



ACCESS CHARGE CHANGE NOTICE (ACCN)

ACCN reference information

ACCN Number: ACCN_2025_04

Scope: Changes to Cancellation Charges

Notification period: 56 Days

Services: Ethernet Connect Access Services

Ethernet Direct Access Services

Terms and conditions: Product terms and conditions are those applying to the wholesale Reference Offer for the Provision of Leased Lines and Ethernet Services

Effective date: 21st May 2025

Charge changes

From 21st May 2025 we are making changes to how we apply cancellation charges, where the cancellation has been initiated before installation. The cancellation charge will be expressed as a percentage of the total Standard Connection Charge and applies to all cancellations, including orders where no connection Charge is payable. Standard Connection charges as below:

Clear Working Days before PSD	Operative Date	Percentage of Standard Connection Charge %
2 or less	21/05/25	90
3 – 21		75
22 – 29		60
30 – 35		30
36 or more		0

ECAS (Ethernet Connect Access Service)

Size	Operative Date	Standard Connection Charge
10Mb	16/02/2023	£1,700
100Mb		
1Gb		
10Gb	10/02/2025	£6,000
100Gb		£15,000

EDAS (Ethernet Direct Access Service)

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