

## KCOM Leased Line – Point to Point Circuits (P2P)

### 1. Service Description

Point to Point 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.

KCOM Business Care Plus is provided on all Leased Line Point to Point Circuits within the tariff and offers a target 5-clock hour fault repair. Business Care 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 Leased Line contract.

#### Service Speed (Interface / Transmission) Options:

- 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:

- 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.

- 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.
- 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.
- 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

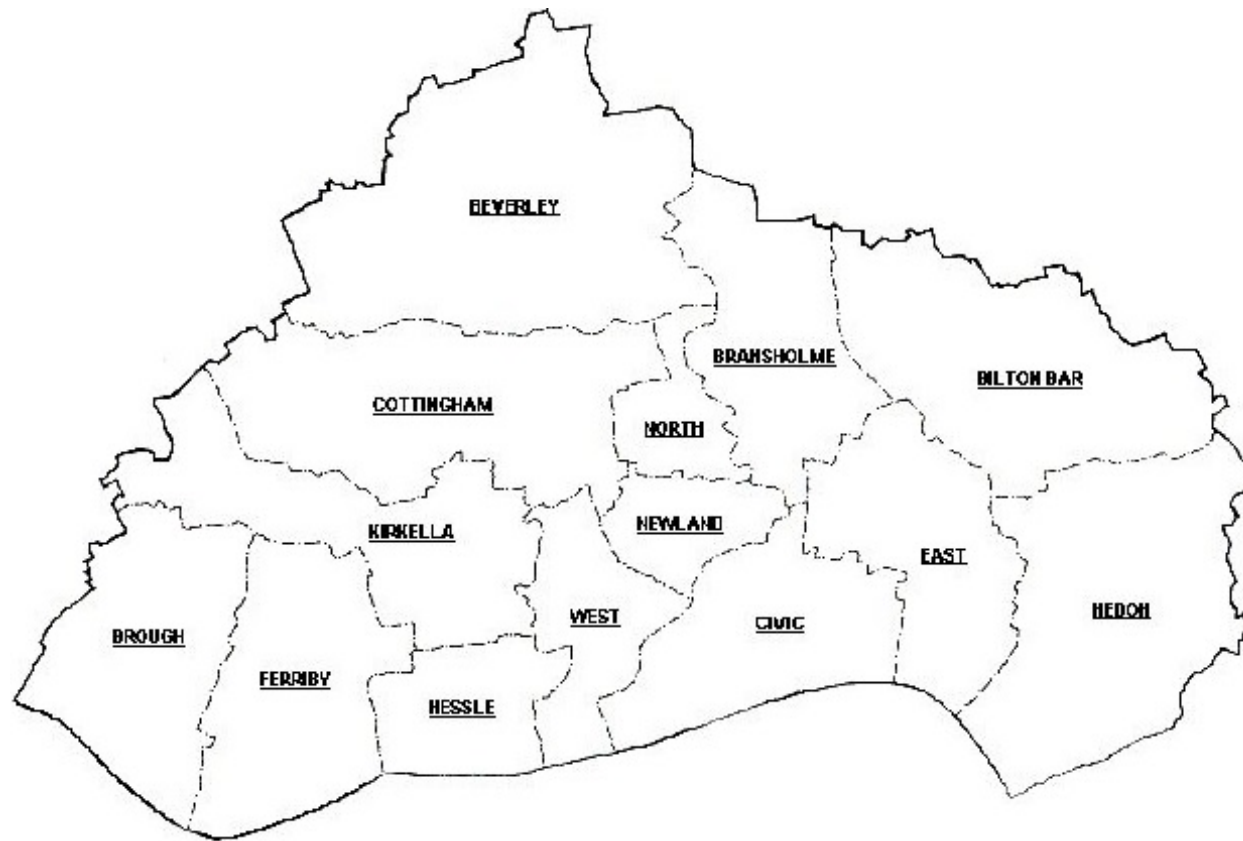
### **4. Connection Charge – Re-Contracted services**

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 Limited.

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.



Point to Point circuits 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.

## 6. Charging Structure - Connection

Service	Details	Operative Date	Connection Charge		
			1 Year	3 Year	5 Year
			Ex. VAT		
10Mb	Both Ends: New Fibre	01/11/19	POA	POA	POA
10Mb	Both Ends: Existing Fibre	01/11/19	POA	POA	POA
10Mb	One New, One Existing	01/11/19	POA	POA	POA
100Mb	Both Ends: New Fibre	01/11/19	POA	POA	POA
100Mb	Both Ends: Existing Fibre	01/11/19	POA	POA	POA
100Mb	One New, One Existing	01/11/19	POA	POA	POA
1Gb	Both Ends: New Fibre	01/11/19	POA	POA	POA
1Gb	Both Ends: Existing Fibre	01/11/19	POA	POA	POA
1Gb	One New, One Existing	01/11/19	POA	POA	POA
10Gb	Both Ends: New Fibre	01/11/19	POA	POA	POA
10Gb	Both Ends: Existing Fibre	01/11/19	POA	POA	POA
10Gb	One New, One Existing	01/11/19	POA	POA	POA

## 7. Charging Structure - Annual Rental

Service	Operative Date	Annual Rental		
		1 Year	3 Year	5 Year
		Ex. VAT		
10Mb	01/11/2019	POA	POA	POA
100Mb	01/11/2019	POA	POA	POA
1Gb	01/11/2019	POA	POA	POA
10Gb	01/11/2019	POA	POA	POA

## 8. 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 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.

## 9. Cancellation Charges

This part outlines the termination costs associated with cancelling orders for Private Circuits/Leased Lines 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 dates that 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/Leased Lines have a standard 12 month minimum term for which rental will be due. The cancellation charge scale applies to circuits normally provided within 40 working days.

<b>Cancellation charges for circuits normally provided within 40 working days</b>	
<b>Working Days Before Contractual Delivery Date (CDD)</b>	<b>% of Connection Charge</b>
2 or less	90
3-21	75
22-29	60
30-35	30
36 or more	0

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

The customer must give cancellation notice in writing

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

## **10. Lead Time**

The standard lead-time for delivery of the Service access is 40 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.

## **11. Contract Term**

The minimum contract term for Point to Point circuits is 12 months, with longer terms of 36 or 60 month term available. Longer terms may be granted on application.

## **12. Notes**

Prices will be available on application for network locations outside the original KCOM licensed area.