

ANNEX 7 - MULTI-TENANT BUSINESS BROADBAND SERVICES - SPECIFIC TERMS AND CONDITIONS

1. SERVICE OVERVIEW

- 1.1. The annex applies to Multi-Tenant Services provided by Wildcard. Multi-Tenant services provide cost effective, high-speed Internet access to tenants within connected office blocks and premises. The Service is intended for business use only for one business. Resale of the Service by the Customer, or use of the Service by multiple separate businesses is strictly prohibited.
- 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 installation address when placing the Order.
- 2.2. The Order will specify a maximum deliverable service speed, this is the expected maximum speed of the Service.
- 2.3. As a multi-tenant service the equipment within your building is proactively monitored by Wildcard on a 24/7 basis. All planned interruptions to the Service ("Planned Outage") will be announced where practical on our website and/or by email.
- 2.4. 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.
- 2.5. 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 Contract with no obligation.
- 2.6. 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 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 on the Customer's property, Wildcard may require Wayleave consent to allow the installation of plant/duct/cabling. Such Wayleave consent not to be unreasonably withheld by the Customer.

3. 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	12 Month	The Service has a 12 month minimum contract duration. Charges may apply if the contract is cancelled within this period.