

Wholesale FibreLine Local Access Price List

Service descriptions – to make changes

For a description of the Services please refer to the Reference Offer for the provision of Wholesale FibreLine Local Access Services (the “Agreement”) and the Wholesale FibreLine Local Access Technical Characteristics document (CIP040).

Wholesale FibreLine Local Access (WFLLA) End User Connection Charges

| End User Connection Charges | Operative Date | Until | Connection Charges Ex. VAT |
|--|----------------|----------|----------------------------|
| WFLLA End User New Provide*: Standard installation; ONT within 50 metres (usable of fibre length) of entrance | 01/05/19 | 17/03/22 | £92.00 |
| | 18/03/22 | | £0.00 |
| WFLLA Communications Provider to CP Migration | 01/05/19 | | £2.99 |
| Migration from Connect Provider Broadband Fibre to WFLLA Communications – same CP / same or different service / same End User Site | 01/09/21 | 17/03/22 | £15.00 |
| | 18/03/22 | | £0.00 |

Wholesale FibreLine Local Access (WFLLA) Fixed Charges

| End User Fixed Charges | Operative Date | Until | Fixed Charges Ex. VAT |
|--|----------------|-------|-----------------------|
| WFLLA Cancel/Amend/Modify – Proposed Start Date amend, Order amend, Order cancellation, Service Level amend | 01/05/19 | | £5.82 |
| WFLLA Change Tariff Charge (End User Access Modify) | 01/05/19 | | £5.82 |
| WFLLA Cancellation Charge payable when the CP cancels an Order prior to the Proposed Start Date | 01/05/19 | | £5.82 |
| WFLLA Cancellation Charge payable when an Order is cancelled after it has been suspended pursuant to the Agreement | 01/05/19 | | £5.82 |
| WFLLA Cancellation Charge payable when an Order is rejected by KCOM for the reasons set out in the Agreement | 01/05/19 | | £5.82 |

Wholesale FibreLine Local Access End User Rental Charges

| Service | WFLA FTTP Download Speed / Upload Speed | WFLA FTTC Download Speed / Upload Speed | Operative Date | Until | Transition* End User Rental Charges Per Month Ex. VAT | | Data Only End User Rental Charges Per Month Ex. VAT | | |
|----------------------|---|---|------------------------------|----------|--|--------------------|--|--------------------|--------|
| | | | | | Service Level 2 | Service Level 3 | Service Level 2 | Service Level 3 | |
| FibreLine LA 32/6 | 32Mbps / 6Mbps | N/A | 01/05/21 | 30/11/21 | £3.33 | £6.43 | £11.03 | £14.13 | |
| | | | 01/12/21 | 08/02/22 | £4.70 | £7.80 | £12.40 | £15.50 | |
| | | | 09/02/22 | | £4.50 | £7.60 | £12.20 | £15.30 | |
| FibreLine LA 33/15 | 33 Mbps / 15Mbps | | 01/05/21 | 30/11/21 | £4.23 | £7.33 | £11.93 | £15.03 | |
| | | | 01/12/21 | 08/02/22 | £5.97 | £9.07 | £13.67 | £16.77 | |
| | | | 09/02/22 | | £4.50 | £7.60 | £12.20 | £15.30 | |
| FibreLine LA 53/16 | 53Mbps / 16Mbps | | 01/05/21 | 30/11/21 | £6.86 | £9.96 | £14.56 | £17.66 | |
| | | | 01/12/21 | | £6.98 | £10.08 | £14.68 | £17.78 | |
| FibreLine LA 75/20 | 75Mbps / 20Mbps | | 01/05/19 | 31/08/21 | £9.95 | £13.05 | £18.14 | £21.24 | |
| | | | 01/09/21 | | £10.44 | £13.54 | | | |
| FibreLine LA 83/20 | 83Mbps / 20 Mbps | | Up to: 80Mbps / Up to 20Mbps | 01/05/21 | 30/11/21 | £9.58 | £12.68 | £17.28 | £20.38 |
| | | | | 01/12/21 | | £9.74 | £12.84 | £17.44 | £20.54 |
| FibreLine LA 83/22 | 83Mbps / 22 Mbps | | Up to: 80Mbps / Up to 20Mbps | 19/09/22 | | £8.45 | £11.55 | £17.44 | £20.54 |
| FibreLine LA 106/32 | 106Mbps / 32Mbps | | N/A | 01/05/21 | 30/11/21 | £9.79 | £12.89 | £17.49 | £20.59 |
| | | | | 01/12/21 | | £9.95 | £13.05 | £17.65 | £20.75 |
| FibreLine LA 168/78 | 168Mbps / 78Mbps | N/A | 19/09/22 | | £13.39 | £16.49 | £22.38 | £25.48 | |
| FibreLine LA 185/53 | 185Mbps / 53Mbps | N/A | 01/05/21 | 30/11/21 | £13.57 | £16.67 | £21.27 | £24.37 | |
| | | | 01/12/21 | | £13.77 | £16.87 | £21.47 | £24.57 | |
| FibreLine LA 220/35 | 220 Mbps / 35Mbps | NA | 01/05/21 | 30/11/21 | £13.73 | £16.83 | £21.43 | £24.53 | |
| | | | 01/12/21 | | £13.93 | £17.03 | £21.63 | £24.73 | |
| FibreLine LA 275/138 | 275Mbps / 138Mbps | N/A | 01/05/19 | 31/08/21 | £23.00 | £26.10 | £31.19 | £34.29 | |
| | | | 01/09/21 | | £23.49 | £26.59 | | | |
| FibreLine LA 315/152 | 315Mbps / 152Mbps | N/A | 19/09/22 | | £18.98 | £22.08 | £27.97 | £31.07 | |
| FibreLine LA 318/80 | 318Mbps / 80Mbps | N/A | 01/05/21 | 30/11/21 | £16.80 | £19.90 | £24.50 | £27.60 | |
| | | | 01/12/21 | | £17.03 | £20.13 | £24.73 | £27.83 | |

| | | | | | | | | |
|----------------------|-------------------|-----|----------|----------|--------|--------|--------|--------|
| FibreLine LA 424/86 | 424Mbps / 86Mbps | N/A | 01/05/21 | 30/11/21 | £18.17 | £21.27 | £25.87 | £28.97 |
| | | | 01/12/21 | | £18.41 | £21.51 | £26.11 | £29.21 |
| FibreLine LA 440/35 | 440Mbps / 35Mbps | N/A | 01/05/21 | 30/11/21 | £17.74 | £20.84 | £25.44 | £28.54 |
| | | | 01/12/21 | | £17.98 | £21.08 | £25.68 | £28.78 |
| FibreLine LA 440/220 | 440Mbps / 220Mbps | N/A | 01/05/19 | 31/08/21 | £25.00 | £28.10 | £33.19 | £36.29 |
| | | | 01/09/21 | | £25.49 | £28.59 | | |
| FibreLine LA 521/252 | 521Mbps / 252Mbps | N/A | 19/09/22 | | £29.20 | £32.30 | £38.19 | £41.29 |
| FibreLine LA 530/106 | 530Mbps / 106Mbps | N/A | 01/05/21 | 30/11/21 | £19.67 | £22.77 | £27.37 | £30.47 |
| | | | 01/12/21 | | £19.92 | £23.02 | £27.62 | £30.72 |
| FibreLine LA 550/275 | 550Mbps / 275Mbps | N/A | 01/05/19 | 31/08/21 | £30.00 | £33.10 | £38.19 | £41.29 |
| | | | 01/09/21 | | £30.49 | £33.59 | | |
| FibreLine LA 790/381 | 790Mbps / 381Mbps | N/A | 19/09/22 | | £34.20 | £37.30 | £43.19 | £46.29 |
| FibreLine LA 795/159 | 795Mbps / 159Mbps | N/A | 01/05/21 | 30/11/21 | £22.26 | £25.36 | £29.96 | £33.06 |
| | | | 01/12/21 | | £22.54 | £25.64 | £30.24 | £33.34 |
| FibreLine LA 825/413 | 825Mbps / 413Mbps | N/A | 01/05/19 | 31/08/21 | £35.00 | £38.10 | £43.19 | £46.29 |
| | | | 01/09/21 | | £35.49 | £38.59 | | |
| FibreLine LA 950/507 | 950Mbps / 507Mbps | N/A | 19/09/22 | | £57.20 | £60.30 | £66.19 | £69.29 |
| FibreLine LA 954/191 | 954Mbps / 191Mbps | N/A | 01/05/21 | 30/11/21 | £24.21 | £27.31 | £31.91 | £35.01 |
| | | | 01/12/21 | | £24.51 | £27.61 | £32.21 | £35.31 |
| FibreLine LA 990/50 | 990Mbps / 50Mbps | N/A | 01/05/21 | 30/11/21 | £22.96 | £26.06 | £30.66 | £33.76 |
| | | | 01/12/21 | | £23.25 | £26.35 | £30.95 | £34.05 |
| FibreLine LA 990/550 | 990Mbps / 550Mbps | N/A | 01/05/19 | 31/08/21 | £58.00 | £61.10 | £66.19 | £69.29 |
| | | | 01/09/21 | | £58.49 | £61.59 | | |

* The Transition End User services are only available in conjunction with a KCOM Line Rental Service or other line rental services supplied by KCOM. Termination of the associated phone line service can only be accepted if the FibreLine End User Transition product is also being terminated.

Termination Payment

Termination of WFLLA services to End Users are subject to one month's notice.

Virtual Cable Connect

| Access Links | Operative Date | Until | Connection Charges Ex. VAT | Rental Charges Per Annum Ex. VAT |
|----------------------------------|----------------|-------|----------------------------|----------------------------------|
| VDSL Cable Connect 100Mbps | 01/05/22 | | £500.00 | £8.00 |
| Virtual CableConnect 1Gbps VLAN | 01/05/22 | | £546.00 | £8.00 |
| Virtual Cable Connect Cease | 01/05/22 | | £5.82 | - |
| Virtual Cable Connect VLAN moves | 01/05/22 | | £5.82 | - |

Local Access Backhaul Service

| Access Links | Operative Date | Until | Connection Charges Ex. VAT | Rental Charges Per Annum Ex. VAT |
|----------------------------|----------------|-------|----------------------------|----------------------------------|
| FibreLine FTTP LABS 10Gbps | 01/05/22 | | £6,000 | £6,510 |

Wholesale FibreLine Service Features & Service Level Table

| Other Features | |
|------------------------------|--|
| Equipment provided | Optical Network Terminal (one power socket required) |
| IP Addresses | Not included. Provided by ISP's own allocation, from Ripe or from the End User's private IP range |
| KCOM Technical Support Team* | Second line support on 01482 604960 |
| Proposed Start Date | To be confirmed when placing Order for Services. |
| Service Level 2 | Time To Resolve (TTR): End of next Working Day after the CP reports the incident to KCOM, Monday to Friday 8am-5pm |
| Service Level 3 | Time To Resolve (TTR): Same-day repair when the incident is reported before 12pm, 7 days per week |

* For the avoidance of doubt, the CP agrees to provide first line support to the End Users. In the event of an incident for which the CP requires second line support, the CP should notify KCOM by contacting the KCOM Technical Support Team. Access to KCOM Technical Support Team is included as part of the Services, the CP must not provide this number to any End User.

Other Services Required, if Using KCOM Accommodation

Ancillary Services

- Co-location
- Internal Cable Connect
- Exterior Cable Connect OR Ethernet Connect Access Service (ECAS)

Time Related Charges - Call Out, Visit, Missed Appointment and Expedite Charges

Time Related Charges are payable where the CP requests the additional Services as set out in the table immediately below.

| Call Out Charges | Operative Date | Until | Standard Visit Charge (For Each Site Visit) Ex. VAT | Hourly Rate per Hour or part thereof Ex. VAT | Minimum Hours | Minimum Call Out Charge Ex. VAT |
|--|----------------|-------|---|--|---------------|---------------------------------|
| Call Out Charge; No KCOM Fault Found for visits made during TTR hours* | 01/05/19 | | £100.00 | £85.00 | 1 | £185.00 |
| Missed Appointment Fee** | 01/05/19 | | £100.00 | N/A | N/A | N/A |
| Expedite of a WFLA FTTP Installation Order*** Category 1**** & 2**** | 01/05/19 | | £250.00 | N/A | N/A | N/A |
| Category 3**** & 4**** | 01/05/19 | | £450.00 | N/A | N/A | N/A |

* The Call Out Charge excludes any Charges for equipment and materials that KCOM supplies during a 'No KCOM Fault Found Visit.' The CP shall pay for such equipment and materials at cost-price plus 15%.

** The CP will be subject to a Missed Appointment Fee if a KCOM engineer has been dispatched to an End User Site and:

- (a) the appointment is cancelled by the CP and/or the End User after the engineer has been dispatched.
- (b) the person in attendance at the End User Site is under the age of 18.
- (c) there is no one at the End User Site.
- (d) there is no one at the End User Site who knows what work is required or who is otherwise authorised to agree it.
- (e) the CP and/or the End User ask the KCOM engineer to call back at an alternative time.
- (f) the KCOM engineer is refused entry to the End User Site.
- (g) installation of the Services cannot proceed due to any other CP or End User related issue e.g., no available power sockets or there are insufficient power sockets and/or there is insufficient wall space.

*** The Expedite Charge is payable in addition to the WFLLA End User New Provide Connection Charge. The Expedite Charge shall only be payable by the CP if KCOM provides the Services by the revised Proposed Start Date.

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- Category 1 - Services are in a roll-out area where a splitter is allocated and the property is tubed, with no splicing and cabling required. May need OH work (OFAD fitting).
 - Category 2 - Jointing required to liven up fibre at CSP/CTU, install also required.
 - Category 3 - Cable required from PMC to CSP/CTU, jointing to liven up the fibre, install also required
 - Category 4 - Civils required to lay ducting, cable required from PMC to CSP/CTU, jointing to liven up the fibre, install also required.
- PMC - Pole mounted closure. CTU - Customer termination unit. CSP - Customer splice point. OH – Overhead feed. OFAD - Optical Fibre Aerial Drop wire

No Longer Available

| End User Connection Charges | Operative Date | Until | Connection Charges Ex. VAT |
|--|----------------|----------|----------------------------|
| WFLLA Communications Provider to CP Migration - same service / same End User Site | 01/05/19 | 30/04/22 | £2.99 |
| WFLLA Communications Provider to CP Migration - different service / same End User Site | 01/05/19 | 30/04/22 | £8.81 |

Wholesale FibreLine CableConnect

| Access Links | Operative Date | Until | Connection Charges Ex. VAT | Rental Charges Per Annum Ex. VAT |
|---|----------------|-------|----------------------------|----------------------------------|
| FibreLine CableConnect 1Gbps – Connection | 01/05/19 | | £521 | - |
| FibreLine CableConnect 10Gbps – Connection | 01/05/19 | | £1042 | - |
| FibreLine CableConnect Cease | 01/05/19 | | £5.82 | - |
| FibreLine CableConnect VLAN moves | 01/05/19 | | £5.82 | - |
| FibreLine CableConnect Excess Construction Charge | 01/05/19 | | POA | - |

Wholesale FibreLine Local Access End User Rental Charges

| Service | WFLLA FTTP Download Speed / Upload Speed | WFLLA FTTC Download Speed / Upload Speed | Operative Date | Until | Transition* End User Rental Charges Per Month Ex. VAT | | Data Only End User Rental Charges Per Month Ex. VAT | |
|----------------------|--|--|----------------|----------|--|-----------------|--|-----------------|
| | | | | | Service Level 2 | Service Level 3 | Service Level 2 | Service Level 3 |
| FibreLine LA 30/15 | 30Mbps / 15Mbps | Up to: 30Mbps / Up to:15Mbps | 01/05/19 | 30/04/21 | £7.40 | £10.50 | £15.59 | £18.69 |
| FibreLine LA 200/35 | 200Mbps / 35Mbps | N/A | 01/05/19 | 30/04/21 | £15.61 | £18.71 | £23.80 | £26.90 |
| FibreLine LA 400/35 | 400Mbps / 35Mbps | N/A | 01/05/19 | 30/04/21 | £24.00 | £27.10 | £32.19 | £35.29 |
| FibreLine LA 1000/50 | 1Gbps / 50Mbps | N/A | 01/05/19 | 30/04/21 | £35.00 | £38.10 | £43.19 | £46.29 |

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