



ACCESS CHARGE CHANGE NOTICE (ACCN)

ACCN reference information

ACCN Number: ACCN_2024_05

Scope: Contract amendments in relation to One Touch Switch process

Notification period: 15 Days

Services: KCOM Line Rental

Terms and conditions: Product terms and conditions are those applying to the wholesale Reference Offer For The Provision Of KCOM Line Rental

Effective date: 12 September 2024

Changes

In anticipation of Ofcom's One Touch Switch process that is to be implemented by all providers with effect from 12 September 2024, the below provision 2.2 (b) has been added to the Reference Offer For The Provision of KCOM Line Rental:

- 2.2 Each Order shall commence on its Service Start Date and continue unless and until terminated:
- (a) by either party giving the other no less than 30 days' prior written notice; or
 - (b) **in the event that Your Customer switches providers using One Touch Switch in which case the individual Order shall terminate on the date the Services are transferred to the new provider. For the avoidance of doubt, where a One Touch Switch transfer request has been received, an Order cannot be terminated prior to transfer to the new provider.**

Beyond the changes specified above relating specifically to One Touch Switch change requests, termination rights and processes remain the same.