

ANNEX 5 - GENERAL BUSINESS MANAGED SERVICES - SPECIFIC TERMS AND CONDITIONS

1. SERVICE OVERVIEW

- 1.1. The annex applies to Managed Business Broadband Services by Wildcard and applies where this annex is specified in the Order.
- 1.2. The General Terms and Conditions shall also apply which are incorporated by this reference. This annex shall be referred to as the "Related Annex". The latest version of the General Terms and Conditions and this annex can always be found at <https://www.wildcard.net.uk/terms-and-conditions/>

2. SERVICE DELIVERY AND CONFIGURATION

- 2.1. The Service provides broadband Internet access to the the installation address or addresses for the Service as specified in the Order and only applies to managed services, where Wildcard provide proactive management of the Service and equipment installed as part of the Service, and where the service is specified as a managed service within the Order.
- 2.2. The Service will be delivered between our network and the installation address or addresses for Broadband services and between installation addresses for Point to Point services as defined in the Order.
- 2.3. Due to the nature of the technology the maximum speed deliverable on a landline broadband service will be subject to but not limited to, line quality, distance from nearest exchange or access node, and network utilisation, Wildcard will provide an estimated maximum speed based on the installation addresses and network availability, however speeds may vary from time to time.
- 2.4. Upon acceptance of the Order Wildcard will endeavour to provide a Target Date as soon as possible.
- 2.5. Following acceptance of the Order, a site-survey will usually be performed to establish the best method of delivery for the Service. In the event that extra works are required above those expected for a typical installation, Wildcard reserve the right to issue a Variation to the Order to cover these costs. The Customer may then accept these costs or cancel the Order with no obligation.
- 2.6. The Customer will allow access to the installation address or addresses to Wildcard representatives (including subcontractors) to allow for installation, survey and occasional maintenance associated with the Service. Wildcard will provide reasonable notice if possible. The equipment installed will require mains power. The Customer must ensure access is available to a standard 230V power supply (power usage of the equipment is minimal).
- 2.7. Where works are required to the land and/or premise at the installation address, Wildcard may require Wayleave consent to allow the installation of plant/duct/cabling. Such Wayleave consent to be provided by the Customer upon acceptance of this Agreement.

3. SERVICE LEVEL AGREEMENT

- 3.1. This section sets out the service levels associated with the Service to be provided by Wildcard to the Customer and the compensation for failure to meet these service levels ("the SLA").
- 3.2. The maximum monthly credit available under this SLA is limited to an amount equal to the equivalent monthly charge for the Service.
- 3.3. Credits or other compensation under this SLA shall only be payable where (a) the Customer has submitted to Wildcard, a claim in writing identifying the events relating to the SLA to support@wildcard.net.uk, where the Customer believes compensation is due, and (b) where Wildcard has agreed in writing, responding without undue delay, to that claim.

TARGET REPAIR TIME

- 1.1. The Target Repair Time is specified in the Order or shall be 24 hours if not defined in the Order. Where the Service experiences a critical fault which has not been resolved with the Target Repair Time after being reported by the Customer to Wildcard, compensation will be provided as credits to the Customer's account. Delays due to inability to access the installation address or installation addresses or caused by the Customer shall not be included in the Hours over Target Repair Time. The amount of compensation provided is derived from the following table:

Hours over Target Repair Time	Service Level Credit (percentage of monthly charge for the Service)
Up to 2 Hours	6%
Up to 4 Hours	12%
Up to 6 Hours	24%
More than 6 Hours	30%

4. SERVICE SPECIFIC DEFINITIONS

Minimum Contract Notice	One Calendar Month	This is the period of notice required to cancel the contract providing the Service.
Minimum Contract Term	As specified in the Order	The minimum contract term will be specified in the Order if one applies.