



## Gigaline Connect

### Service Description

Gigaline Connect is a Gigabit Ethernet Service for circuits connecting to the KCOM East Yorkshire licensed area. This is designed to service customers who require high-speed bandwidth at their largest sites.

Gigaline Connect is an unbundled product that does not provide customer premises equipment to the customer site.

### Features

Gigaline Connect provides a tail-end circuit for Gigabit Ethernet connections.

It provides a dedicated, permanently open transmission circuits between two fixed points, within the KCOM East Yorkshire Network.

Fault repair is offered for a quarterly rental and offers a target 5-clock hour fault repair. This is called Business Care Plus and operates 24 hours per day, 7 days per week including Bank and Public holidays.

Gigaline Connect (Managed) - Will support bit rates up to 1000 Mb/s (Ethernet interface)

### Charging Structure

Charges for the Service consist of :-

i. An access Connection Charge, which is a one off charge, payable upon successful installation. These connection prices do not offer dual, physically diverse fibres, converging on the same or two distinct KCOM points of presence. Prices are subject to survey.

ii. An annual rental charge, which relates to the bandwidth the Customer contracts for. All individual physical accesses are subject to a minimum period of 12 months.

	Connection		Annual Rental					
	(Per End)		1 Year Contract		3 Year Contract		5 Year Contract	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
2 Ends Same Exchange								
No Existing Network Connectivity	£22,000.00	£26,400.00	£52,400.00	£62,880	£43,342.00	£52,010.40	£37,580.00	£45,096.00
Existing Network Connectivity	£11,000.00	£13,200.00						



	Connection		Annual Rental					
	(Per End)		1 Year Contract		3 Year Contract		5 Year Contract	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
2 Ends Non Adjacent Exchange or 1 end only within original KC licensed area, interconnecting with another operator								
No Existing Network Connectivity	£22,000.00	£26,400.00						
Existing Network Connectivity	£11,000.00	£13,200.00	£57,237.00	£68,684.40	£44,861.00	£53,833.20	£28,367.00	£34,040.40

Customers on one-year contracts will be charged the full connection charge and rental charge if they cease a circuit within 12 months of the operational service date.

Customers ceasing long-term contracts before completion will be charged the Rental difference between the committed contract term and the actual contract length Rental fee. An additional charge of 30% of the next 12 months rentals will also be charged or the rentals due to the contract end date, whichever is the lower.

## Lead Times

The standard lead-time for delivery of the Service access is 75 Working Days, subject to survey and a suitable agreed roll-out plan. The installation date will be the Contractual Delivery Date (CDD) unless a later date has been specified in writing before commencement of installation.

## 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. The cancellation charge scale applies to circuits normally provided within 75 working days.

Working days before Contractual Delivery Date (CDD) Circuits normally provided in 75 working days	% of Connection Charge
21 or less	90
22 - 35	75
36 - 45	60
45 or more	50

The full cost of any additional work (for example, duct) that is separately identified by KCOM East Yorkshire for the Customer's order by the time of the cancellation, will be recovered in addition to the cancellation charge.

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.

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.

## Restrictions

The contracting party can only use Gigaline Connect and therefore the Gigaline Connect service cannot be sublet to other organisations. All prices subject to survey for exchanges within the original KCOM licensed area. Services are provided on an unprotected and non-resilient basis. Ring protection can be provided at additional costs. Network protection and fully resilient diverse routing is available at additional costs, subject to survey.

## Definitions

**Managed** means KCOM can provide bandwidth management and information to the customer.

**Unmanaged** means the circuit can only be provided without any bandwidth management or information to the customer.

**Unprotected** means that the Ethernet fibres are provided on a point to point basis within our network and are not ring protected like SDH circuits.

**Resilience** means the prices assume no diverse routing of fibres from the customer premises to the KCOM network.



**Contractual Delivery Date** means the date on which KCOM is to complete provision of the access circuit or such as maybe agreed in writing between KCOM and the Customer.

**New Supply** means the customer has not got an existing contract for a Gigaline service with KCOM East Yorkshire.

**Existing Capacity** means the customer has an equivalent first Gigaline circuit with KCOM. Two circuits ordered at the same time would result in the second circuit connection fee at the Existing Capacity connection fee.