

|   |   |                         |
|---|---|-------------------------|
| <b>RESELLER CONNECT FIBRE LANDLORD SERVICES ORDER FORM</b>  |   | <b>ORDER NO:</b>        |
| Please check details shown are correct where necessary.<br>Authorise and return to KCOM.<br>Existing KCOM Group Limited Terms and Conditions apply. |   | <b>CONTRACT NO/CID:</b> |
| <b>RESELLER NAME:</b>   |   |                         |
| <b>CUSTOMER NAME</b>  | <b>SITE INSTALLATION ADDRESS</b>  |                         |
| <b>ADDITIONAL SITE INFORMATION:</b>   | Building:<br>Room:<br>Floor:<br>Note: Customers will require two power sockets for the Optical Network Terminal (ONT) and a router where the Customer requires FTTP Connect Broadband Fibre Services. |                         |
| <b>SITE CONTACT NAME:</b>   |   |                         |
| <b>SITE CONTACT TELEPHONE NUMBER:</b>   |   |                         |

|  |                 |                                      |  |
|--|-----------------|--------------------------------------|--|
| <b>SERVICES REQUIRED:</b>  |                 |                                      |  |
| <b>Description<sup>1</sup></b>   | <b>Quantity</b> | <b>Connection Charge</b>             | <b>Monthly Rental Charge (per service)</b> |
|  |                 |                                      |  |
| <b>Equipment:</b>  |                 |                                      |  |
| <b>Upgrade/New Service/Migration:</b>  |                 |                                      |  |
| <b>Telephone Number for Service: (if applicable)</b>   |                 | <b>OR</b>                            | <b>New Line Required<sup>2</sup>:</b>      |
| <b>Log-in Name:</b>  |                 |                                      |  |
| <b>Description<sup>1</sup></b>   | <b>Quantity</b> | <b>Connection Charge</b>             | <b>Monthly Rental Charge (per service)</b> |
|  |                 |                                      |  |
| <b>Equipment:</b>  |                 |                                      |  |
| <b>Upgrade/New Service/Migration:</b>  |                 |                                      |  |
| <b>Telephone Number for Service: (if applicable)</b>   |                 | <b>OR</b>                            | <b>New Line Required<sup>2</sup>:</b>      |
| <b>Log-in Name:</b>  |                 |                                      |  |
| <b>TOTAL CONNECTION CHARGES:</b>   |                 | <b>TOTAL MONTHLY RENTAL CHARGES:</b> |  |
| <sup>1</sup> Download limits do not apply to services that are Unlimited (UL). References to "UL" are to the unlimited download and upload allowances with this service. No other aspect of the service is unlimited. If the Service is not Unlimited, download limits and additional usage Charges will apply as specified in the Service Standards and the Price Manual.<br><sup>2</sup> A new or existing KCOM telephone line is required at the Site address for each Connect Broadband Fibre Service. If you select 'New Line Required', You will not be required to order such telephone line under Our Connect Voice Reseller Agreement as the rental for this Service incorporates the voice rental. |                 |                                      |  |

| THROUGHPUT SPEED:                          |   |   |
|--|---|---|
|  | Average Peak Time Download Speed*                   | Average Peak Time Upload Speed*                     |
| Connect Fibre Landlord Basic               | 75Mbps  | 20Mbps  |
| Connect Fibre Landlord Super               | 200Mbps   | 35Mbps  |
| Connect Fibre Landlord Ultra               | 900Mbps   | 35Mbps  |
| Connect Fibre Landlord Giga                | 900Mbps   | 50Mbps  |
| Connect Fibre Landlord 50                  | 50Mbps  | 15Mbps  |
| Connect Fibre Landlord 100                 | 100Mbps   | 30Mbps  |
| Connect Fibre Landlord 300                 | 300Mbps   | 75Mbps  |
| Connect Fibre Landlord 500                 | 500Mbps   | 100Mbps   |
| Connect Fibre Landlord 900                 | 900Mbps   | 180Mbps   |
| <b>Connect Fibre Landlord Basic - VDSL</b> | Dependent on the postcode area of the Customer Site | Dependent on the postcode area of the Customer Site |

\* Peak Time is between the hours of noon and 2pm. The Average Peak Time Download/Upload Speed is the download/upload speed that 50% of Our retail business customers can expect to achieve during Peak Time. If Your Customer is always getting speeds that are lower than the Average Peak Time Download/Upload Speed We have quoted for the applicable Connect Broadband Fibre Service, please contact the Client Support Centre. We will try to resolve any problems affecting the Customer's Service and improve the speeds the Customer is receiving. You must take all reasonable steps to ensure that the Customer follows any reasonable advice We give to improve Average Peak Time Download/Upload Speed the Customer is receiving.

If We are not able to improve a Customer's speed so that it achieves the Average Peak Time Download/Upload Speed We have quoted for the applicable Connect Broadband Fibre Service, You can cancel that Customer's order for the Connect Broadband Services. You will not have to pay any Charges for early termination in respect of that Customer's order for Connect Broadband Fibre Services. However, You will have to pay Our Charges for the Connect Broadband Fibre Services We have supplied to that Customer up to the date that You terminate the order.

| DOMAIN AND IP INFORMATION:  |                      |         |
|---|----------------------|---------|
| Please list below the domain name(s) that Your Customer wishes to use                                       |                      |         |
| Domain Name   | Register or Transfer | Charges |
|   |                      |         |
|   |                      |         |
|   |                      |         |
| <b>Are there any existing IPs which require to be transferred:</b>  |                      |         |
| <b>If yes, please provide details:</b>  |                      |         |
| <b>Are any additional IPs required?</b>   |                      |         |
| Where three or more static IP addresses have been selected, a RIPE Approval Form will need to be submitted. |                      |         |
| <b>Any Additional Information Required</b>  |                      |         |

All charges are exclusive of VAT

| AUTHORISED BY THE RESELLER<br>(To be completed by You)  |  | AGREEMENT BY<br>KCOM GROUP LIMITED |  |
|---|--|------------------------------------|--|
| <b>Signed</b>   |  | <b>Signed</b>                      |  |
| <b>Name</b>   |  | <b>Name</b>                        |  |
| <b>Position</b>   |  | <b>Position</b>                    |  |
| <b>Date</b>   |  | <b>Date</b>                        |  |
| <p>This order is subject to the Terms and Conditions set out in the Reseller Agreement for Connect Broadband Fibre Services. KCOM Group Limited are committed to provide the highest standards of customer care. If you have any comments about Our services please do not hesitate to call the KCOM Group Limited Wholesale Partners Team free on <b>0800 915 5338</b></p> <p>KCOM Group Limited. Registered office: 37 Carr Lane Hull HU1 3RE – Registered in England and Wales No. 2150618</p> |  |                                    |  |