

KCOM Leased Line Retail Reference Offer

1. Service Description

Leased Lines or Private Circuits are dedicated, permanently open transmission circuits between two or more fixed points. When used with suitable customer premises equipment, they can support a wide variety of applications such as voice transmission, telemetry services, video conferencing and data transmission.

This retail reference offer only applies to point to point circuits that start and finish within the Original Licenced area as defined in section 5.

KCOM Business Care Plus is provided on all Private Circuit Retail Reference Offer Products within the tariff. BusinessCare Plus is offered for a quarterly rental and offers a target 5-clock hour fault repair. BusinessCare Plus operates 24 hours per day, 7 days per week including Bank and Public holidays. Service Standards including Service Credits are defined in Part 3 of the Retail Reference Offer contract.

Service Speed (Interface / Transmission) Options:

- 2Mb (X.21 Serial / Digital)
- 2Mb (RJ45 / Ethernet)
- 10Mb (RJ45 / Ethernet)
- 10Mb (Optical / Ethernet)
- 100Mb (RJ45 / Ethernet)
- 100Mb (Optical / Ethernet)
- 1Gb (Optical / Ethernet)
- 10Gb (Optical)

2. Connection Charge – Existing Fibre

For this criteria to be met an optical fibre cable or cables containing spare optical fibres with which to provide the new service or services must be available within the customers own premises / office or place of business this also includes both multiple tenancy units or multiple business units (see exceptions).

The exceptions are as follows:

1. If the customer's premise or site contains multiple buildings the optical fibre connectivity for the new service must be within the building or location where the service is required and not contained externally in another building.
2. If an existing optical fibre cable is present within the building or location but contains no spare optical fibres available for connecting the new service or services.
3. KCOM maintain the right to designate optical fibres within a cable as spare for fault purposes and as such are not available for new customer services /connections.
4. Where the new service is required within a building containing multiple business / tenancy units, the optical fibres required to provide the new service must not exceed a cabling distance of more than 25 metres from where the existing cable is terminated.

3. Connection Charge - New Fibre

This relates to installations where no optical fibre cable exists or where a cable does exist but has no spare optical fibre capacity available to provide the new service.

KCOM maintain the right to designate optical fibres within a cable as spare for fault purposes only and as such would not be available to provide a new service for customers

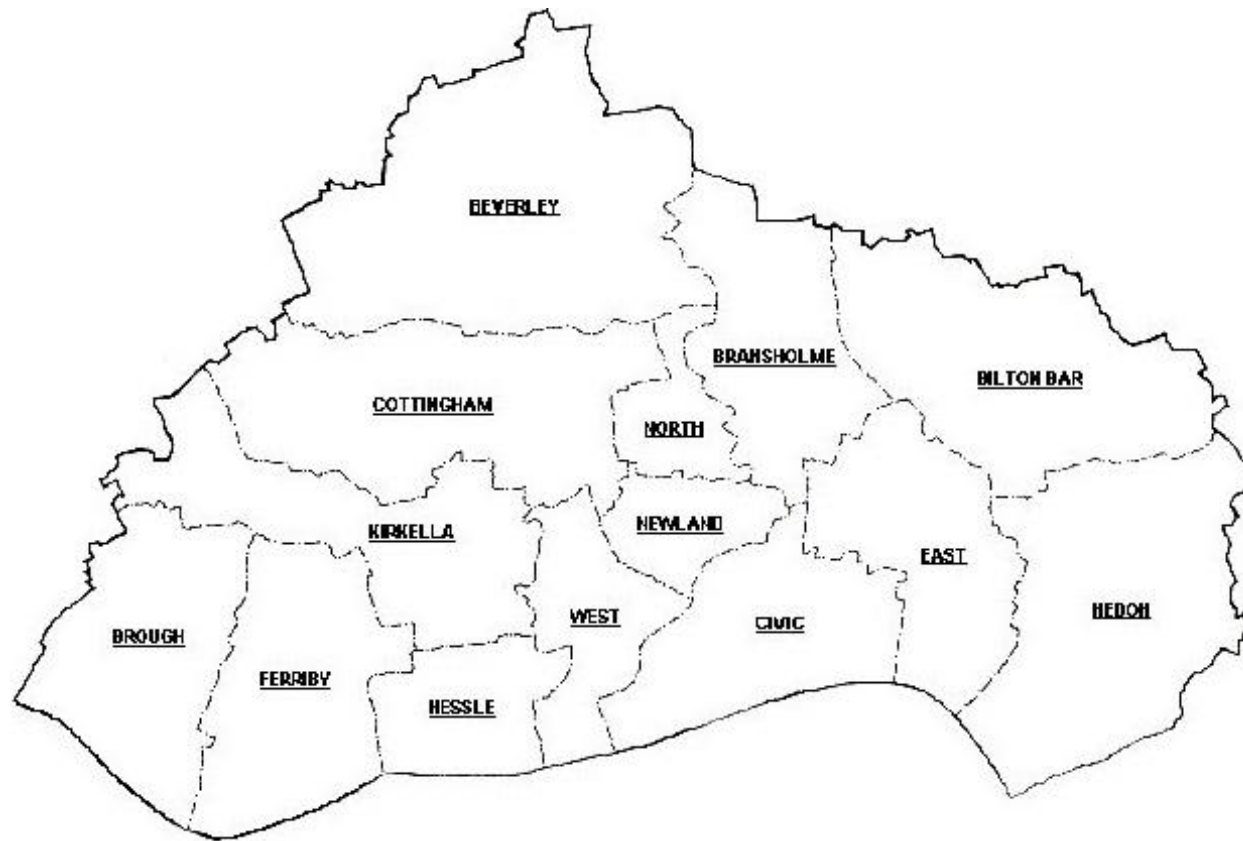
4. Connection Charge – Re-Contracted services

Where circuits require no physical change to them and are being re-contracted then no connection charge will apply to the existing circuit.

5. Hull Area

The area defined as the 'Licensed Area' in the licence granted on November 1987 by the Secretary of State under section 7 of the Telecommunications Act 1984 to Kingston upon Hull City Council and KCOM Group plc

This map illustrates the exchanges within the licensed area and is provided to aid in establishing where each end of the circuit is located so ensuring that the appropriate charge is made.



Notes:

All circuit connections are subject to a site survey and Excess Construction Charges may be applicable. Prices will be available on application for all network locations outside the original KCOM licensed area.

Adjacent areas are detailed in the table below:

Exchange Area	Adjacent Exchange Areas				
Beverley	Bransholme	Cottingham	North		
Bilton	Bransholme	East	Hedon		
Bransholme	Beverley	Civic	East	North	
Brough	Ferriby	Kirkella			
Civic	Bransholme	East	Newland	West	
Cottingham	Beverley	Kirkella	Newland	North	West
East	Bilton	Bransholme	Civic	Hedon	
Ferriby	Brough	Hessle	Kirkella		
Hedon	Bilton	East			
Hessle	Ferriby	Kirkella	West		
Kirkella	Brough	Cottingham	Ferriby	Hessle	West
Newland	Bransholme	Civic	Cottingham	North	West
North	Beverley	Bransholme	Cottingham	Newland	
West	Civic	Cottingham	Hessle	Kirkella	Newland

6. Charging Structure - Connection

Service	Details	Operative Date	Until	Connection							
				1 Year		2 Year		3 Year		5 Year	
				Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
2Mb	Both Ends: New Fibre	01/04/16		£7,000	£8,400	-	-	£7,000	£8,400	£7,000	£8,400
2Mb	Both Ends: Existing Fibre	01/04/16		£2,800	£3,360	-	-	£2,800	£3,360	£2,800	£3,360
2Mb	One New, One Existing	01/04/16		£4,900	£5,880	-	-	£4,900	£5,880	£4,900	£5,880
10Mb	Both Ends: New Fibre	01/04/16		£5,200	£6,240	£5,200	£6,240	£5,200	£6,240	£1,000	£1,200
10Mb	Both Ends: Existing Fibre	01/04/16		£2,000	£2,400	£2,000	£2,400	£500	£600	£0	£0
10Mb	One New, One Existing	01/04/16		£3,600	£4,320	£3,600	£4,320	£2,850	£3,420	£500	£600
100Mb	Both Ends: New Fibre	01/04/16		£5,200	£6,240	£5,200	£6,240	£5,200	£6,240	£1,000	£1,200
100Mb	Both Ends: Existing Fibre	01/04/16		£2,000	£2,400	£2,000	£2,400	£500	£600	£0	£0
100Mb	One New, One Existing	01/04/16		£3,600	£4,320	£3,600	£4,320	£2,850	£3,420	£500	£600
1Gb	Both Ends: New Fibre	01/04/16		£8,800	£10,560	£8,800	£10,560	£6,000	£7,200	£4,400	£5,280
1Gb	Both Ends: Existing Fibre	01/04/16		£4,400	£5,280	£4,400	£5,280	£2,200	£2,640	£0	£0
1Gb	One New, One Existing	01/12/17		£6,600	£7,920	£6,600	£7,920	£4,100	£4,920	£2,200	£2,640
10Gb	Both Ends: New Fibre	01/12/17		£38,000	£45,600	-	-	£38,000	£45,600	£38,000	£45,600
10Gb	Both Ends: Existing Fibre	01/12/17		£10,100	£12,120	-	-	£10,100	£12,120	£10,100	£12,120
10Gb	One New, One Existing	01/12/17		£24,050	£28,860	-	-	£24,050	£28,860	£24,050	£28,860

7. Annual Rental (Both Ends Same & Adjacent)

Both Ends Same & Adjacent	Operative Date	Until	Annual Rental							
			1 Year		2 Year		3 Year		5 Year	
			Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
2Mb	01/04/16		£3,084	£3,700.80	-	-	£2,682	£3,218.40	£2,052	£2,462.40
10Mb	01/04/16	30/11/17	£7,857	£9,428.40	£7,440	£8,928	£6,800	£8,160	£6,600	£7,920
10Mb	01/12/17		£5,889	7,066.80	£5,771	£6,925.20	£5,594	£6712.80	£5,300	£6360
100Mb	01/04/16	30/11/17	£12,143	£14,571.60	£11,500	£13,800	£10,767	£12,920.40	£10,200	£12,240
100Mb	01/12/17		£6,299	£7,558.80	£6,173	£7,407.60	£5,984	£7,180.80	£5,669	£6,802.80
1Gb	01/04/16	30/11/17	£22,190	£26,628	£21,020	£25,224	£15,000	£18,000	£14,000	£16,800
1Gb	01/12/17		£11,396	£13,675.20	£11,168	£13,401.60	£10,826	£12,991.20	£10,256	£12,307.20

8. Annual Rental Discounted for Volume (Both Ends Same & Adjacent)

Both Ends Same & Adjacent	Operative Date	Until	Term (Years)	Annual Rental					
				2-5 circuits		6-10 circuits		11-15 circuits	
				Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
10Mb	01/12/17		1	£5,830	£6,996	£5,713	£6,855.60	£5,542	£6,650.40
10Mb	01/04/16	30/11/17	2	£6,800	£8,160	-	-	-	-
10Mb	01/12/17		2	£5,713	£6,855.60	£5,599	£6,718.80	£5,431	£6,517.20
10Mb	01/12/17		3	£5,538	£6,645.60	£5,428	£6,513.60	£5,265	£6,318
10Mb	01/04/16	30/11/17	5	£6,100	£7,320	£5,142	£6,170.40	-	-
10Mb	01/12/17		5	£5,247	£6,296.40	£5,142	£6,170.40	£4,988	£5,985.60
100Mb	01/04/16	30/11/17	1	£8,000	£9,600	-	-	-	-
100Mb	01/12/17		1	£6,236	£7,483.20	£6,111	£7,333.20	£5,928	£7,113.60
100Mb	01/04/16	30/11/17	2	£7,300	£8,760	-	-	-	-
100Mb	01/12/17		2	£6,111	£7,333.20	£5,989	£7,186.80	£5,809	£6,970.80
100Mb	01/12/17		3	£5,924	£7,108.80	£5,806	£6,967.20	£5,631	£6,757.20
100Mb	01/04/16	30/11/17	5	£6,500	£7,800	£5,500	£6,600	£4,090	£4,908
100Mb	01/12/17		5	£5,612	£6,734.40	£5,500	£5,501.20	£5,335	£6,402
1Gb	01/04/16	30/11/17	1	£14,700	£17,640	-	-	-	-
1Gb	01/12/17		1	£11,282	£13,538.40	£11,056	£13,267.20	£10,724	£12,868.80
1Gb	01/04/16	30/11/17	2	£13,070	£15,684	-	-	-	-
1Gb	01/12/17		2	£11,056	£13,267.20	£10,835	£13,002	£10,510	£12,612
1Gb	01/12/17		3	£10,718	£12,861.60	£10,503	£12,603.60	£10,188	£12,225.60
1Gb	01/04/16	30/11/17	5	£12,340	£14,808	£9,710	£11,652	£7,100	£8,520
1Gb	01/12/17		5	£10,154	£12,184.80	£9,950	£11,940	£9,652	£11,582.40

9. Annual Rental (Non Adjacent)

Non Adjacent	Operative Date	Until	Annual Rental							
			1 Year		2 Year		3 Year		5 Year	
			Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
2Mb	01/04/16		£6,690	£8,028	-	-	£6,084	£7,300.80	£5,382	£6,458.40
10Mb	01/04/16	30/11/17	£10,420	£12,504	£9,870	£11,844	£9,350	£11,220	£8,860	£10,632
10Mb	01/12/17		£8,761	£10,513.20	£8,586	£10,303.20	£8,323	£9,987.60	£7,885	£9,462
100Mb	01/04/16	30/11/17	£14,420	£17,304	£13,660	£16,392	£12,940	£15,528	£12,250	£14,700
100Mb	01/12/17		£9,162	£10,994.40	£8,979	£10,774.80	£8,704	£10,444.80	£8,246	£9,895.20
1Gb	01/04/16	30/11/17	£23,080	£27,696	£21,860	£26,232	£20,700	£24,840	£19,600	£23,520
1Gb	01/12/17		£13,268	£15,921.60	£13,002	£15,602.40	£12,604	£15,124.80	£11,941	£14,329.20

10. Annual Rental Discounted for Volume (Non Adjacent)

Non Adjacent	Operative Date	Until	Term (Years)	Annual Rental					
				2-5 circuits		6-10 circuits		11-15 circuits	
				Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
10Mb	01/12/17		1	£8,673	£10,407.60	£8,500	10,200	£8,245	£9,894
10Mb	01/04/16	30/11/17	2	£8,500	£10,200	-	-	-	-
10Mb	01/12/17		2	£8,500	£10,200	£8,330	£9,996	£8,080	£9,696
10Mb	01/12/17		3	£8,240	£9,888	£8,075	£9,690	£7,833	£9,399.60
10Mb	01/04/16	30/11/17	5	£8,000	£9,600	£6,720	£8,064	£6,300	£7,560
10Mb	01/12/17		5	£7,806	£9,367.20	£7,650	££9,180	£7,421	£8,905.20
100Mb	01/04/16	30/11/17	1	£9,600	£11,520	-	-	-	-
100Mb	01/12/17		1	£9,070	£10,884	£8,889	£10,666.80	£8,622	£10,346.40
100Mb	01/04/16	30/11/17	2	£8,900	£10,680	-	-	-	-
100Mb	01/12/17		2	£8,889	10,666.80	£8,711	£10,453.20	£8,450	£10,140
100Mb	01/12/17		3	£8,617	£10,340.40	£8,444	£10,132.80	£8,191	£9,829.20
100Mb	01/04/16	30/11/17	5	£8,400	£10,080	£8,000	£9,600	£6,400	£7,680
100Mb	01/12/17		5	£8,163	£9,795.60	£8,000	£9,600	£7,760	£9,312
1Gb	01/04/16	30/11/17	1	£15,300	£18,360	-	-	-	-
1Gb	01/12/17		1	£13,135	£15,762	£12,872	£15,446.40	£12,486	£14,983.20
1Gb	01/04/16	30/11/17	2	£14,240	£17,088	-	-	-	-
1Gb	01/12/17		2	£12,872	£15,446.40	£12,615	£15,138	£12,236	£14,683.20
1Gb	01/12/17		3	£12,478	£14,973.60	£12,229	£14,674.80	£11,862	£14,234.40
1Gb	01/04/16	30/11/17	5	£13,440	£16,128	£10,570	£12,684	£9,600	£11,520
1Gb	01/12/17		5	£11,822	£14,186.40	£11,585	£13,902	£11,238	£13,485.60

11. Annual Rental 10Gb (All Distances – Same, Adjacent & Non Adjacent)

Distance Independent	Operative Date	Until	Term (Years)	Annual Rental							
				1 Circuit		2-5 circuits		6-10 circuits		11-15 circuits	
				Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
10Gb	01/12/17		1	£40,000	£48,000	£39,600	£47,520	£38,808	£46,569.60	£37,644	£45,172.80
10Gb	01/12/17		3	£38,000	£45,600	£37,620	£45,144	£36,868	£44,241.60	£35,762	£42,914.40
10Gb	01/12/17		5	£36,000	£43,200	£35,640	£42,768	£34,927	£41,912.40	£33,879	£40,654.80

12. Early Termination

Early termination charges apply for customers ceasing their KCOM service whilst still in contract. These early termination charges are defined in the Terms & Conditions for Leased Line Point to Point Services.

If the Contract is so terminated during the first Contract Year, the termination Payment shall be:

- (i) the rental Charges payable for the remaining months of the first Contract Year, plus
- (ii) the rental Charges payable for the remaining months of the Initial Term (less the rental Charges payable for the first Contract Year) minus a 10% deduction for costs not incurred by Us and a 10% deduction for early payment.

If the Contract is so terminated after the first Contract Year but prior to the expiry of the Initial Term, the termination Payment shall be the rental Charges payable for the remaining months of the Initial Term minus a 10% deduction for costs not incurred by us and a 10% deduction for early payment.