

# ANNEX 4C - LIVEWAVE RESIDENTIAL BROADBAND - SPECIFIC TERMS AND CONDITIONS

## 1. SERVICE OVERVIEW

- 1.1. The annex applies to LiveWave Residential Broadband provided by Wildcard. The solution utilises advanced wireless technology operating on a secure licensed frequency range to deliver reliable high-speed, next-generation Internet access to areas that would not have previously had access to such a service. The Service is intended for residential use only. Use of the Service in a business property or sharing between multiple properties by the Customer is strictly prohibited under the Agreement.
- 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. Wildcard will install appropriate Wireless Customer Premise Equipment (the CPE) at the location specified by the Customer when placing the Order or as detailed in the Order (the Customer's Property). The CPE shall remain the property of Wildcard and shall not be modified by the Customer.
- 2.2. The Order will specify a maximum deliverable service speed. Due to the nature of the technology it may not always be possible to provide this speed. Wildcard will endeavour to confirm the available speed during a site-survey. Where a more appropriate Service is available from Wildcard, the Customer may at this point change to this Service without penalty.
- 2.3. Upon acceptance of the Order Wildcard will endeavour to provide a Target Date as soon as possible. A target of 10 working days applies between acceptance of the Order and the Target Date.
- 2.4. 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.
- 2.5. The Customer will allow access to the Installation Address 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 CPE equipment will require mains power. The Customer must ensure access is available to a standard 230V power supply (power usage of the equipment is minimal).
- 2.6. On occasions Wildcard may require the installation of additional wireless equipment on the Customer's Property to ensure stability and optimum Service to the Customer and other Customer's in the nearby area. Such consent not to be unreasonably withheld by the Customer.
- 2.7. Where works are required to the land and/or premise on the Customer's Property, 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 SPECIFIC DEFINITIONS

<b>Minimum Contract Notice</b>	One Calendar Month	This is the period of notice required to cancel the contract providing the Service.
<b>Minimum Contract Term</b>	No Minimum Contract Term	The Service does not have a Minimum Contract Term and can be cancelled at any time subject to the Terms and Conditions.