS (Ethernet Direct Access Service)

Size	Operative Date	Standard Connection Charge
10Mb	16/02/2023	£1,700
100Mb		
1Gb		
10Gb		
		£6,000

DIA (Wholesale Direct Internet Access Service)

Size	Operative Date	Standard Connection Charge
Up to 1Gb	01/05/2023	£1,700
Up to 10Gb		£6,000



The above charges are applicable to orders placed after 21/05/2025

Additional Notes:

- (a) The full cost of any additional work, e.g. duct, that is separately identified on the Agreement and which has been specifically incurred for the Order by the time of the cancellation, will be recovered in addition to the cancellation charge.
- (b) The cancellation charge scale applies to circuits normally provided within 42 Working Days.
- (c) The cancellation date must be given in writing by the CP.
- (d) Should a CP request amendments to the PSD and subsequently cancel the Order, the cancellation charge will be calculated on the Working Days between the dates that the CP notified KCOM of the first amendment and the original PSD.