



## Service Schedule

The following Service Schedule sets out all of the Services that may be provided by Callable within these Supplementary Terms. The actual Services to be provided under the terms of this Agreement are listed on the Order attached hereto.

### 1. Service Description Overview

The Broadband Services comprise three Service Components: Tail Circuits, Core Network and direct internet access.

- 1.1 Tail Circuits are implemented using a number of different technologies and providers, and the technology type and maximum possible Bandwidth to be provided under the terms of this Agreement are set out in the Order.
  - 1.1.1 Fibre-To-The-Cabinet (FTTC) Tail Circuit technology comprises a fibre connection from the local exchange to a street cabinet and a copper loop connection from the cabinet to the Customer site(s). The service supplied is asymmetrical, with Bandwidths up-to 80 Mbps download and up-to 20Mbps upload, depending on the capabilities of the copper loop.
  - 1.1.2 ADSL2+ Annex A Tail Circuit technology comprises a copper loop connection from the Customer's site(s) to the local exchange. The service supplied is asymmetrical, with Bandwidths up-to 24Mbps download and up-to 1.3 Mbps upload, depending on the capabilities of the copper loop.
  - 1.1.3 ADSL2+ Annex M Tail Circuit technology comprises a copper loop connection from the Customer's site(s) to the local exchange. The service supplied is asymmetrical, with Bandwidths up-to 24Mbps download and up-to 2.5 Mbps upload, depending on the capabilities of the copper loop. The increase in upload Bandwidth is at the expense of download Bandwidth.
- 1.2 Callable partners Core Network is a fully resilient network which employs diverse routing, is built with multiple 10 Gbps Ethernet links and 10Gbps backhaul links into local telephone exchanges. The Core Network has multiple links into the Public Internet.
- 1.3 Internet access services are implemented by providing a routing through Callable partners Core Network to their Point of Presence on the Public Internet. This service provides the Customer with a direct route onto the Public Internet.

### 2. Maintenance of Customer Premises Equipment

As set out in the Order, Callable shall the repair or replace of faulty Callable – provided Customer Premises Equipment as follows:

- 2.1 Faulty Customer Premises Equipment that has been sold to the Customer will be repaired / replaced by Callable under the terms of the manufacturer's warranty, as set out in the Sale of Goods Supplement.
- 2.2 Faulty Customer Premises Equipment that is loaned by or rented from Callable will be repaired or replaced by Callable under the terms of the Sale of Goods Supplement.

### 3. Network Performance

- 3.1 Standard Broadband



Product	Maximum Download Speed	Maximum Upload Speed
FTTC Broadband 80:20	80Mbps	20Mbps
FTTC Broadband 40:10	40Mbps	10Mbps
ADSL2+ Annex A	24Mbps	1.3 Mbps
ADSL2+ Annex M	24Mbps	2.5Mbps

### 3.2 Standard Broadband with Assured IP Service

Assured FTTC Broadband 40:10	Performance
Maximum Download Speed*	40Mbps
Maximum Upload Speed*	10Mbps
Maximum number of Voice Channels G.729 Codec	75
Maximum number of Voice Channels G.711 Codec	30
Core Network Latency	< 80ms
Core Network Jitter	< +/- 4.5ms
Core Network Packet Loss	<2%

Assured ADSL2+ Annex A Broadband	Performance
Maximum Download Speed*	40Mbps
Maximum Upload Speed*	10Mbps
Maximum number of Voice Channels G.729 Codec	5
Maximum number of Voice Channels G.711 Codec	2
Core Network Latency	< 80ms
Core Network Jitter	< +/- 4.5ms
Core Network Packet Loss	<2%

Assured ADSL 2+ Annex M Broadband	Performance
Maximum Download Speed*	24Mbps
Maximum Upload Speed*	2.5Mbps
Maximum number of Voice Channels G.729 Codec	5
Maximum number of Voice Channels G.711 Codec	2



Assured ADSL 2+ Annex M Broadband	Performance
Core Network Latency	< 80ms
Core Network Jitter	< +/- 4.5ms
Core Network Packet Loss	<2%

3.2.1 \* Standard Broadband with Assured IP Services is dedicated to telephony services and will not support:

- a) General access to the Public Internet
- b) SIP-based services provided by Callable and third-parties
- c) Site to site connectivity
- d) IP extensions for remote workers.

### 3.3 Converged Broadband Services

Converged FTTC Broadband 40:10	Performance
Maximum Download Speed	40Mbps
Maximum Upload Speed	10Mbps
Maximum number of Voice Channels G.729 Codec	75
Maximum number of Voice Channels G.711 Codec	30
Core Network Latency	< 80ms
Core Network Jitter	< +/- 4.5ms
Core Network Packet Loss	<2%

Converged ADSL2+ Annex A Broadband	Performance
Maximum Download Speed	24Mbps
Maximum Upload Speed	1.3Mbps
Maximum number of Voice Channels G.729 Codec	5
Maximum number of Voice Channels G.711 Codec	2
Core Network Latency	< 80ms
Core Network Jitter	< +/- 4.5ms
Core Network Packet Loss	<2%



3.3.1 Converged Broadband is a data and voice service. To maintain voice quality, voice bandwidth requirements will take precedence over data bandwidth requirements.

#### **4. Service Level Agreement**

Callable will use reasonable endeavours to fix Faults in the Broadband Services under its Business Care service level targets:

- 4.1 Callable shall aim to make an initial response to the Customer's request for assistance within 4 hours of the Customer raising a Fault report.
- 4.2 Callable shall aim to resolve Faults in the Broadband Services within 24 hours of the Customer raising a Fault report.
- 4.3 A Fault shall be deemed fixed when fixed by Callable and notified to the Customer by Callable.
- 4.4 If Callable is prevented from fixing the fault by circumstances beyond its reasonable control, the period of time during which circumstances prevail shall not be included in the calculation of the fix time. Such circumstances include:
  - 4.4.1 Callable or its subcontractors being prevented from access to the Customer's site;
  - 4.4.2 Failure by the Customer to respond to requests for further information made by Callable or its subcontractor;
  - 4.4.3 If, in the reasonable opinion of Callable a site-visit is required and the Customer fails to accept the first appointment offered by Callable;
  - 4.4.4 Any other failure by the Customer that prevents Callable or its subcontractors carrying out its obligations.
- 4.5 Failure by Callable to meet the targets set out in this section shall not be deemed a breach of this Agreement.