



Connexin Business Fibre with SmartBiz
Supplementary Terms and Conditions

Document Reference: CXNWB 004
Version Number: 2

Date Created: January 2024

1. Introduction

Where the Customer purchases Connexin business fibre services (“**Service**” or “**Services**”) from the Company (as set out on the Order Form), the following supplemental terms and conditions (“**Supplemental Terms**”) will apply in addition to (and not in replacement of) the Connexin Communications Services Terms and Conditions (“**General Terms**”). The defined terms in the General Terms will apply to these Supplemental Terms, unless otherwise stated in these Supplemental Terms.

2. Business Use

The Customer shall, and shall ensure that its End Users shall, only use the Services (or any Third-Party Services) for business purposes. The Services are not available for domestic or residential use.

3. Services

Connexin business fibre:

- Full fibre (FTTP) business broadband within the Connexin fibre coverage areas.

SmartBiz:

- Add-on service for Connexin business fibre services. SmartBiz is an app-based add-on that enables self-service WiFi management with automatic mobile network failover. When using Smartbiz the Customer shall, and procure that its End Users shall, fully comply with all Third-Party Terms in connection with the Customer’s use of SmartBiz.

4. Service Speeds

The throughput speeds for the Services are as set out below:

Packages	Service Speeds	Minimum Service Speeds Guarantee
Business Fibre Essential	Download: 200Mbps Upload: 200Mbps	Download: 65Mbps Upload: 65Mbps
Business Fibre Classic	Download: 500Mbps Upload: 500Mbps	Download: 165Mbps Upload: 165Mbps
Business Fibre Elevate	Download: 1000Mbps Upload: 1000Mbps	Download: 330Mbps Upload: 330Mbps

Please note the Company’s minimum download and upload speeds only apply in relation to speeds via an Ethernet cable. The Customer is required to keep its router plugged in and switched on for the Company to get speed information from it. The minimum service speeds guarantee does not apply to any outage periods or speed tests carried out using Wi-Fi enabled devices.

5. Router and Optical Network Terminal (ONT)

The Customer acknowledges that where the Company supply equipment in accordance with this paragraph such as router and ONT shall be considered Equipment.

If the Services are cancelled and/or terminated the Customer must allow the Company access to the Customer's Site to collect the Equipment, if required. The Customer must not remove the Equipment from the Customer Site at any time notwithstanding whether the Agreement has been cancelled or terminated or not.

The Customer will be entitled to a replacement router if the Customer experiences any problems with the router, if such problems can be directly attributed to any defects with the materials or manufacture of the router.

If the Customer is required to purchase a router to use with the Service from the Company or is required to purchase a replacement router after the initial 12 months service, the router shall be considered Purchased Equipment once the Customer has paid for the router or replacement router in full. Subject to the General Terms, the Customer shall be entitled to a replacement router if the Customer experiences any problems with the router, during the initial 12 month period following on from the date on which the Company supplies the router to the Customer, if such problems can be attributed to any defects with the materials or manufacture of the router.

The Customer will be responsible for the cost of repair or replacement of the ONT and/or any router supplied by us pursuant to the Agreement if either the ONT and/or the router is lost or damaged in connection with any accidental damage or where the Customer fails to take proper care of the same. However, the Company will be responsible for any problems the Customer experiences with the use of the ONT and/or the router where such problems are directly attributed to any defects with the materials or manufacture of the same. The Company will repair or replace any defective ONT and/or router provided as part of any maintained service (if applicable) free of charge with a similar specification to the Equipment being replaced.

6. IP Address

Unless otherwise agreed, the Company will supply IP addresses, which will be either static or dynamic, as determined by each Order Form. For the avoidance of doubt, the Customer shall not obtain ownership of any IP addresses unless such IP addresses is provided by the Customer.

7. Installation

Fibre installation is split into 2 types of installation, standard and non-standard. Standard installations are quick and straight forward, usually takes around 1 – 2 hours. Non-standard installations require extra work, materials and engineering time to complete the work. All installations, standard or non-standard, require a survey of the Customer Site to determine whether it is a standard or non-standard installation. If it is non-standard, what additional materials and time are needed and the full scope of work, alongside additional costs (excess construction charges) to be provided to the Customer for its approval as soon as reasonably practicable but no later than 30 days.

Standard installation:

Arrival - All Company engineers will arrive on time with their ID

Cabling - An overhead fibre cable will be installed at the Customer Site

Installing - Internal installation will be carried out, e.g. fibre router

Going Live

Step 1 - Arriving on Customer Site

- The installation engineer will attend the Customer Site at the allocated time. Appropriate protective gear will be worn along with the Company's ID badge.
- An on-site risk assessment will be carried out. (Please note that any risks that cannot be mitigated may halt the installation.)
- The engineer will talk the Customer through the work and agree the router position. (Please note that if the router needs to be more than 15 metres away from the point at which the cable enters the Customer Site, the Company, at its discretion, may offer a longer cable or extension leads to support this. There will be an additional charge for this – the Company's installation engineer will discuss and agree this with the Customer on the day.)
- If the Customer requires additional data points to be installed at the Customer Site the Company shall use reasonable endeavours to organise a second visit to carry the work.

Step 2 - External cabling

- Using a mobile elevated working platform (MEWP), the engineer will span the fibre cable from the nearest telegraph pole, if it is an underground installation, the fibre cable will be installed through existing/new ducting to the Customer Site.
- The engineer will then attach a lead-in unit to the outside of the Customer Site. This allows the Company to get the fibre cable into the Customer Site.
- Next, the engineer will drill a 10mm hole in the Customer Site's wall (from the inside out). Then, the engineer will install a small external fixing to the outside of the Customer Site.
- The Company will then feed the external fibre cable through the 10mm hole, using appropriate fixing method.

Step 3 - Internal installation

- The Company will then go back into the Customer Site and terminate the fibre to a fibre socket.
- Next, the Company will install the Optical Network Termination (ONT).
- The Company router will then be installed, to a location agreed with the Customer.
- The Company shall connect up each of the above device and run some tests to make sure that everything is working as expected, and that the Customer is getting the hyper fast download speeds.
- The Company shall clean up its mess – removing any brick dust and packaging from the inside and outside of the Customer Site.

Step 4 – Going live

- The engineer will then help the Customer to download the Connexin SmartBiz App, and give you a quick demo of the features available.
- The Company will require the Customer to sign its completion document in the form provided by the Company (constituting an “**Acceptance**”) within the time period set out at clause 4.3 of the General Terms.

8. Service Levels

Service levels for Connexin Business Fibre are based on 4 different priority levels:

Priority Level	Description
1	A major incident causing an extremely serious impact to the Customer as a result of the Service(s) affected and/or the number of people affected by the incident. E.g. A complete loss of service which causes a business to be halted completely and interim restoration is either not possible or acceptable.
2	An incident causing significant impact to the Customer as a result of the Service(s) affected and/or the number of people affected by the incident. E.g. significant loss of service but the impacted business is not halted due to back-up solution or work-around solution.
3	An incident that affects the Customer’s service but has a small impact e.g. a single user or component within a business is affected but the trouble can be circumvented. Or infrequent connection dropouts and slow download speeds during peak hours.
4	Incidents that have a negligible impact to the Customer. This might include change requests such as change of contact number or email address, or enquiries on new features for information purposes only.

Priority level	Target response time	Target inflight update	Target resolution time
1	2 working hours	2 working hours	1 working day
2	5 working hours	4 working hours	3 working days
3	2 working days	Once a day	5 working days
4	5 working days	Once a day	10 working days

All resolution timescales are based on delivery of either a full resolution or work- arounds. For faults that the Company needs to hand off to external suppliers, the following Service Levels may not apply and the target resolution timeline will be considered the Company’s estimated target resolution. The Company is only responsible for Services installed and managed by the Company. Failure to meet the guidelines will not result in any financial compensation to the Customer or any Third-Parties.