

SCHEDULE H: SERVICE DEFINITION FOR SMART ONSITE INSTALL

1. Smart Onsite Install Service Description

Exponential-e will provide an on-Site installation service of Customer Premises Equipment (CPE) as an alternative to the Customer self-installing the CPE devices. This Service includes the connection of Exponential-e-supplied tail circuits to the CPE. This is a labour-only service and is available in the mainland UK only. The CPE will be pre-configured and shipped to the Customer Site in advance of the installation.

Smart Onsite Install is sold as a minimum two (2) hour time slot. Two (2) hours is generally sufficient time to install up to two (2) devices at the same Site, however if during an installation further time is required (other than due to the fault of Exponential-e) the Customer will be billed in arrears for the additional time based on thirty (30) minute intervals at Exponential-e's standard rates.

Installations shall be carried out during Normal Business Hours unless requested otherwise by the Customer and agreed by Exponential-e, in which event, additional charges for work outside Normal Business Hours will apply.

Cancellations or re-scheduling of appointments by the Customer within five (5) Working Days of their scheduled occurrence will be charged for at the full rate.