



TERMS

Service specific terms

Line provision

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Line provision

1 Provision of tail circuits

- 1.1 Unless otherwise expressly specified to be provided by us as part of the Services, the Customer shall procure and maintain all Tail Circuits required for the delivery of connectivity or other Services and/or over or in connection with which any Tails or other Services are to be provided, with the characteristics required by us.
- 1.2 The Services are dependent on such Tail Circuits, and may be delayed, suspended or disrupted (but the Customer will still be obliged to pay the Charges) if any such Tail Circuit to be procured by the Customer is not provided or it is not available for any reason.

2 Surveys, visits and extra engineering works

- 2.1 We or any Third Party Service Provider may survey the Sites and/or carry out engineering visits to the Sites, for the purposes of preparing for and carrying out installation and set-up of any On-Going Service (including Tail Circuit) or CPE, or any variation to them, and the Customer shall enable this to happen.
- 2.2 Following any visit or survey, we or a Third Party Service Provider may specify requirements for building, engineering or works needed to be carried out at the Site to enable any On-Going Service or CPE to be set-up, installed, commissioned or supplied (including as to the routing of cables and wires and the positioning/relocation of outlets, sockets, and other apparatus constituting the CPE) ("Extra Engineering Works") and the Customer agrees to accept and enable such further Extra Engineering Works to be carried out by us and the Third Party Service Provider.
- 2.3 We shall alternatively be entitled to require that the Customer procure some or all of the Extra Engineering Works. We shall be entitled to a reasonable extension of time for performance of this Contract to allow such Extra Engineering Works to be carried out.
- 2.4 We shall be entitled to unilaterally make an Additional Charge or vary any previously stated Charges for such Extra Engineering Works or any Services dependent on them, including to recover all costs and charges of or variations any costs and charges of any Third Party Service Provider in respect of such Extra Engineering Works and Services.
- 2.5 Any Charges quoted by us for Extra Engineering Works, including any Charges which include a Third Party Service Providers charges for a Tail Circuit, are estimates only and subject to survey, unless otherwise expressly stated in writing in the Order Form.
- 2.6 The Customer shall on request make an appointment with and comply with any appointment made with us or any Third Party Service Provider for the purposes of such survey, visit or Extra Engineering Works. All such surveys, visits and Extra Engineering Works will be carried out during Business Hours, or the standard working hours of any Third Party Service Provider provided from time to time.





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