

## Changes to Broadband Products: EA Connect Broadband Business Fibre

KCOM Wholesale will be making changes to the monthly rental charge for both Same Day Fix 7 days per week SLA and Same Day Fix 5 days per week SLA.

These changes will take effect from 15 July 2022.

In summary the changes will consist of the following:

- Same Day Fix 7 days per week SLA new monthly rental charge £8 per month Ex VAT
- Same Day Fix 5 days per week SLA new monthly rental charge £6 per month EX VAT

These changes will be reflected in section 3. Other Charges

### Section 3. Other Charges

Additional One off Requirements	Operative Date	Until	Connection Charge	Monthly Rental Charge
			Ex VAT	Ex VAT
Replacement Router			£80.00	N/A
Temporary Suspension / Resumption charge			£3.00	N/A
Cancellation charge – 2 or more working days after order placed			£6.00	N/A
Expedite Category 1* & 2*			£250.00	N/A
Expedite Category 3* & 4*			£450.00	N/A
Expedite Other*			P.O. A	N/A
Same Day Fix 5 Days per Week SLA <sup>1 2</sup>	01/08/21	14/07/22	N/A	£25.50
	15/07/22		N/A	£6.00
Same Day Fix 7 Days per Week SLA <sup>1 3</sup>	01/08/21	14/07/22	N/A	£42.50
	15/07/22		N/A	£8.00

\* Subject to feasibility.

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.

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

<sup>1</sup> Excluding network outages, telephony faults or faults that require ongoing monitoring, working days are Monday to Friday and exclude bank holidays

<sup>2</sup> Same day fix for faults reported before 1200 Monday to Friday

<sup>3</sup> Same day fix for faults reported before 1200 Monday to Sunday