



## Private Circuits - Cancellation Charges

### Cancellation Charges

This part outlines the termination costs associated with cancelling orders for private circuits 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 date 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 have a standard one year minimum term for which rental will be due.

### Eligibility

Any customer who has ordered a private service as defined elsewhere in this section.

### Pricing Information

There are three basic cancellation charge scales, which apply to circuits normally provided in 12, 20 or 40 working days.

Working Days Before Contractual Delivery Date (CDD)			% Of Connection Charge
Circuits Normally Provided In 12 Working Days	Circuits Normally Provided In 20 Working Days	Circuits Normally Provided In 40 Working Days (Including ISDN 30)	
2 or less	1 or less	2 or less	90
3 - 4	2 - 4	3 - 21	75
5 - 6	5 - 6	22 - 29	60
7 - 9	7 - 14	30 - 35	30
10 or more	15 or more	36 or more	0



## Conditions

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

The cancellation date must be given in writing by the customer.

Cancellation charges will be raised only if a signed contract has been received from the customer. If KCOM fails to meet the CDD and the customer cancels the order, a charge will not be raised.

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