

Reference Offer	
Revisions	Rationale
Schedule added: Schedule 4 (Data Protection)	This change brings the Leased Line Offer up to date and in line with KCOM's other Reference Offers. The Schedule provides details of current Data Protection requirements in a much more comprehensive manner.
Order form moved to 'Other'	This change is purely for formatting purposes.
Clause 2.4 deleted	Where OFCOM has suspended either party's entitlement to provide services, the ability to selectively withdraw services is provided for in Schedule 2, and the ability to terminate the agreement is provided for in Clause 24.
Clause 3.6 deleted	Changes to Service Standards are addressed more comprehensively in clause 14.
Clause 4.2 deleted	This is a duplicate of Clause 8.1 and is therefore unnecessary.
Clause 6.2 amended	This change has been made to simplify the Clause and ensure that equipment connected to KCOM's network is compliant with relevant law/regulation.
Clause 8.8 amended	This change brings the Leased Line Offer up to date and in line with KCOM's other Reference Offers and current data protection laws.
Clause 9 added	This change brings the Leased Line Offer up to date and in line with KCOM's other Reference Offers. Forecasting provisions are utilised in various [KCOM and BT/Openreach]/[industry] Reference Offers and will allow KCOM to better manage the Orders it receives and provide a reliable and robust delivery process.
Clause 10 amended	This change has been made in-light of the addition of the forecasting provisions in Clause 9.
Clause 13.8 (c) added	This change has been made to include a category of invoices that fall outside the existing categories of Connection Charges or Rental Charges.
Clause 13.10 added	This change has been made to bring the Leased Line Offer up to date and in line with KCOM's other Reference Offers and standardise KCOM's collection methodology. We consider it

	commercially reasonable to require payment be made within the agreed invoice terms without setoff.
Clause 14 deleted	This has been deleted in light of new Clause 24.
Clause 14 added	This change has been made to allow KCOM to withdraw legacy services for which equipment is no longer readily available and to bring the Leased Line Offer up to date and in line with KCOM's other Reference Offers. We consider it commercially reasonable to allow for alterations to the Reference Offer outside of a fixed window, keeping in mind that the required consultations and approvals from CP's will still be required.
Clause 15.6 (b) added	This has been added to allow for disclosure to statutory bodies to which disclosure may be mandated.
Clause 21 amended	This has been amended due to the new Schedule covering Data Protection requirements which is far more comprehensive.
Clause 24 amended	This change brings the Leased Line Offer up to date and in line with KCOM's other Reference Offers.
Clause 25 amended	This is an administrative amendment to ensure notices are served on the most appropriate personnel.

Supporting documents		
Document	Revisions	Rationale
Billing Manual	Clause 3.2.6 amended to 4%	This change has been made to homogenise the interest rate for late payments with KCOM's other Reference Offers
Service Operations Manual	Clause 2.1 New order lead time introduced for 100Gb services	This change allows for equipment delivery times to be extended for very high bandwidth services prejudicing standard lead times.
Schedule 2 Service	Clauses 2.8 – 2.14 added	This change has been made to allow for suspension, modification or cancellation of orders due to circumstances outside KCOM's control.

Schedule 3 Service Standards	Clause 5	These minor wording changes bring the Leased Line Offer up to date and in line with KCOM's other Reference Offers.
Schedule 3 Service Standards	Clause 6	These minor wording changes bring the Leased Line Offer up to date and in line with KCOM's other Reference Offers.
Schedule 3 Service Standards	Table 1, Clause 6.5	This change has been made as hourly increments are not applicable.
Schedule 3 Service Standards	Clause 7.1(a)	The Proposed Start Date has been added for additional clarity.