

## Cancellation Charges

### Cancellation prior to the Proposed Start Date

Cancellation charges will be raised if an Order for Data Direct Access Service, Ethernet Direct Access Service, Data Connect Access Service or Ethernet Connect Access Service has been received from the CP and the Order is subsequently cancelled prior to the Proposed Start Date (“PSD”). The cancellation charges are calculated based upon the number of clear Working Days between the date the cancellation request is received by KCOM and the PSD.

In the event that an Order is suspended by the CP, or by KCOM in instances where KCOM is awaiting information from the CP in order to continue delivery of the Order, KCOM may cancel the Order when the Order has been suspended for a period of more than 90 cumulative calendar days.

The cancellation charge is expressed as a percentage of the total Connection Charge as follows:

Clear Working Days before PSD	Operative Date	Percentage of Connection Charge %
2 or less	01/04/2014	90
3 – 21	01/04/2014	75
22 – 29	01/04/2014	60
30 – 35	01/04/2014	30
36 or more	01/04/2014	0

#### Additional Notes:

- (a) The full cost of any additional work, e.g. duct, that is separately identified on the Agreement and which has been specifically incurred for the Order by the time of the cancellation, will be recovered in addition to the cancellation charge.
- (b) The cancellation charge scale applies to circuits normally provided within 42 Working Days.
- (c) The cancellation date must be given in writing by the CP.
- (d) Should a CP request amendments to the PSD and subsequently cancel the Order, the cancellation charge will be calculated on the Working Days between the dates that the CP notified KCOM of the first amendment and the original PSD.