

Reference Offer KCOM Line Rental

Schedule 3: ISDN2 Service

1 The Services

1.1 The Services to which this Agreement applies are set out and further described in the Appendix to this Schedule 3. Services that may be ordered by the CP pursuant to the terms of this Agreement are:

ISDN2E available for use on an unlimited basis at a specified transport rate.

The Service comprises of rental of ISDN2 Exchange Lines for onward rental by the CP to End Users. KCOM maintains and repairs the lines that it rents to the CP.

1.2 The Services involve connections between Network Terminating Equipment (NTE) situated at the End User Site and the line card situated in the KCOM Exchange.

1.3 The access port on the NTE is the point of demarcation to the Service. The CP or End User is responsible for connecting End User Equipment to this port.

1.4 Orders placed by the CP will confirm which Supplementary Services as detailed in the Price List are required on the Exchange Line. The provision of any Supplementary Services as part of the Services shall be at KCOM's discretion and subject to availability. The CP must pay additional Charges for any additional service features provided by KCOM at the rates set out in the Price List.

1.5 KCOM does not guarantee that the Services can be provided to specific Telephone Numbers where such Telephone Number(s) have been transferred to the KCOM Network from another Communications Provider or where there are national code or number changes and KCOM shall not be liable for any loss or damage the CP may incur due to the CP's inability or the End User's inability to receive any incoming telephone calls to any such Telephone Number.

1.6 Neither party has title in the Telephone Number allocated to a Service provided pursuant to this Agreement and the CP acknowledges that any Telephone Number allocated to a Service provided pursuant to this Agreement is provided only until an Order is terminated and that the Telephone Number may not be sold and that the Telephone Number may only be transferred with KCOM's consent.

1.7 Detailed information regarding the applicable Charges is set out in the Price List. Further information regarding the operation of the Services is set out in the Service Operations Manual that will be issued to the CP separately by KCOM.

- 1.8 The CP must place Orders by following processes set out in the Service Operations Manual. The CP will provide KCOM with details of the CP Order Correspondence Contact(s) and the CP Operational Contact(s) and their details shall be set out in the Customer Service Plan. KCOM will only accept Orders placed by the CP Order Correspondence Contact(s) named in the Customer Service Plan and KCOM shall only address incidents raised by the CP Operational Contact(s) set out in the Customer Service Plan.

2 Calls

- 2.1 Calls made by an End User on an Exchange Line provided pursuant to this Agreement can be made across the KCOM Network or other Communications Providers' networks through Indirect Access. Where the CP wishes calls to be made across the KCOM Network the CP will enter into a separate agreement with KCOM for the provision of that service.
- 2.2 Where the CP has not entered into a separate agreement with KCOM for the provision of a calls service or has not made alternative arrangements with another Communications Provider, a default calls service will be provided pursuant to this Agreement and charged at the applicable Charges specified in the Price List.
- 2.3 KCOM will provide the CP with CDRs with details of direct dialled calls made by End Users in respect of the Exchange Lines to which this Agreement relates in the format and at such times as are set out in the Order Form as reasonably amended by KCOM from time to time.

3 Provision of New Installations

- 3.1 Where the CP requests Services are provided to:

- (a) Non-Served Premises;
- (b) A Hot Site;
- (c) Site Offices;
- (d) Ships In Dock; or
- (e) Events

then the provision of those Services will be subject to survey and charged in accordance with the Price List. Excess Construction Charges and Time Related Charges as detailed in the Price List may also apply. Once the survey has been completed KCOM will provide the CP with an estimate of the Charges for KCOM to provide the Services.

- 3.2 The CP may cancel the Order for such Services by sending an email to the KCOM Wholesale Desk. The KCOM Wholesale Desk will then send an email to the CP Order Correspondence Contact, confirming the Order has been cancelled. If the CP cancels the Order following receipt of

the estimate or at any time before the Proposed Start Date then the CP will be liable for any work undertaken by KCOM up to the point of cancellation and work that cannot be ceased by KCOM at the point of cancellation.

4 Directory Entries

4.1 KCOM will publish a standard single line entry in the White Pages Directory as part of the Services, subject to the standard procedures and timetable operated by KCOM in relation to the publication of the White Pages Directory. The CP will provide to KCOM the End User's entry details.

5 Installation of NTE

5.1 In order to provide the Service to an End User Site it may be necessary to install NTE.

5.2 At the CP's request KCOM will install the necessary extension wiring and NTE at the End User Site. KCOM will charge the CP for providing this service at the rates set out in the Price List.

5.3 KCOM will maintain the extension wiring and NTE located at the End User Site without making any additional charge to the CP in the following circumstances:

- (a) KCOM will always maintain the NTE located at an End User Site, as this forms part of the KCOM Network; and
- (b) Where KCOM has installed any extension wiring at an End User Site, KCOM will maintain that extension wiring for a period of twelve months from its date of installation.

6 KCOM Liaison with End Users

6.1 All communications between KCOM and End Users will be arranged via the CP except that if the Services are to be delivered to an End User Site, KCOM may contact End Users directly in the following circumstances:

- (a) where the CP has requested KCOM to contact the End User directly; or
- (b) in relation to all appointments, changes to appointments and access arrangements with the End User for engineering visits; or
- (c) to assist with incident diagnostics.

APPENDIX 1

1 The Service

1.1 Service Details

ISDN2E is the generic term for basic rate ISDN. It is provided over a physical connection which carries 2 user channels and a signalling channel, each having a transmission speed 64 Kilobits per second, between KCOM's Exchange and the equipment at the End User's Site. The ISDN2E Exchange Lines can be used to carry voice, data, text and fax services subject to suitable equipment at the End User Site.

ISDN2E terminates on NTE, the ISDN Network Terminating Equipment as provided by KCOM.

Further technical information on the Services is published in CIP005 on the KCOM Website at <https://www.kcomgrouppltd.com/regulatory/kcom-wholesale/service-information/technical-interface-information/>

1.2 DDIs

An End User can have a maximum of 10 DDI ranges /SNDDI (single number) combined on the Service. A DDI range is provided in a minimum block of 10 consecutive numbers.

DDI's on an ISDN2E bearer must be from the same number block.

Reasonable requests for other DDI range configuration will be considered.

2 Supplementary Services

Additional network features are available as described in the Price List.