

# ANNEX 2B - FIBRECONNECT RESIDENTIAL BROADBAND - SPECIFIC TERMS AND CONDITIONS

## 1. OVERVIEW

- 1.1. The annex applies to FibreConnect Business Broadband services provided by Wildcard. FibreConnect Business Broadband is a service provided by Wildcard and utilises advanced fibre-optic technology to deliver reliable high-speed next-generation Internet access. The service is provided over fibre-optic to the customer's premise or to a local street side cabinet, with a copper telephone line from the cabinet to the customer's premise.
- 1.2. The Service is intended for residential use only for one household per service. Sharing of the Service by multiple separate premises is strictly prohibited.
- 1.3. 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 is only available in specific areas and depends upon the existence of Wildcard network infrastructure. Wildcard will perform a feasibility check as part of the Order. The Service will be provided to a specific installation location ("the Customer Property"), this location will be specified in the Order.
- 2.2. Wildcard or our approved subcontractors may install appropriate Customer Premise Equipment ("the CPE") on the Customer Property. The CPE will remain the property of Wildcard or our subcontractors and shall not be modified or removed by the Customer.
- 2.3. The Order will specify a maximum deliverable service speed, or a maximum deliverable service speed will be provided upon acceptance of the Order by Wildcard. This speed can also vary based on technical constraints which may not be known until the Service's Commencement Date such as, but not limited to line quality, or infrastructure distance. In the event that this speed is significantly less (less than 75%) than the maximum expected deliverable service speed, the Customer may decide to select a lower service package or apply for a speed based discount which may be provided by Wildcard within the Minimum Contract Term.
- 2.4. Following acceptance of the Order, Wildcard will endeavour to provide an expected date for the service to go-live ("Target Date") as soon as possible. The Target Date will depend on the technology used, the typical lead time from acceptance of the Order to the Target Date may be specified in the Order.
- 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, clause 8.4 of the General Terms and Conditions shall not apply to such a cancellation.
- 2.6. The Customer will allow access to the Customer Property 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 on the Customer's Property (power usage of the equipment is minimal).

## 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>	1 Year or specified in the Order	Unless otherwise specified in the order paperwork the service will have a minimum term of 1 year