



SERVICE PRODUCTS

This Schedule sets out the terms relating to each Service Product as they become available.

The Communications Provider acknowledges and accepts the following non exhaustive list of technical limitations relating to the Service Products:

- (a) that some technical limitations within the BT Network may not become apparent until after the Service has been installed and working for some time;
- (b) that there are certain BT services that are incompatible with the Service. These incompatible BT services are listed in the product specification;
- (c) that the performance of some End User's Equipment may be affected by the Service.

There may be technical or geographical limitations that inhibit the installation of the Service. The Communications Provider acknowledges that in all cases the provision of the Service may be subject to a survey or engineering visit. Following the survey or engineering visit, BT will advise the Communications Provider of any limitations affecting the Service in individual circumstances and where this is the case, BT will notify the Communications Provider and close the installation order.

BT's normal working hours for Site visits are 0800-1700 Monday to Friday (excluding Public and Bank Holidays). If the Communications Provider requests and BT agrees to work outside of these hours, the Communications Provider must pay the additional charges set out in the Price List.

(1) Delivery of a line to Non-Served Premises

1.1 The delivery of a line to Non-Served Premises (the 'Service') comprises:

- a Survey charged in accordance with the Price List;
- either the provision of a Premium WLR 3 line, an MPF or SMPF under this Contract and charged in accordance with the Price List;
- Excess Construction charged in accordance with the Price List.

Once the Service is connected the line will be subject to the standard terms and conditions under the WLR3 Contract or the LLU ('RANF') Agreement as the case may be.

1.2 Excess Construction exemptions are not available for the provision of a line to a Non Served Premise.

1.3 Ordering and provisioning will take place via the EMP.

1.4 If a Communications Provider cancels the Service, or any part of it before the line is ready to use, the Communications Provider shall pay for work done by BT and/or work which cannot be prevented from being done by BT at the point of cancellation.

(2) Delivery of a Line and Isolation Unit to Hot Sites

2.1 The delivery of a line and isolation unit to a Hot Site (the 'Service') comprises the following:

- either the provision of a Premium WLR 3 line, an MPF or SMPF under this Contract and charged in accordance with the Price List;

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- Connection and rental of a line isolation unit as directed by BT and charged in accordance with the Price List;
- Excess Construction Charges may also apply on application and will be charged in accordance with the Price List.

Once the Service is connected the line will be subject to the standard terms and conditions under the WLR 3 Contract or the LLU ('RANF') Agreement as the case may be.

2.2 The provision of a line isolation unit is mandatory for any line provision to a Hot Site.

2.3 If a Communications Provider cancels the Service, or any part of it before the line is ready to use, the Communications Provider shall pay for work done by BT and/or work which cannot be prevented from being done by BT at the point of cancellation.

2.4 Ordering and provisioning will take place via the EMP.

(3) Provision of Short Duration Lines (where lines are provided to temporary not permanent structures or to permanent sites which only require lines on a periodic basis eg for events and exhibitions)

(Site Offices)

3.1 Provision of a line to a Site Office (the 'Service') comprises:

- a Premium WLR3 line pursuant to this contract and charged in accordance with the Price List;
- Time Related Charges where there is a requirement for additional wiring beyond the NTP as charged in accordance with the Price List;
- Excess Construction Charges may also apply on application and will be charged in accordance with the Price List;
- A Supplementary Short Duration Line Charge charged in accordance with the Price List.

Once the Service is connected the line will be subject to the standard terms and conditions under the WLR3 Contract.

3.2 If a Communications Provider cancels the Service, or any part of it before the line is ready to use, the Communications Provider shall pay for work done by BT and/or work which cannot be prevented from being done by BT at the point of cancellation.

3.3 Excess Construction Exemptions are not available for line provision to Site Offices.

3.4 Ordering and provisioning will take place via the EMP.

(4) (Ships in Dock)

4.1 Provision of a line to a ship in dock moored temporarily (the 'Service') comprises:

- A Premium WLR3 line pursuant to this contract and charged in accordance with the Price List;
- Supplementary Short Duration Line Charge charged in accordance with the Price List;
- Time Related Charges charged in accordance with the Price List;
- Excess Construction charged in accordance with the Price List.

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Once the Service is connected the line will be subject to the standard terms and conditions under the WLR3Contract.

- 4.2 Ordering and provisioning of a Ship in Dock is processed via the EMP.
- 4.3 If a Communications Provider cancels the Service, or any part of it before the line is ready to use, the Communications Provider shall pay for work done by BT and/or work which cannot be prevented from being done by BT at the point of cancellation.
- 4.4 BT will provide a line to Ship In Dock to the Network Termination Point. Any wiring required beyond the Network Termination Point will be an additional charge.
- 4.5 A Communications Provider may request that BT waits for a ship that has been delayed or that BT waits in a location other than the one specified in the status notification. If BT agrees to do so BT reserves the right to charge Time Related Charges for any time spent.
- 4.6 Excess Construction exemptions are not available for line provision to Ships in Dock.

(5) (Events)

5.1 Provision of a line to an Event (the 'Service') comprises:

- A Premium WLR3 or WLR 2 ISDN 2 line pursuant to this contract and charged in accordance with the Price List;
- A Supplementary Short Duration Charge charged in accordance with the Price List;
- Time Related Charges as applicable and charged in accordance with the Price List;
- Excess Construction charged in accordance with the Price List.

Once the Service is connected the line will be subject to the standard terms and conditions under the WLR 3 or WLR 2 Contract as applicable.

- 5.2 A Communications Provider shall submit a request for the Service by sending an email to Openreach.Events.Team@bt.com Upon receipt of the request BT shall conduct a survey. Once the survey is complete BT will provide to the Communications Provider an estimate to provide the Service. The Service is subject to the Communication Provider's acceptance of the estimate. BT aims to provide an Event estimate to the Communications Provider within five Operational Days of the survey, provided that if Excess Construction is required BT will aim to provide the estimate to Communications Providers within a further ten Operational Days.
- 5.3 If a Communications Provider cancels the Service, or any part of it before the line is ready to use, the Communications Provider shall be liable for work done by BT and/or work which cannot be ceased by BT at the point of cancellation.
- 5.4 BT will provide the Service to the Network Termination Point. Any wiring required beyond the Network Termination Point will be an additional charge in accordance with the Price List.
- 5.5 Excess Construction exemptions are not available for line provision to Events.

(6) STAND ALONE SURVEYS

- 6.1 BT will provide Stand Alone Surveys to Communications Providers on request who are purchasing Eligible SAS Products. Stand Alone Surveys can be ordered independently without any subsequent obligation to purchase an Eligible SAS Product.

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- 6.2 There are two different types of Stand Alone Surveys with varying features namely Desk Top and Full Surveys as more fully described below.
- 6.3 On delivery of the Eligible SAS Product the relevant product agreement will apply.
- 6.4 Where a Communications Provider is ordering a Stand Alone Survey on an Eligible SAS Product with more than one diverse route the Communications Provider will need to order one Stand Alone Survey per route.

(7). DESK TOP

7.1 A Desk Top Survey will provide the following:

- (a) An indicative estimate of applicable Excess Construction and Time Related charges;
- (b) the reservation of line plant for the exclusive use of the Communications Provider for 30 calendar days from the BT response;

7.2 BT aims to give the Communication Provider the response to the request no later than five (5) Field Working Days.

7.3 If the Communications Provider wishes to cancel its request for a Desk Top Survey without incurring a charge it must contact BT by 5pm on the Field Working Day after the request was submitted otherwise the Communications Provider will be charged the full amount as published in the Price List from time to time.

(8). FULL SURVEYS

8.1 A Full Survey will provide the following for a:

- (a) a fixed quote valid for 90 calendar days from the BT response setting out the total Excess Construction and Time Related Charges.
- (b) delivery timescales for the relevant Eligible SAS products valid for 90 calendar days.
- (c) the reservation of line plant for the exclusive use of the Communications Provider for 30 calendar days from the date that the Stand Alone Survey is delivered.
- (d) where a wayleave has been identified and progressed an estimated quote and an estimated delivery timescale valid for 270 calendar days will apply from the date of the BT response in writing setting out the total Excess Construction and Time Related Charges.
- (e) where a wayleave has been identified and progressed the reservation of line plant for the exclusive use of the Communications Provider will apply for 270 calendar days from the date that the Stand Alone Survey Handover KCI is communicated in writing.

Paragraphs (d) and (e) above will only be available to order for ethernet products detailed in the connectivity services contract.

8.2 In relation to Optical Spectrum Access and Optical Spectrum Extended Access BT will only provide an indicative quote for the Excess Construction and Time Related Charges, and reservation of the access network.

8.3 BT aims to give the Communications Provider the response to the request no later than ten (10) Field Working Days.

8.4 If the Communications Provider wishes to cancel its request for a Full Survey without incurring a cancellation fee it must contact BT by 5pm the Field Working Day after the request was submitted otherwise the Communications Provider will be charged the full amount as per the Price List.

8.5 If, following the provision of a Full Survey, the Communications Provider purchases and receives the Eligible SAS Products which are the subject of the Full Survey by referencing the Stand Alone Survey order number the Communications Provider will be entitled to a rebate of the total cost of the Full Survey.