

Leased Line & EFM Product Schedule



1.0 Definitions

The following words have the meanings defined below:

Word	Meaning
Agreement	Means the service contract which comprises the customer order form and these terms and conditions in conjunction with the general terms and conditions.
Agreement date	Means the date on which the 'customer order form' and documentation was raised.
Activation date	Means the date by which the services become live and are first made available for use by the customer or the end user of the services as specified in the service contract.
Committed Delivery Date (CDD)	Means the date by which we anticipate the activation date of the services to begin. This is also the date by which RedDoor is measured against service credits for failing to deliver on or before the CDD.
Customer Premises Equipment (CPE)	CPE such as modems, routers and microfilters necessary to use any access connection, supplied by RedDoor or their third parties where their provision is for the express use of provisioning the customer services, or end user services as described in the customer order.
Customer Requirement Form (CRF)	Is a document detailing contact details, building details and position of equipment etc, which needs to be completed prior to RedDoor placing the circuit order with their base carrier suppliers. This ensures that we have the correct information from the outset of the agreement.
Customer equipment	Means apparatus belonging to the customer not forming part of the RedDoor equipment but which may be connected to the RedDoor equipment.
Data centre	Is a dedicated building providing space, power and secure facilities for storing data equipment and services. Often called a carrier hotel (where a telecommunications 'carrier' will rent space or 'rooms' within a data centre). RedDoor house their local points of presence (PoPs) via third parties in certain data centres around the UK.
Ethernet First Mile (EFM)	Is a term of reference given to the delivery of an Ethernet circuit, where the tail circuit is copper rather than the traditional fibre. New technology makes this possible and more affordable in locations where fibre delivery is either impossible or prohibitively expensive.

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Ethernet circuit	Is similar to a leased line, but is generally a fibre based product to the point of entry into a building (except where the 'tail circuit' is provided as copper on an EFM technology). However, Ethernet circuits differ in that they are always presented as either an RJ45 connection (copper twisted pair Cat5e patch cable) or as a fibre patch cable presentation (termination type to be specified). Ethernet circuits operate at the International standard IEEE 802.3. Ethernet circuits are available usually at incremental speeds of 1Mb or 2Mb, where the minimum circuit speed is 1Mb, and the maximum will be multi gigabit circuits.
Excess Construction Charges/Fee (ECCs)	When RedDoor or their third party decree that the installation costs originally quoted (or which were included over the term if these costs are amortised) are not enough to cover the actual cost of the installation works. Such costs are known as Excess Construction Charges (ECCs) or fees, and these fees (where applicable) will be notified to the customer post site survey. Failure to accept or reject ECCs within 5 days will result in a cancelled order. The full process is detailed in section 3.7.
RedDoor	Means RedDoor IT Ltd. and any third party providers that are contracted by RedDoor to implement the relevant services.
RedDoor equipment	Means any apparatus or equipment provided by RedDoor or any third party to the customer to enable provision of the service under this agreement.
Handover	Refers to the process whereby the circuit is handed over from RedDoor to the customer. Once this process is completed the circuit is deemed live.
Initial term	Means the term of the agreement as specified in the customer order form e.g. 12 months. The minimum initial term is always 12 months unless otherwise stated in the customer order form, or the Master Services Agreement.
Leased line	A leased line is a symmetric telecommunications line connecting two locations. It is sometimes known as a 'private circuit' or 'data line'. Unlike a traditional PSTN line it does not have a telephone number, each side of the line being permanently connected to the other. Leased lines can be used for telephone, data or Internet services. In this instance, we refer to leased lines as either a point to point (P2P) connection between two customer locations, or between a customer location and a data centre, or between a customer location and a provider's PoP. In the latter instance, this will be typically for Internet provision.
Monthly Recurring Charge	Refers to the monthly recurring charge for service.

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NSA	The Network Services Agreement that contains the general terms & conditions of trading with RedDoor. This forms part of every order and a copy of this document should be attached with this schedule to any contract, or referred to within the order referenced to the version number.
Multi-Tenanted Building (MTB)	RedDoor operates a specific Internet service for MTBs, and customers within an MTB already connected to the RedDoor network can typically expect their service to be delivered within 10 - 15 working days. MTB Internet services are delivered to the same service level agreements as any leased line or Ethernet circuit. It is only the connectivity methods within the building infrastructure which change.
Network Termination Equipment (NTE)	Typically third party equipment supplied by RedDoor or their third parties where their provision is for the express use of provisioning the customer services, or end user services as described in the customer order. This equipment may reside within the customer's premises, the end user's premises, or RedDoor and or their third parties' premises.
Point of Presence (PoP)	Is a node within the network, sited within a data centre. It is the local point within our network, to where Internet circuits are terminated.
Public Switched Telecoms Network (PSTN)	In the UK this is generally assumed to be a BT product, referring to a copper wire, analogue telephone line, or ISDN circuit.
Service contract	Means the complete document which includes the customer order form and the appropriate terms and conditions as noted on the customer order form.
Service	Means the services described in the details within the customer order form, and forming part of this agreement.
Service levels	Means the service levels relating to the services, which is contained in the SLA.
Service Level Agreement (SLA)	Means the Service Level Agreement as in clause 3.0 of this document or such other service level agreement which is agreed in writing between the parties from time to time.
Target Ready For Service (TRFS)	Means the initial date which is supplied by the RedDoor provisioning team as the estimation for an activation date. This is not a binding date, nor is it a CDD, and should be used as a guide only as to the likely activation date.
Third party services	Means any part of the services which RedDoor procures from a third party any third party telecommunications services and/or equipment which RedDoor uses in order to provide the services.
Third party service provider	Means the provider of any third party services.

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2.0 Introduction

2.1	The terms of this agreement form part of the conditions of sale, and shall be incorporated into the customer order form(s) signed
2.2	These terms are to be read in conjunction with the NSA. No individual set of terms will individually constitute a full service contract for this or any other product.
2.3	In the event of any conflict or inconsistency between the terms within this service schedule and the NSA, then the terms within this schedule will prevail.

3.0 Order process

3.1	RedDoor will supply the customer with the services in accordance with these terms; the general terms and the accompanying signed customer Network Services Form. The combination of which, will form a service contract between the customer and RedDoor.
3.2	<p>RedDoor reserves the right to make any changes to these terms or to the service contract, including changes to the service and the SLA as is required from time to time, to reflect:</p> <ul style="list-style-type: none"> • Technical and operational changes to the core network or that of one of our third party providers provided such changes do not materially affect the applicable service provided to the customer • Changes enforced by law, regulation or codes of conduct which may be altered or issued from time to time
3.3	<p>RedDoor will notify acceptance of a customer order form by email within a target of 5 working days. Orders will be accepted on the basis that the customer has provided:</p> <p>A fully completed and signed copy of the Network Services Order form.</p>
3.4	RedDoor will endeavour to issue a TRFS 10 working days after they acknowledge receipt and confirm the customer order. The TRFS is the day on which we expect (under normal circumstances) the service activation date to commence, and therefore the date at which the service contract starts.

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3.5	Throughout the provisioning process, RedDoor will need to communicate with named member(s) of the customer's staff (or their nominated representatives) to arrange access to the customer or the end user's premises, for RedDoor and/or their third party suppliers. Any delays to these requests either by the customer, their representatives, the end user, or the Landlord of the termination premises will delay RedDoor from meeting the TRFS and from issuing a CDD. The CDD is the date by which RedDoor agree to have service ready for use (the activation date).
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3.6	Typically within 20 working days of acceptance of an order, RedDoor or their third party representative will perform a premises survey at the termination location, also known as a 'site survey'. It is typical that within a further 10 working days of the site survey, that RedDoor will be able to issue a CDD.
3.7	<p>During this time, RedDoor will notify you of any ECCs raised by the supplier. The issuance of a CDD will be delayed where a decision regarding ECCs is outstanding.</p> <p>When RedDoor or their third party decree that the installation costs originally quoted (or which were included over the term if these costs are amortised) are not enough to cover the actual cost of the installation works. Such costs are known as Excess Construction Charges (ECCs) or fees, and these fees (where applicable) will be notified to the customer post site survey. At this point, the order will be placed on automatic 'hold' until the customer agrees (or not) to pay the excess construction fees. The customer has 5 working days to decide, and to notify RedDoor in writing to the relevant member of staff of their decision. Please note that each elapsed day during this 5 day period will be automatically added to the CDD. If the customer agrees to pay, the provisioning service will resume and a CDD issued in due course. Should the customer decline they have the right to cancel their order with no further charges. Should the customer fail to notify RedDoor of their decision within 5 working days we may consider the order cancelled and the standard cancellation fees in table 5.0 below will apply.</p>
3.8	Should RedDoor miss the CDD, the customer is able to claim 'service delivery credits' which are detailed below in table 3.0 subject to 3.5, any delays outside of RedDoor control may lead to delays in the CDD and therefore invalidate any service delivery

Table 3.0 service delivery credits

Number of working days beyond RedDoor CDD date	Compensation = percentage of connection charge for the circuit to be credited to the customer
01-10	2%
11-15	5%
16-20	7%
More than 20	10%



<p>3.9</p>	<p>In the event that the customer takes a dual circuit solution from RedDoor, where the tail circuits are provided by alternate carriers (or the same carrier but via geographically diverse PoPs) and one is configured as primary, with the other as a backup, then RedDoor will provide a TRFS and a CDD for each circuit.</p> <p>The processes outlined within this document for delivery, will apply to each. Where the solution is quoted and sold at a fixed monthly, quarterly or annual price, RedDoor reserve the right to charge for separate services as they are delivered. E.g. customer takes 100Mb leased line, with a 10Mb leased line backup. In this event, RedDoor will charge for the first circuit and accompanying hardware (such as, but not limited to, routers, firewalls or cable trays) delivered on a pro rata basis, as this is a useable Internet connection.</p> <p>The final charges will be applied on delivery of the second circuit and its confirmed live backup status presented in a working condition. At this stage, the contract term of the agreement for the solution will start.</p> <p>E.g. customer taking a 36 month term contract, with a 100Mb primary and a 10Mb backup circuit. The 100Mb circuit is delivered (as working) 2 months before the backup circuit. Not until the delivery of the backup circuit will the 36 month term of the agreement start. This means that the customer will be liable to pay the installation, monthly rental and reasonable set up costs as described above, for the primary circuit for an additional 2 months in this example.</p> <p>In all cases, unless otherwise stated by the customer, RedDoor and their third party suppliers as applicable will endeavour to provide both or any circuits as part of any given solution at the same time. However, when this is not practicable or any third party service provider will not accommodate such requests, then the customer will be liable for all service charges as they arise on the activation date of said services.</p>
<p>3.10</p>	<p>In the event that a customer takes an ADSL backup service to their leased line, RedDoor will deliver the ADSL service and the leased line as close to the leased line CDD as possible using all reasonable endeavours. The exception to this will be when a customer asks for the ADSL service to be supplied in lieu of the leased line being fulfilled. In this instance, RedDoor will charge pro rata for the delivery and rental of the ADSL service and accompanying hardware (such as, but not limited to, routers, firewalls or cable trays). The final charges will be applied on the activation date of the primary leased line circuit.</p>



3.11	For ADSL backup services, at no time will the provision of an ADSL service be subject to service delivery credits. In addition, the ADSL circuit terms and conditions specific to the installation and use of that line are separate from this document, and are available on request from RedDoor.
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3.12	Where ADSL backup services are taken, it is the customer's responsibility to ensure that there is an adequate, uncompromised BT analogue PSTN circuit. Should the customer not provide a valid telephone number for this PSTN circuit, then RedDoor will not be able to provide the ADSL service. Similarly, if the PSTN termination is not in the correct location (should be within 3 mtrs of the planned leased line termination point) then RedDoor will not be able to provide the ADSL service as a backup.
3.13	For all services, when an installation fee is levied (as per the customer order form) RedDoor reserve the right to invoice this fee, which must be paid before we hand over the service to the customer or end user.
3.14	Subject to 3.9 and 3.10, the term of the service contract as indicated on the customer order form will not start until the final circuit or complete solution is delivered. I.e. the service charges and start dates of individual circuits may be staggered, but the service solution term of contract will start and end at the same time. This means that the first circuit to be provisioned will be invoiced prior to the term of the contract starting, and the invoice period in lieu of the backup or secondary circuit(s) will vary depending on the independent tail circuit CDDs. Wherever possible however, we will try to ensure that the CDD for each circuit in a multi circuit solution are as close together as possible.

3.15	<p>CUSTOMER'S RESPONSIBILITY: It is the responsibility of the customer at all times to ensure the following:</p> <ul style="list-style-type: none">• 3 pin standard UK plug socket is available for each piece of required electronic equipment supporting the service(s) provided. Typically this will be one socket for each carrier NTE, and one for each router (or CPE) supplied by RedDoor to support the service. In addition, additional power sockets may be required as directed following initial site survey depending upon the solution(s) purchased.• For all ADSL services as a backup, the customer must ensure that a non-service bearing standard analogue PSTN line is available for RedDoor to enable the ADSL service. This PSTN line must terminate within 3 mtrs of the location of the RedDoor CPE.• That enough rack space, where the customer expects the carrier NTE and RedDoor CPE to be positioned within a data rack (standard UK 19inch width), and that there is at least 3U of available space per single leased line or Ethernet circuit. As much as 10U may be required in certain circumstances but this is the exception rather than the rule and should be identified at survey.
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4.0 Service Level Agreement

4.1	During active service, RedDoor offer a 99.9% uptime service level for all leased line/Ethernet circuit products, extending to 99.99% where a backup service is taken. Please note: Failure to provide RedDoor with an onsite contact throughout the duration of a fault can result in the time it takes to resolve a fault to be extended. Please note that any such failure will be the customer's responsibility and therefore no service credits or compensation will be provided.
4.2	RedDoor provides optional 'active alerts' on all direct Internet access circuits or any circuits which are provided with CPE which is owned by RedDoor, and provided as part of a managed service by RedDoor. This means that in the event of any problems detected on your circuit, RedDoor will, with best endeavours, be able to notify a named member (or members) of the customer's staff of such issues via email or telephone. The following rules in table 4.0 are set as a target only.

Table 4.0

Fault or problem detected	Time of day	Target response time	Method of response
RedDoor IP monitor flags alert that would appear to mean customer circuit has failed. Immediate investigation to confirm if this is real or a glitch, and where the fault lies	Mon - Fri 09.00-17.30	30 MIN	Email of a potential issue with the service, followed up with a phone call
RedDoor IP monitor flags alert that would appear to mean customer circuit has failed. Immediate investigation to confirm if this is real or a glitch, and where the fault lies	Mon - Fri 17.30 - 09.00 and weekends/ bank holidays	120 MIN	Email of a potential issue with the service, followed up with a phone call

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4.3	RedDoor's target to repair all logical faults on leased lines is 6 clock hours. Logical faults are those relating to any equipment, either the CPE provided by RedDoor as part of the managed service, or NTE within the RedDoor network and their supplier's network.
4.4	Where there is a physical fault, which relates to fibre or copper wire faults, then the target time to resolve is within 24-48 clock
4.5	<p>Service availability is a measure of the relative amount of time a circuit is available for customer use during a given calendar month. 'Service unavailability' is defined as any period for which the service is unavailable, and is measured from the time:</p> <ul style="list-style-type: none"> (a) That the customer reports service unavailability to RedDoor and opens a support ticket until the time; (b) That RedDoor advises the customer that the service is restored and operating in accordance with agreed specifications, and RedDoor closes the support ticket. Any periods of time during which a support ticket is kept open at a customer's request following notification by RedDoor that service has been restored, is not included in measuring the duration of a period of service unavailability

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4.6	<p>When leased line backup or ADSL backup services are taken, then RedDoor will provide a 99.99% SLA for the solution as a whole. RedDoor agrees to provide a solution whereby should one circuit fail, then the backup line (leased line or ADSL) will be activated automatically within 5 minutes of the primary circuit failing. Should the secondary (backup) circuit fail to engage within 1 clock hour, then additional service unavailability penalties will apply in the following way:</p> <ul style="list-style-type: none"> (a) Where ADSL backup is provided, and both the primary and the ADSL fail, then RedDoor will pay service credits to the value of 1.25 times that which is stipulated within table 4.1. Exceptions are for when the backup service fails due to reasons beyond RedDoor's control. Such reasons can be, but are not limited to; third party activity, network failure outside of RedDoor and their supplier's networks, power cuts, atmospheric and weather induced problems, natural disasters or terrorist incidents (b) Where a second leased line is installed in a failover or backup capacity, and both circuits fail, RedDoor will pay service credits as per table 4.1, but will apply to the rental values of both circuits. Exceptions are for when the backup service fails due to reasons beyond RedDoor's control. Such reasons can be, but are not limited to; third party activity, network failure outside of RedDoor and their supplier's networks, power cuts, atmospheric and weather induced problems, natural disasters or terrorist incidents
4.7	<p>For customers taking back up services, should the primary circuit fail, and the backup service engage within the 5 minute period (as 4.6) then RedDoor will only be liable for service credits on the primary line, as described in table 4.1 but, subject to points 4.9 - 4.16. RedDoor will provide this pro-rata to the value of the rental of the primary circuit for customer's on fixed single payment contracts.</p>
4.8	<p>Service credits: In the event of service unavailability, RedDoor will credit the customer in accordance with table 4.1.</p>

Table 4.1 service credits

Total service unavailability per month	Credit
Less than 1 clock hour	0% of MRC
1 - 6 clock hours	2% of MRC
7 - 24 clock hours	5% of MRC
25 clock hours and above	10% of MRC

4.9	In no event will SLA credits in any calendar month exceed 100% of the total MRCs payable by customer for the service in that
4.10	As a condition of entitlement to SLA credits, the customer shall cooperate with RedDoor in addressing any reported service
4.11	SLA credits are applied only upon customer's written request, which must be submitted within 15 working days of a valid support call reporting the incident, and backed up by a reference number to support that claim. This can be submitted to the relevant RedDoor staff by 1 st class recorded mail, or by email.
4.12	All approved SLA credits claimed by a customer for a given month will be totalled and applied to that customer's next invoice for the Service, or as promptly thereafter as is practical in the event of a dispute.
4.13	No SLAs apply to newly installed services or to service reconfigurations requested by the customer, until five business days after: <ul style="list-style-type: none"> (i) The service activation date or (ii) Completion of the Service reconfiguration, as applicable
4.14	The SLAs above apply only in respect of service that is provisioned on RedDoor's network and, where applicable, to local access circuits provided by RedDoor (via third party providers). Service credits will not be approved for network faults or fibre issues outside of our control. See section 4.16 for further detail.
4.15	SLA credits provided for in these terms and conditions are customer's exclusive remedy with respect to items covered in these terms and conditions.

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4.16	<p>Exclusions: no SLA credit shall apply to the failure of the service to comply with an SLA, or to any period of service unavailability, caused, in whole or part, by any of the following:</p> <ul style="list-style-type: none"> (a) A failure of customer's own premises equipment or equipment of a customer's vendor (b) A failure in local access facilities connecting the customer to RedDoor's network which are not provided by RedDoor. (c) Force majeure events as defined under the NSA (d) Any act or omission of customer or any third party (including but not limited to, Customer's agents, contractors or vendors), including, but not limited to: <ul style="list-style-type: none"> (i) Failing to provide RedDoor with an onsite contact and/or adequate access to facilities for testing (ii) Failing to provide access to customer premises as reasonably required by RedDoor (or its agents) to enable RedDoor to comply with its obligations regarding the service (iii) Failing to take any remedial action in relation to a service as recommended by RedDoor, or otherwise preventing RedDoor from doing so, or (iv) Any act or omission which causes RedDoor to be unable to meet any of the SLAs (e) Customer's negligence or wilful misconduct, which may include customer's failure to follow agreed upon procedures (f) Any scheduled maintenance periods when customer has been informed of such maintenance, and emergency maintenance (g) Disconnection or suspension of the service by RedDoor pursuant to a right to do so under the general terms and conditions or these terms and conditions (h) Outages attributable to 'off-net circuits', that is: <ul style="list-style-type: none"> (i) Long haul domestic local access circuits in the USA, between a PoP and a customer premises which is in a different local access transport area (LATA) and/or. (ii) Long haul international local access circuits provided in countries in which RedDoor does not operate its own network and provides the service using the services of third party providers
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5.0 Term of 'service contract' and termination

<p>5.1</p>	<p>The term of each service contract shall start from the date on which, either the individual circuit (for single circuits and/or those with ADSL back up), or the final circuit (for a solution with leased line or Ethernet backup) is installed and made available for service (the activation date). The contract will then continue for the term stipulated within the customer order form. For the avoidance of doubt, the minimum term of contract for leased line/Ethernet services is 12 months. At the end of the term, the contract will automatically renew for a further period of one (1) month, on a rolling monthly basis, unless RedDoor receive prior notice from the customer under the termination conditions stated below.</p>
<p>5.2</p>	<p>Either party may terminate such service contract by giving ninety (90) days written notice to the other, such notice to expire no earlier than the end of the initial term as stated on the customer order form. In the case of termination by the customer, any such written notice shall not be effective unless:</p> <ul style="list-style-type: none"> (i) Given by 1st class recorded post, or an email to a relevant, named member of staff within RedDoor, and by an authorised member of the customer's staff. Such notice must also outline full details of the service contract including all circuit details and addresses to be terminated, and that; (ii) RedDoor has confirmed receipt of such termination notice by email or letter within five working days of its receipt

5.3	<p>In addition to RedDoor's other rights, RedDoor may end any service contract and/or suspend the provision of any service under a service contract in the following circumstances:</p> <ul style="list-style-type: none">(a) Immediately following the expiry of 5 working days written notice from RedDoor to the customer for non payment of any charges and payment has not been made following such notice; or(b) Immediately in writing if the customer materially breaches the terms of this document or the NSA; or(c) Immediately if bankruptcy or insolvency proceedings are brought against the customer (or its parent company), a receiver or administrator is appointed over any of the customer's (or its parent company's) assets or the customer (or its parent company) goes into liquidation or enters into a voluntary arrangement with its creditors other than for the purposes of reorganisation (or any similar event in its country of incorporation takes place); or
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5.4	Upon termination of a service contract, all charges incurred by the customer for the use of the services up to the date of termination shall be due and payable in full and on demand and the customer shall have no right to withhold, deduct or set off
5.5	Upon termination of a service contract for whatever reason the customer shall immediately stop using the services prescribed in such service contract and the customer's right to use such services shall immediately terminate.
5.6	Where RedDoor suspends service for customer breach and subsequently reconnects services, the customer may be liable for a reasonable reconnection fee which shall be notified to the
5.7	If the customer cancels an order, or requests that an order already placed is significantly modified (e.g. changes in address; service type; point of presence or presentation), prior to the service handover, as defined in the relevant service contract, then notwithstanding RedDoor's other rights pursuant to the service contract, the customer shall pay all costs incurred by RedDoor as a result of such cancellation or modification. In addition to any other direct 3rd party costs incurred by RedDoor during the delivery of the order, the customer will also

Table 5.0

Reason for cancellation	Cancellation charge payable by the customer (Percentage (%) of installation charge)	Cancellation charge payable by the customer (Percentage (%) of rental charges for the term of contract)
Customer cancels for any reason before TRFS is issued and order accepted by tail provider	0	0
Customer cancels for any reason post TRFS issued and order accepted and before site survey carried out	25%*	0
Customer cancels for any reason post site survey but before a CDD is issued	50%*	0
Customer cancels for any reason post issue of a CDD and within 15 working days of the actual CDD	75%*	0
Customer cancels for any reason post issue of a CDD and within 5 working days of the CDD	100%*	10%
Customer cancels for any reason post CDD and prior to service handover	100%*	100%
Customer cancels for any reason post CDD and delivery of service before term of contract expires	100%*	100%

*Exceptions: Where ECCs have been accepted, the total amount of ECCs will be payable in full upon cancellation in addition to those specified within section 5.7.

5.8	<p>For the avoidance of doubt, where installation charges are not payable because they are spread over the term or are discounted for a particular service contract, RedDoor will base cancellation fees on the supplier installation cost and the remaining contractual months, applying the same percentage fees as in table 5.0. Additionally, RedDoor may charge the customer for all costs which it has incurred in relation to provision of the services (e.g. costs associated with network or infrastructure builds or obtaining way leaves, etc) up to and prior to the date upon which it receives the early cancellation request from the customer.</p>
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5.9	If the customer cancels a service without cause after the handover and prior to the end of the initial term, then all charges that would have been payable until the end of the initial term (together with the notice period of 90 days) shall immediately become due and payable.
5.10	For customers taking leased line backup or ADSL back up products, please note section 3.14 with regard to service contract start dates.

6.0 EFM

6.1	EFM is a term used to describe the 'connection medium' which uses copper to provide a tail circuit into the customer's premises. EFM is also known as Ethernet over copper.
6.2	EFM is delivered using twisted copper pairs from the BT Wholesale local access exchange, and can deliver speeds of 2Mb/s to 10Mb/s, or limited ability, or where provision of fibre services end to end would be cost prohibitive (e.g. in rural and semi rural areas).
6.3	<p>EFM services for Ethernet circuits have the same SLA and terms as in sections 2.0 – 5.0 above, with the exception that the service credits for service unavailability will only be considered if the service is materially affected in the following ways:</p> <ul style="list-style-type: none"> • Should a copper pair fail, in this event the other copper pairs providing the service will continue to deliver service. In this instance, should one or more copper pairs fail, leading to the availability of less than 50% of the advertised bandwidth rate, the customer will be able to claim service credits in the usual way (section 4). In all instances surrounding copper pair failure, the time to fix is 24 clock hours from time the fault is reported and/or discovered. • In the event of a total loss of service due to the copper access pairs, or any network fault, as with all other leased line products, then full service credits as described in section 4 are available and in accordance with the terms of section 4.

	<p>Wires only Internet access and point to point circuits</p> <p>Outline descriptions:</p> <p>(a) 'Wires only' is a term used to identify services which are not supplied by RedDoor as 'Managed'. Managed Services are those where RedDoor retains ownership, access to, and control of the Customer Premises Equipment (CPE) which enable RedDoor to actively support the service supplied and more importantly maintain the SLA. The type of wires only services available are detailed below in 7.1 c) and d).</p> <p>(b) IMPORTANT: Where wires only services are offered, RedDoor are not responsible for the CPE chosen by the customer, nor can we advise on whether the chosen (un-tested) CPE should work with our services. RedDoor have extensively tested the CPE for all RedDoor Managed Services, and whilst it is largely accepted that many third party supplied CPE should work, we cannot be responsible for instances where it does not. The following general criteria should be read and fully understood before taking any wires only service:</p> <ol style="list-style-type: none"> i. It is our recommendation that the customer should have a good technical understanding of IP Networks, and the ability to support the CPE they supply. ii. For Internet circuits, CPE supplied should be a Layer 3 device capable of supporting BGP (Border Gateway Protocol). For point to point circuits is Layer 2 and BGP is not required iii. Note; many entry level enterprise class firewalls will not support BGP. iv. RedDoor will provide BGP configuration information and IP addressing details. v. BGP security passwords are not used by default. vi. Private AS is supplied to the customer as standard. vii. Use of registered AS numbers can be authorised by RedDoor network engineering on a case by case basis (NSSP). Normally link level and routed subnets are provided by RedDoor. viii. PI and private addressing may be considered as an alternative on a case by case basis (NSSP). ix. RedDoor can provide technical assistance to customers wanting a wires only product - e.g. with testing equipment, or researching whether we could support certain CPE, which will be charged at £85 per hour (or £850 a day) x. Faults; where the customer logs a fault and RedDoor are left liable for charges incurred by false errors, abortive site visits, or site visits proving the circuit is not at fault, then any resulting charges will be passed on to the customer.
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Types of wires only services available:

- (c) Wires only Internet circuits are those where the circuit and network infrastructure are provided in the same way as a fully managed service, but RedDoor are not responsible for any termination CPE (i.e. routers or firewalls). These devices are supplied and managed by the customer. Due to the nature of these services, where RedDoor is not in control of the CPE, then the SLA is reduced (see 7.2) below that of our Managed service.

- (d) Point to point circuits are those which are completely off-net from the RedDoor network. Simply, in this instance, RedDoor are reselling our carrier third parties local network services to the customer. As for wires only Internet circuits, because this circuit does not touch our network or monitoring equipment, we cannot provide as a fully managed service, and the SLA is reduced (see 7.2). Any specific technical detail which a customer may require to connect such circuits (end-to-end) will be provided from standard documentation on a case by case basis by the off-net provider.

7.2	<p>SLA amendments to those in clause 4, specifically for 'unmanaged' circuits. Such circuits referred to generally, but not exclusively, as wires only services, wires only internet access circuits, and point to point (or point to multi point) circuits:</p> <ul style="list-style-type: none">(a) In the event of a fault, RedDoor will offer best efforts to the customer to resolve the issue. In the event that a fault is logged, the first checks made by RedDoor will be internally and with the carrier providing the tail circuit(s). If they are deemed to be working within normal parameters, then the customer managing the CPE device should be on site (or have remote access to) the CPE to manage queries between the device and the RedDoor edge network. In these instances it is the customer's responsibility to provide RedDoor support staff with correct passwords and administrator rights as required, to help troubleshoot the issue.(b) RedDoor will use best efforts to maintain the SLA for the logical fix i.e. within 6 hours of a fault being registered. However, as we are wholly reliant on the customer we cannot agree to be bound by these times, and in addition, no compensation will be payable in the event that any published SLA timescales are missed. Similarly, we will endeavour to resolve all physical line faults within the usual 24 - 48 hours, but again there is no compensation available should timescales slip on an unmanaged service.(c) The demarcation point for RedDoor's unmanaged, wires only services is the tail circuit carrier's NTE.(d) The customer may be required to provide detailed diagnostics from the CPE
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Leased Line & EFM Product Schedule



7.3	Wires only Internet services are only available for single leased lines - no ADSL backup or leased line failover services are available as 'wires only'.
7.4	It is the responsibility of the customer to raise a potential fault with the RedDoor helpdesk, as wires only services are not monitored proactively by RedDoor. Therefore, for these services, section 4.2 of this document is void for wires only services.

8.0 Intelligent install

8.1 Scope of Service	Under this Product, RedDoor will provide to customers the customer Services set out in these Product Terms and Conditions. RedDoor will make available for purchase by customers, the range of CPE offered by RedDoor from time to time, for use with
8.2 Provisioning	<p>RedDoor will set the Customer up by providing:</p> <ul style="list-style-type: none"> • Pre-configured hardware despatched to the customers location as defined within the Customer order form • A scheduled engineer appointment date and time. • A series of selected tests (predetermined by RedDoor), once all equipment is installed to ensure that the installation has been successful and is working to the required service level. <p>The customer will be required to complete an order form and CRF to allow RedDoor to complete the following provisioning tasks:</p> <ul style="list-style-type: none"> • Determine any other special requirements • Arrange an installation appointment at an agreed date and time • Allocate an engineer to the appointment
9.3 Service Level Agreement	<p>The Product supplied by RedDoor in this instance is called 'Intelligent Install'. RedDoor will endeavour to provide an installation appointment time and date which is agreed with the Customer. In extreme circumstances we may need to modify the appointment date and time. RedDoor will endeavour to keep the Customer informed of any changes to the Customer order at least 24 hours before the scheduled appointment time and date. RedDoor will endeavour to schedule all appointments within 5 working days of the circuit CDD.</p> <p>For the 'standard' delivery option, orders must be placed at least 5 days prior to the committed delivery date (CDD).</p>

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	<p>Any changes to a standard delivery option must be made 48 hours prior to the appointment time and date by contacting RedDoor support otherwise an abortive visit charge may be incurred.</p> <p>For the 'next day' or 'express' delivery option – the Customer must confirm the installation appointment no later than 24 hours prior to the proposed installation date. Failure to do so may result in the Customer order being downgraded to a standard delivery option or cancelled, incurring an abortive visit charge.</p> <p>In the extreme circumstance that an engineer is not able to perform the installation through no fault of the Customer, RedDoor will seek to re-schedule the appointment at short notice or provide the Customer with an alternative appointment date. For standard orders, the re-scheduled appointment will be automatically upgraded to the next day delivery option for the same charge. For next day delivery, appointments will be re-scheduled for the next available time at no additional cost. Note there is no compensation SLA available with this product.</p>
<p>9.4 Engineer process</p>	<p>The assigned engineer will only install equipment at the location specified on the order. The engineer will not pre-configure or modify any settings on site. Every Intelligent Install appointment lasts for a maximum of 2 hours. This does not include the time it takes to travel to the end user location. In the unlikely event that the engineer cannot contact the primary or secondary on site contact, the appointment will be cancelled and an abortive visit charge incurred.</p>
<p>9.5 Compatibility</p>	<p>Intelligent Install is compatible with the following CPE:</p> <ul style="list-style-type: none"> - Juniper SSG 20 <p>RedDoor cannot supply an Intelligent Install service for wires only, or any CPE not mentioned above.</p>



Intelligent Technology Support