



Connectivity Services

Service Schedule

June 2026 Edition

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Lanmark Limited

Company number 02977539

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1. Purpose and scope

- 1.1** This Service Schedule sets out the service-specific terms on which Lanmark provides Connectivity Services to the Client. It supplements, and is to be read with, the Lanmark Master Services Agreement (MSA) and the Order Form.
- 1.2** Connectivity Services are carrier-supplied services that Lanmark resells to the Client. The Service comprises the following offerings, in any combination as identified in the Order Form:
- (a) internet access circuits, including fibre broadband, FTTC, FTTP, leased lines and dedicated ethernet circuits (Clause 3.1);
 - (b) voice and SIP services, including SIP trunks and direct voice access (Clause 3.2);
 - (c) hosted telephony services provided by a Carrier (for example, a Carrier-hosted PBX solution) (Clause 3.3);
 - (d) VPN and cross-site connectivity, including site-to-site connections, multi-site MPLS or equivalent (Clause 3.4);
 - (e) dedicated cloud connectivity, including private-link products such as Azure ExpressRoute (Clause 3.5).
- 1.3** The underlying Carrier for each Connectivity Service is identified in the Order Form. Lanmark resells the Carrier's service to the Client under Lanmark's brand and engagement model; the substantive service (network capacity, voice infrastructure, hosted platform, cross-cloud private link) is delivered by the Carrier. The Carrier may be different for different Connectivity Services within the same engagement.
- 1.4** Connectivity Services are higher-risk because Connectivity outage can have direct operational consequences for the Client and because Lanmark's commitment to the Carrier (and the Carrier's commitment to its upstream network operators) is typically a long-Term, capital and capacity commitment that does not de-allocate on Client early termination. This Schedule is to be read with that in mind, including the Service-specific disclaimers at Clause 9, the Client indemnity at Clause 8 and the Service-specific termination charges at Clause 13.3.
- 1.5** Subject to Clause 1.3 of the MSA (order of precedence), this Schedule prevails over the MSA only in respect of the specific Service detail it covers and only where this Schedule explicitly states an override.

2. Definitions

The following definitions apply in this Schedule. Defined terms in the MSA have the meanings given to them in the MSA and are not redefined here.

Business Day means any day other than a Saturday, Sunday or English bank holiday.

Carrier means the telecommunications or connectivity provider engaged by Lanmark to deliver the substantive Connectivity Service to the Client. The Carrier for each Connectivity Service is identified in the Order Form. The Carrier may be different for different Connectivity Services within the same engagement.

Carrier Terms means the terms published or otherwise stipulated by the Carrier that supplies a Connectivity Service from time to time, including any Service Level commitments, service credit arrangements, processing terms, acceptable use rules, fair use policies, early termination charges and data protection particulars applicable to the Carrier's service.

CPE means Customer Premises Equipment: any equipment supplied for installation at the Client's site or sites by or on behalf of the Carrier in connection with a Connectivity Service, including (without limitation) routers, optical network terminals, modems, switches, IP handsets, gateways, network terminating units and any cabling or accessories supplied with such equipment.

Demarcation Point means the point at which the Carrier-supplied Connectivity Service terminates at the Client's site, which is typically the relevant CPE (such as a router, modem, optical network terminal or network terminating unit) installed by or on behalf of the Carrier at the Client's site, unless the Order Form or the Carrier's published documentation specifies a different demarcation point. The Carrier's responsibility for the Service runs up to the Demarcation Point; the Client's internal network and all equipment, cabling and infrastructure beyond the Demarcation Point are the Client's responsibility (and may be covered by the IT Support Services Schedule where the Client subscribes to it).

Excess Construction Charges means additional charges identified by the Carrier following a site survey or planning process for civil engineering, construction, ducting, fibre blowing, internal wiring or other infrastructure work that the Carrier requires to install or activate the Connectivity Service, beyond the standard installation scope priced in the Order Form.

Service means in this Schedule, the Connectivity Services described in this Schedule (comprising any combination of internet access, voice and SIP, hosted telephony, VPN and cross-site connectivity, and dedicated cloud connectivity, as identified in the Order Form).

Service Start Date means the date on which the Connectivity Service goes live to the Client following Carrier provisioning and any acceptance testing identified in the Order Form, as confirmed in writing by Lanmark to the Client.

Site Survey means the Carrier's pre-installation review of the Client site or sites required to deliver the Connectivity Service, which may include desk-based survey, physical site inspection, civil engineering planning, wayleave assessment and any other Carrier-required step.

Support Hours means Monday to Friday, 8.00am to 6.00pm UK time, excluding English bank holidays. Support Hours apply to Lanmark engagement management for the Service. Carrier-side fault handling operates in accordance with the Carrier's published support arrangements, which may differ from Lanmark's Support Hours.

Wayleave means the legal consent of a landlord, freeholder, road authority, property owner or other relevant third party required for the Carrier to install or maintain physical Carrier infrastructure (fibre, cabling, ducting, masts or equivalent) at or to the Client's site or sites.

3. Service description

3.1 Internet access circuits

- 3.1.1 Internet access circuits comprise Carrier-supplied connectivity between the Client's site and the public internet. The circuit type, bandwidth, contention, IP addressing and any other technical particulars are identified in the Order Form, in accordance with the Carrier's published product range.
- 3.1.2 Internet access circuits include the Carrier-supplied CPE installed at the Client's site for the purpose of terminating and operating the circuit. CPE is Carrier-owned and is governed by Clause 13.5.

3.2 Voice and SIP services

- 3.2.1 Voice and SIP services comprise Carrier-supplied voice and SIP capability, including (where the Order Form selects them) SIP trunks, direct voice access, number ranges, geographic and non-geographic numbering, fraud protection and any other voice features within the Carrier's published product range.
- 3.2.2 Voice and SIP services are governed by the Carrier's published voice operating rules (including emergency call provisioning, number portability, fair use, fraud thresholds and any regulatory obligations imposed on Carriers under Ofcom or equivalent regulation), and Lanmark passes those rules through to the Client under Clause 12.

3.3 Hosted telephony

- 3.3.1 Hosted telephony comprises a Carrier-supplied hosted telephony platform (for example, a Carrier-hosted PBX). The hosted platform is operated by the Carrier; Lanmark configures, provisions and presents the Service to the Client and provides the Client-facing engagement management. The number of seats or extensions, the licensed feature set and any associated handsets or softphones are identified in the Order Form.
- 3.3.2 Hosted telephony includes the Carrier-supplied CPE (where the Order Form selects physical IP handsets, gateways or related equipment) installed at the Client's site. CPE is Carrier-owned and is governed by Clause 13.5.

3.4 VPN and cross-site connectivity

- 3.4.1 VPN and cross-site connectivity comprises Carrier-supplied connectivity between two or more Client sites, or between a Client site and a Carrier-managed cross-site network. This includes private cross-site network services such as MPLS, SD-WAN underlay services and equivalent Carrier products. The number of sites, the topology, the bandwidth at each site and any other technical particulars are identified in the Order Form, in accordance with the Carrier's published product range.

3.5 Dedicated cloud connectivity

- 3.5.1 Dedicated cloud connectivity comprises a Carrier-supplied private-link service between the Client's site or network and a public cloud provider (for example, Microsoft Azure via Azure ExpressRoute, or an equivalent product on another cloud platform). The cloud platform, port

speed, peering location, redundancy and any other technical particulars are identified in the Order Form.

3.5.2 The cloud platform itself (and any licensing or consumption associated with the cloud platform) is not within scope of this Schedule and is supplied under the Microsoft CSP Services Schedule, the Hosting Services Schedule, a separately-quoted project, or the cloud platform provider's own terms (as applicable). This Schedule covers only the Carrier-supplied private-link connectivity to or from that cloud platform. For the avoidance of doubt, Lanmark is not responsible under this Schedule for the Client's cloud-side configuration, including cloud-side routing, BGP peering, virtual network design, virtual firewall configuration, subscription or tenant configuration, conditional access or cloud consumption, save where Lanmark has expressly agreed to manage those items under another Service Schedule or by separately-quoted project.

3.6 Service support model

3.6.1 Service support for Connectivity Services operates in one of two modes, identified in the Order Form:

(a) Pure passthrough (default): the Client uses the Carrier's published support channels where the Carrier makes them available, to raise faults and operational queries directly with the Carrier. Lanmark's role under this mode is limited to confirming that a fault has been raised with the Carrier; Lanmark does not provide first-line troubleshooting, escalation management or remedial service for the Connectivity Service under this mode. The Carrier's published support hours and Service Level commitments govern Carrier-side fault handling. The Client's contractual remedies for Carrier Service Level failures are limited to those available under the Carrier Terms and passed through by Lanmark in accordance with Clause 5.1.2; this mode does not, of itself, give the Client direct contractual rights against the Carrier.

(b) Lanmark-managed: where the Client also subscribes in parallel to the IT Support Services Schedule, Lanmark acts as the Client's first-line contact for Connectivity Service faults. Lanmark logs tickets with the Carrier on the Client's behalf, manages the case through to Carrier closure or resolution (as applicable), communicates with the Client and (where applicable) coordinates with the Client's other service providers. Lanmark's engagement is provided during Support Hours; the Carrier's published support hours continue to apply to the underlying Carrier service. Lanmark does not, by acting as first line, accept any obligation in respect of the technical resolution of the fault beyond what the Carrier provides under the Carrier Terms.

3.6.2 The applicable mode for each engagement is the Order Form selection; in the absence of a written selection, the default is pure passthrough under Clause 3.6.1(a). The mode applies to the Connectivity Service identified in the Order Form and does not affect other Service Schedules.

4. In scope and out of scope

4.1 In scope

The Service includes:

- (a) the Connectivity Service or Services selected in the Order Form (internet, voice and SIP, hosted telephony, VPN and cross-site, dedicated cloud connectivity, in any combination);
- (b) Lanmark resale and commercial management of the underlying Carrier service;
- (c) Carrier-supplied CPE where applicable to the relevant Connectivity Service;
- (d) the service support model identified in the Order Form (pure passthrough or Lanmark-managed) under Clause 3.6;
- (e) the Service Levels at Clause 5.

4.2 Out of scope

The following are out of scope of the Service and are not provided as part of the Service Fees. Where any of the following is required, it is provided (where Lanmark is able to provide it) as separately-quoted work or under a separate Service Schedule:

- (a) first-line troubleshooting, escalation management and remedial service for the Connectivity Service under the pure passthrough mode at Clause 3.6.1(a), where the Client has not subscribed to the IT Support Services Schedule;
- (b) the Client's internal network, internal cabling, wireless infrastructure, switching, routing (other than Carrier-supplied CPE), firewalling, internal voice infrastructure and any other equipment, infrastructure or service inside the Client's site or sites beyond the Demarcation Point of the Carrier-supplied service (covered by the IT Support Services Schedule where the Client has it, or by separately-quoted work);
- (c) the cloud platform itself in respect of any dedicated cloud connectivity engagement (covered by the Microsoft CSP Services Schedule, the Hosting Services Schedule or the cloud platform provider's own terms);
- (d) data backup, security monitoring, threat detection and incident response for traffic carried by the Connectivity Service (covered by the Backup Services Schedule and the Managed Cyber Security Services Schedule respectively, where the Client subscribes to them);
- (e) site cabling work, civil engineering work, building wiring or any other physical work at the Client's site or sites beyond the standard Carrier installation, where the Carrier identifies Excess Construction Charges (Clause 6.3);
- (f) Wayleave procurement (Clause 6.2). Wayleave consent from the relevant landlord, freeholder, road authority, property owner or other third party is the Client's responsibility, save where Lanmark or the Carrier expressly agrees to assist;
- (g) anything stated as out of scope in the Order Form.

5. Service Levels

5.1 Carrier-published Service Levels

- 5.1.1** The Service Levels applicable to a Connectivity Service are the Service Levels published by the Carrier for the relevant service from time to time, in accordance with the Carrier Terms. These Service Levels may include availability targets, fault response targets, fault fix targets, jitter or packet-loss targets (for voice and SIP), call quality measures, hosted telephony platform availability, and Carrier-specific service credit arrangements applicable when the Carrier fails to meet a published Service Level.
- 5.1.2** Lanmark does not commit to operating standards or Service Level commitments for the Connectivity Service that are different from, or more onerous than, those published by the Carrier. Where the Carrier fails to meet a published Service Level and the Carrier Terms provide for service credits, Lanmark will use reasonable endeavours to claim the applicable service credit from the Carrier and, on receipt, to pass that credit through to the Client at face value. The administration of the Carrier claim is included in Lanmark's recurring Fees and no separate deduction is made from the credit passed through. Where the Carrier refuses, disputes or does not pay a credit despite Lanmark's reasonable endeavours, Lanmark is not liable to the Client for that credit; the Client's contractual remedy for the underlying Carrier Service Level failure is limited to such remedies as may be available under the Carrier Terms and passed through by Lanmark under this Clause 5.1.2. This Clause 5.1 is a Service-specific application of Clauses 11.2, 17.4 and 18.4 of the MSA.

5.2 Lanmark engagement targets

- 5.2.1** Where the Order Form selects the Lanmark-managed support mode under Clause 3.6.1(b), Lanmark targets the following service management response times for the engagement, measured during Support Hours from the time Lanmark accepts the Client request through the Service Tooling. These are targets, not guarantees, and operate in addition to (and not in substitution for) the Carrier's own published Service Levels:

Request type	Target initial response	Notes
Service-affecting incident (Lanmark-managed mode)	1 hour	Lanmark acknowledges, logs the ticket with the Carrier and manages the case through to Carrier closure or resolution (as applicable) during Support Hours.
Non-service-affecting incident or query	4 hours	All Connectivity Service requests under Lanmark-managed mode.
Commercial query, billing query, change request	1 Business Day	Subject to MSA change control where applicable.

- 5.2.2** Under the pure passthrough mode at Clause 3.6.1(a), the targets at Clause 5.2.1 do not apply. The Client uses the Carrier's published support channels, where the Carrier makes those channels available, to raise faults and operational queries directly with the Carrier under the Carrier's published support arrangements.

5.3 Service Level measurement and exclusions

- 5.3.1** The Carrier's records of Service Level performance for the underlying Carrier service are the authoritative record of Carrier Service Level performance, save in the case of manifest error. Lanmark's records held in the Service Tooling are the authoritative record of Lanmark engagement performance (where the Lanmark-managed mode applies).
- 5.3.2** Time spent waiting for Client action (including delay in providing site access, delay in confirming Wayleave, delay in nominating a Service contact, delay in accepting an Excess Construction Charges quote, delay in accepting an installation date, or any other Client-controlled matter) does not count towards any applicable Service Level.
- 5.3.3** The Lanmark engagement targets at Clause 5.2 are service management targets. They do not give rise to service credits, fee reductions, repayment of Fees or any similar monetary remedy. Where Lanmark fails to meet a Lanmark engagement target, Lanmark will use reasonable endeavours to investigate the cause and to remediate the underlying issue so that it does not recur. Subject to Clause 18 of the MSA, this Clause 5.3.3 states the Client's full and exclusive remedy, and Lanmark's only obligation and liability, for non-performance or non-availability of the Lanmark engagement targets at Clause 5.2. Carrier-side service credits, where they apply, are governed by Clause 5.1.2.

6. Operational arrangements

6.1 Provisional order and Site Survey

- 6.1.1** On Order Form acceptance, the order for the Connectivity Service is provisionally accepted by Lanmark, subject to the Carrier's Site Survey process and any related planning, design or feasibility steps the Carrier requires. The Service Start Date is confirmed in writing by Lanmark to the Client following successful completion of those steps and Carrier provisioning.
- 6.1.2** The Client will cooperate with the Site Survey, including providing site access at reasonable times, providing information about the site and the in-scope environment, and facilitating any internal access (for example to a comms room or risers) that the Carrier requires.

6.2 Wayleave

- 6.2.1** Where the Carrier requires a Wayleave to install or maintain physical Carrier infrastructure at or to the Client's site, the Client is responsible for procuring the Wayleave from the relevant landlord, freeholder, road authority, property owner or other third party. Lanmark and (where the Carrier is willing) the Carrier may assist the Client in the Wayleave process, but the obligation to procure the Wayleave sits with the Client.
- 6.2.2** Where Wayleave is refused, withdrawn, materially delayed or otherwise not obtained, and the Carrier is consequently unable to install or activate the Connectivity Service, the Client remains liable to Lanmark for the full agreement value of the Connectivity Service in respect of the affected site, including the recurring Fees through to the end of the then-current Term and any Carrier-side cancellation, abort or early termination charges. This reflects the fact that, on order acceptance and Carrier order placement, Lanmark has committed to the Carrier and is liable to the Carrier under the Carrier Terms regardless of whether the Wayleave is subsequently obtained. For the purposes of this Clause 6.2.2, Wayleave is materially delayed where (i) the delay causes the Carrier to cancel, suspend, reprice or place the order at risk under the Carrier Terms, or (ii) the delay exceeds a reasonable period set out in Lanmark's written notice to the Client (which will not be shorter than the period the Carrier allows Lanmark in the comparable Carrier process). The Client's liability under this Clause 6.2.2 does not apply to the extent that the failure to obtain Wayleave is caused by Lanmark's gross negligence, wilful misconduct, breach of a non-excludable obligation under the MSA or applicable law, or Lanmark's failure to pass on Carrier Wayleave documentation reasonably required by the Client. This Clause 6.2.2 is a Service-specific application of Clause 13.3.

6.3 Excess Construction Charges

- 6.3.1** Where the Carrier identifies Excess Construction Charges following its Site Survey or planning process, Lanmark will notify the Client of the Excess Construction Charges in writing, with the Carrier's quotation or breakdown attached or summarised. The Client has fourteen (14) days from the date of Lanmark's notification to accept or reject the Excess Construction Charges in writing, except that where the Carrier's quotation specifies a shorter validity period (for example, on time-limited civil engineering or fibre construction quotations),

the period for acceptance is the shorter of that Carrier-specified validity period and the fourteen (14) day window.

- 6.3.2** Where the Client accepts the Excess Construction Charges within the applicable acceptance window, the Excess Construction Charges are invoiced separately to the Client in accordance with Clause 13.1 and the Connectivity Service order proceeds. Where the Carrier subsequently reprices or withdraws its Excess Construction Charges quotation before the Client accepts, or otherwise revises the quotation in the ordinary course (for example, where the Carrier discovers further construction work during execution), Lanmark passes that revision through to the Client and a fresh acceptance is required for the revised quotation under this Clause 6.3.
- 6.3.3** Where the Client rejects the Excess Construction Charges, or fails to respond in writing within the applicable acceptance window, the order for the Connectivity Service at the affected site is treated as cancelled by the Client. The Client is liable to Lanmark under Clause 13.3 for any Carrier abort, cancellation, wasted-cost or early termination charge applied in consequence, and for any recurring Fees that have already become binding under the Carrier Terms.

6.4 Installation scheduling and cancellation

- 6.4.1** Installation dates for Connectivity Services are set by the Carrier following provisioning. Lanmark will communicate the agreed installation date to the Client and (where applicable) coordinate the engineer attendance arrangements.
- 6.4.2** Where the Client requires Lanmark to cancel or reschedule a planned Carrier installation, the Client must give Lanmark not less than forty-eight (48) calendar hours' written notice before the agreed installation date. The forty-eight (48) calendar hours' notice is Lanmark's minimum administrative requirement; for the avoidance of doubt, the Carrier may apply a longer notice period under the Carrier Terms, and the Carrier's published cancellation, reschedule, callout, abort or wasted-visit charges (as applicable) are payable by the Client through Lanmark where imposed by the Carrier under the Carrier Terms, even where the Client gives Lanmark forty-eight (48) calendar hours' notice. Where the Client cancels or reschedules with less than forty-eight (48) calendar hours' notice, or fails to provide site access on the agreed installation date, the Carrier's charges (as applicable) are payable by the Client through Lanmark in any event.
- 6.4.3** Out-of-hours installation work (including evening, weekend, bank holiday and other non-standard scheduling) is provided where the Carrier offers it and at the Carrier's published out-of-hours rates, including any uplift or premium charged by the Carrier for that work. Lanmark passes through the Carrier's out-of-hours rates without applying a Lanmark-specific uplift unless the Order Form expressly says otherwise.

6.5 Service support and fault handling

- 6.5.1** The service support mode applicable to each Connectivity Service is identified in the Order Form, in accordance with Clause 3.6. Under the pure passthrough mode at Clause 3.6.1(a), the Client raises faults with the Carrier directly, using the Carrier's published support channels where the Carrier makes those channels available. Under the Lanmark-managed mode at

Clause 3.6.1(b), the Client raises faults with Lanmark through the Service Tooling and Lanmark manages the case with the Carrier.

- 6.5.2** Fault diagnosis, fix targets and resolution times are governed by the Carrier's published Service Levels under Clause 5.1. Lanmark does not commit to faster fix times, alternative fix methodologies, or interim workarounds beyond what the Carrier provides. Temporary connectivity workarounds (including 4G or 5G failover, alternative routing, temporary circuits or substitute connectivity arrangements) are out of scope of the recurring Fees and are not provided by Lanmark unless the Order Form expressly includes them or the parties have separately quoted and accepted the work under Clause 13.1.2. Where the Carrier offers escalation paths, Lanmark (under the Lanmark-managed mode) will engage those escalation paths on the Client's behalf using reasonable endeavours.

6.6 Reporting

- 6.6.1** Where the Lanmark-managed support mode applies and the Client also subscribes to Retainer Support under the IT Support Services Schedule, Lanmark provides periodic Connectivity Service status reporting through the Service Tooling at the cadence agreed for that retainer engagement. Lanmark may pass through Carrier reporting where the Carrier makes the relevant reports available to Lanmark and the Carrier Terms permit onward sharing with the Client. Under pure passthrough, Carrier reporting (where available) is provided directly to the Client by the Carrier.

6.7 Support channels and hours

- 6.7.1** Under the Lanmark-managed mode, the Service is accessed through Lanmark's designated support channels (the Service Tooling, the published service desk email address and the published service desk telephone number). Lanmark engagement management is provided during Support Hours. The Carrier's fault desk operates in accordance with the Carrier's published support hours, which may be 24x7 for major outage scenarios depending on the Carrier and the Connectivity Service.
- 6.7.2** Under pure passthrough, the Client uses the Carrier's published support channels and the Carrier's published support hours.

6.8 Cancellation before Service Start Date

- 6.8.1** Where the Client cancels an order for a Connectivity Service after Lanmark's provisional acceptance but before the Service Start Date, for any reason other than (i) Lanmark's failure to meet its Service Start Date commitment or (ii) cancellation under Clause 6.3.3 (Excess Construction Charges rejection) or under Clause 6.2.2 (Wayleave failure), the Client will reimburse Lanmark on demand for: (a) any Carrier termination charges, early-exit fees, cancellation penalties or other Carrier passthrough costs incurred by Lanmark in accordance with MSA Clause 20.5.5; and (b) any Lanmark costs reasonably incurred in preparing to deliver the Service, including Site Survey time, design and feasibility work, project management time, Wayleave coordination, third-party engineer survey fees, and any installation or onboarding work commenced. Lanmark will use reasonable endeavours to mitigate both (a) and (b) but the Client acknowledges that Carrier and internal preparation costs are typically not capable of mitigation. The Client's obligation under this Clause 6.8 is

in addition to any Wayleave-failure liability under Clause 6.2.2 or Excess-Construction-rejection liability under Clause 6.3.3.

7. Client responsibilities

To enable Lanmark and the Carrier to deliver the Service, the Client will:

- (a) provide accurate information about the site or sites, the in-scope environment, the relevant landlord or freeholder, any Wayleave constraints, the existing connectivity arrangements being replaced or supplemented, the number ranges or numbering portability requirements (where relevant) and any other information the Carrier reasonably requires to provision the Service;
- (b) procure the Wayleave from the relevant landlord, freeholder, road authority, property owner or other third party where required for the Connectivity Service, in accordance with Clause 6.2;
- (c) facilitate the Carrier's Site Survey, planning and installation work, including providing site access at reasonable times, providing comms room, riser or other internal access where required, and providing power, environmental conditioning and physical security for any CPE installed at the site;
- (d) accept or reject any Excess Construction Charges within the fourteen (14) day window at Clause 6.3.1, and accept that failure to respond within that window is treated as cancellation;
- (e) give Lanmark not less than forty-eight (48) calendar hours' written notice to cancel or reschedule a planned Carrier installation under Clause 6.4.2, noting that the Carrier may apply a longer notice period or may apply Carrier-published charges even where the Client gives Lanmark notice in time;
- (f) use the CPE in accordance with the Carrier's published operating instructions and Carrier Terms, look after the CPE in the Client's care, take reasonable steps to protect it from physical damage, environmental damage and unauthorised access, and not alter, move or interfere with it without Carrier or Lanmark consent;
- (g) comply with the Carrier Terms applicable to the Connectivity Service, including any acceptable use rules, fair use rules, fraud thresholds, voice or SIP operating rules (including any emergency-call provisioning, number portability or regulatory requirements imposed on Carriers under Ofcom General Conditions or equivalent regulation), and any other Carrier-published rules;
- (h) in the case of voice, SIP or hosted telephony services, maintain accurate emergency-location information and site address details for each user, handset, gateway and softphone associated with the Service, and notify Lanmark in advance of any move, change, relocation or remote-working arrangement that may affect emergency-call routing or location data (including the relocation of users, numbers, handsets, gateways or softphones to a different site or user location). Lanmark does not provide life-safety, emergency-services or public-safety advice; the Client is responsible for assessing whether the Carrier voice service is suitable for its emergency-call needs at each site, and for ensuring an alternative emergency-call arrangement is in place where the Carrier's voice service may not be available;
- (i) in the case of number porting, provide accurate Client information (including number ownership, account references, losing-provider details, billing addresses and any

other information the Carrier or losing provider reasonably requires), ensure that number authority and ownership checks can be completed, and acknowledge that porting is subject to the Carrier's process, the losing provider's process and any regulatory rules. Lanmark is not liable for porting delay, rejection or loss caused by inaccurate Client information, losing-provider action, Carrier process or factors outside Lanmark's reasonable control;

- (j) nominate a Service contact at the Client to authorise Connectivity Service requests, accept Excess Construction Charges quotations, accept installation dates, and receive Service-related communications;
- (k) respond promptly to Lanmark and (where applicable) Carrier requests for information, access, approval or instructions in connection with the Service;
- (l) notify Lanmark before onboarding (and from time to time as relevant during the Service) where the Connectivity Service will carry substantial volumes of special category Personal Data, criminal offence data, children's data or other unusually sensitive data, and where the nature of that data affects the configuration, regulatory classification, resilience, security, Carrier selection or technical design of the Service (Clause 10). Ordinary business traffic carried by the Service in normal use does not, of itself, trigger this notification;
- (m) ensure that the Connectivity Service is not used for any unlawful purpose, in breach of any Carrier acceptable use rule, in breach of any applicable law or regulation, or in any manner that infringes a third-party right, including (without limitation) the prohibition on fraudulent voice traffic, premium-rate fraud or any artificial inflation of traffic;
- (n) on termination or expiry of a Connectivity Service, return any Carrier-supplied CPE to the Carrier (or to Lanmark for onward return to the Carrier) in accordance with the Carrier's published return instructions and Clause 13.5, making the complete CPE (including any accessories supplied with it) available for collection at the agreed time and in reasonable packaging, and not moving the CPE from the installation site without Carrier or Lanmark consent.

Where the Client does not meet a responsibility under this Clause 7, and that failure causes or materially contributes to a Service failure, a delay in installation, a Client loss arising in connection with the Service, an inability to deliver the Service to the agreed Service Start Date or a third-party claim, Lanmark and the Carrier are not liable for the consequent loss or damage, and the Client's indemnity at Clause 8 applies to the extent set out in Clause 8.

8. Indemnification

- 8.1** The Client will indemnify Lanmark against any third-party claim made against Lanmark (including regulatory action by any regulator or supervisory authority such as Ofcom or the Information Commissioner's Office, and including claims by employees, customers or counterparties of the Client), and against Lanmark's reasonable costs and expenses (including reasonable legal fees) incurred in connection with such third-party claim or regulatory action, in each case to the extent the claim or action arises out of or in connection with:
- (a) the Client's breach of any obligation under this Schedule, the MSA or the Carrier Terms applicable to the Connectivity Service;
 - (b) the Client's failure to provide accurate or complete information about the site, the environment or the in-scope arrangements;
 - (c) the Client's failure to procure Wayleave under Clause 6.2 (with the consequence that the Connectivity Service cannot be installed or operated as ordered);
 - (d) any use of the Connectivity Service that is unlawful, breaches a Carrier acceptable use rule or fair use rule, infringes a third-party right or breaches any applicable law, regulation, code of conduct or acceptable use rule, including (without limitation) fraudulent voice traffic, premium-rate fraud or artificial inflation of traffic;
 - (e) to the extent the claim or action arises from data, content, communication or transmission carried by the Connectivity Service that is unlawful, infringes a third-party right, is unauthorised by the Client, or breaches an applicable law, regulation or acceptable use rule. Ordinary business traffic carried by the Service in normal use does not, of itself, trigger this Clause 8.1(e);
 - (f) the Client's failure to look after the CPE in its care, including any environmental, electrical, safety, security or operational incident attributable to the CPE while in the Client's possession or under the Client's instruction or control;
 - (g) any third-party claim or regulatory action arising from the Client's failure to return the CPE to the Carrier on termination as required under Clauses 7(n) and 13.5 (for the avoidance of doubt, any first-party charges passed through from the Carrier under Clauses 13.5 and 13.3, and any usage and fraud charges under Clause 13.3.6, are separate first-party payment obligations of the Client and are not subject to this indemnity).
- 8.2** The indemnity at Clause 8.1 does not apply to the extent that the matter giving rise to the third-party claim or regulatory action is caused by the gross negligence or wilful misconduct of Lanmark, or by Lanmark's breach of a non-excludable obligation under the Data Protection Legislation, the MSA or applicable law. For the avoidance of doubt, the indemnity is given without prejudice to, and does not narrow, the non-excludable carve-outs at Clause 18.1 of the MSA.
- 8.3** The Client's indemnity at this Clause 8 is subject to the limitations and exclusions of liability at Clause 18 of the MSA (including the per-Service per-Contract Year cap at Clause 18.2 and the exclusions at Clause 18.3 of the MSA). Clause 18.2.2 of the MSA applies.

8.4 Lanmark will give the Client prompt written notice of any third-party claim or regulatory action that may give rise to an indemnity under Clause 8.1, and will not settle or admit liability without the Client's prior written consent (such consent not to be unreasonably withheld or delayed). The Client may take conduct of the defence at the Client's cost where Lanmark gives its prior written approval, such approval not to be unreasonably withheld. Lanmark may refuse approval where, in Lanmark's reasonable opinion, the claim or regulatory action concerns Lanmark's own legal, regulatory, confidentiality or reputational interests, including (without limitation) any matter involving Lanmark's confidential information, Carrier relationships, other clients of Lanmark, or any direct investigation of Lanmark by a regulator or other authority. Where Lanmark refuses approval, Lanmark will assume conduct of the defence and will keep the Client reasonably informed.

9. Disclaimers

9.1 Connectivity Services depend on the operation of the Carrier's network, the Carrier's hosted platforms, the Carrier's CPE and (in the case of dedicated cloud connectivity) the cloud platform provider's network. The Service does not guarantee uninterrupted operation of any Connectivity Service in every circumstance. In particular, and without limitation, Lanmark does not warrant or guarantee that:

- (a) the Connectivity Service will operate without interruption, fault, downtime, jitter, packet loss, latency variability, call quality variability, congestion or other network event;
- (b) the Carrier-supplied CPE will operate without fault, performance variability or interruption, or will receive any particular ongoing support, firmware update or vulnerability remediation from the Carrier or its upstream vendors;
- (c) the Carrier's network, hosted platform or upstream peering arrangements will be free from outage, congestion, cyber attack, denial-of-service event or other operational incident;
- (d) the Service Start Date will be met where the Carrier's Site Survey, planning, Wayleave, Excess Construction Charges or installation processes take longer than initially indicated, where the Client delays acceptance of those processes, or where any third party (including the landlord or any road authority) acts in a way that delays the Carrier;
- (e) voice, SIP or hosted telephony services will be capable of supporting emergency calls in all circumstances. Voice, SIP and hosted telephony services may depend on mains power, internet access, correct address registration with the Carrier, accurate emergency-location information, CPE operation, LAN or Wi-Fi availability and Carrier routing, and Carrier-published voice operating rules apply (including any limitations on emergency-call resilience under power outage, internet outage, CPE failure, LAN or Wi-Fi failure, or where the user has moved a handset, gateway or softphone to a location other than the one registered with the Carrier). Lanmark does not provide life-safety, emergency-services or public-safety advice. The Client is responsible for keeping emergency-location information and site address details accurate, for assessing whether the Carrier voice service is suitable for its emergency-call needs at each site, and for ensuring that an alternative emergency-call arrangement is in place where the Carrier's voice service may not be available.

9.2 The Carrier service is supplied to Lanmark by the Carrier under the Carrier Terms. Lanmark does not give any separate warranties (express, implied or statutory) in respect of the Carrier service, save to the extent that any such warranty cannot be excluded under applicable law. This Clause 9.2 does not exclude any warranty or other obligation that cannot be excluded under applicable law, and does not affect Lanmark's own obligation to deliver the Service in accordance with the MSA and this Schedule.

9.3 Subject to Clause 18 of the MSA, Lanmark is not liable for any Service failure, outage, performance variability, delay in installation, loss of data or call carried by the Service, or interruption to the Client's business caused by the operation of the Carrier's network or platforms in accordance with the Carrier Terms, environmental conditions, human error of

the Client, third-party action (including action by a landlord or freeholder withholding Wayleave), or any other factor outside Lanmark's reasonable control, including (without limitation) Client-side power failure, Client-side LAN or Wi-Fi failure, Client-side firewall or routing changes, Client-side internal cabling issues, comms-room conditions at the Client's site, building access restrictions at the Client's site and any Client-side equipment failure beyond the Demarcation Point, except to the extent caused by Lanmark's breach of an express obligation under this Schedule or the MSA, the gross negligence or wilful misconduct of Lanmark, or Lanmark's breach of a non-excludable obligation under the Data Protection Legislation, the MSA or applicable law.

- 9.4** The Client acknowledges that Connectivity Services are one element of a broader operational resilience and business continuity posture. The Service is designed to support the Client's connectivity requirements at the agreed bandwidth and topology. It is not a substitute for the Client's own broader business continuity arrangements, security controls, redundant connectivity or operational governance, and it does not transfer the Client's residual operational risk in those areas to Lanmark.

10. Data protection particulars

This Clause 10 supplements Clause 13 (Data protection) of the MSA and sets out the Article 28 processing particulars for the Service. Defined terms in Clause 13 of the MSA apply in this Clause.

Connectivity Services predominantly carry the Client's data, voice and IP traffic between sites, networks and the public internet. Lanmark does not in the ordinary course of resale inspect or process the content of that traffic. The Carrier may process traffic, signalling, call detail records, voicemail, network performance data and similar Personal Data on its own account as the supplier of the underlying carrier service, in accordance with the Carrier Terms and the Carrier's own data protection particulars; for that processing, the Carrier acts independently of Lanmark.

Article 28 particular	Value for the Connectivity Service
Subject matter of the processing	Provision of the Connectivity Services, comprising the resale and commercial management of Carrier-supplied internet access, voice and SIP, hosted telephony, VPN and cross-site connectivity, and dedicated cloud connectivity, together with the service support model identified in the Order Form.
Duration of the processing	For the duration of the Service. Carrier-side processing of traffic and call data continues for retention periods determined by the Carrier under the Carrier Terms and applicable law (which may include statutory and regulatory retention obligations imposed on telecommunications providers). Lanmark-held records relating to Service operation (order records, fault tickets under the Lanmark-managed mode, billing records, asset records for Lanmark-issued items, secure-disposal records where applicable) are governed by Lanmark's Data Protection and Retention Policy.
Nature and purpose of the processing	Order processing, provisioning, billing, service management (where the Lanmark-managed mode applies), and where required for fault management or compliance the limited Lanmark processing of order data, contact data, fault tickets and Service contact details. Lanmark does not in the ordinary course inspect, intercept or analyse the content of Client traffic, voice calls or signalling carried by the Service.
Types of Personal Data	Personal Data of Service contacts (names, email addresses, telephone numbers, addresses), Personal Data within order, billing and fault data (limited), and any Personal Data within the Client's traffic that Lanmark may incidentally encounter when investigating a fault on the Client's instruction. Personal Data within the Client's traffic carried by the Service (including traffic data, call detail records, signalling data, voicemail content, emergency-location data, number-porting data and any lawful-access or lawful-interception compliance data) is processed by the Carrier under the Carrier Terms; Lanmark does not select, filter or curate that traffic except where strictly necessary to perform the Lanmark-managed service support obligation under Clause 3.6.1(b) or to give effect to a specific written Client instruction.
Categories of data subject	Service contacts at the Client, Authorised Users of the Connectivity Service, Client employees, contractors and customers whose Personal Data is carried by the Service or whose Personal Data is provided to Lanmark to administer the Service.

Documented instructions for processing	Set out in the MSA, this Schedule, the Order Form, the Lanmark service documentation produced during onboarding, and any further written instructions the Client gives Lanmark from time to time.
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For clarity, Lanmark's processing under this Schedule is limited to order, billing, support and fault-management data and the Personal Data within those records. The Carrier's processing of traffic data, call detail records, signalling data, voicemail content, emergency-location data, number-porting data, lawful-access compliance data and network performance data is governed by the Carrier Terms and the Carrier's legal obligations as a communications provider; for that processing the Carrier acts independently of Lanmark, and Lanmark does not warrant or undertake the Carrier's compliance with those obligations.

Where the Connectivity Service will routinely carry substantial volumes of special category Personal Data, criminal offence data, children's data or other unusually sensitive data, and where the nature of that data affects the configuration, regulatory classification, resilience, security, Carrier selection or technical design of the Service, the Client will inform Lanmark before onboarding so that appropriate technical and organisational measures (and any Carrier-side measures) can be confirmed. For the avoidance of doubt, ordinary business traffic carried by the Service does not, of itself, trigger this notification.

11. Sub-Processors used in delivering this Service

Lanmark uses Sub-Processors to deliver the Service in accordance with Clauses 13.5 to 13.7 of the MSA. The categories of Sub-Processor used in delivering this Service are:

Category	Role in this Service
Carrier(s)	Supply of the substantive Connectivity Service (network capacity, voice infrastructure, hosted telephony platform, cross-site or cross-cloud private link) and the Carrier-supplied CPE. The Carrier is a Sub-Processor only where the Carrier processes Personal Data on Lanmark's behalf in connection with the Service (for example, where the Carrier processes order contacts, installation contacts, Service contact details, support ticket data or similar administration data supplied by Lanmark on the Client's behalf). Where the Carrier processes traffic data, call detail records, signalling data, voicemail content, emergency-location data, number-porting data, lawful-access compliance data, network performance data or similar Personal Data on its own account as the supplier of the underlying carrier service (including pursuant to its statutory or regulatory obligations as a telecommunications provider), the Carrier acts independently of Lanmark for that processing and is a Third Party Provider supplying a regulated communications service rather than a Lanmark Sub-Processor.
Service Tooling provider	Provision of the Lanmark service management system used for order management, fault ticketing under the Lanmark-managed mode, billing administration and reporting.
Logistics and equipment-handling provider(s)	Where Lanmark engages a third-party courier or logistics provider for the inbound delivery of Carrier-supplied CPE, the return of CPE on termination, or any other equipment-handling task in connection with the Service, that provider is a Sub-Processor only where it processes Personal Data (such as delivery address, recipient name and proof-of-delivery records) on Lanmark's behalf.

The current Sub-Processor in each category is identified in the live Sub-Processors List published at lanmark.com/terms-of-business. The Sub-Processors List is the authoritative source for the identification of current Sub-Processors, the location of processing and any applicable international transfer mechanism.

12. Relationship with the Carrier

- 12.1** The substantive Connectivity Service is delivered by the Carrier under the Carrier Terms. Lanmark resells the Carrier's service to the Client under Lanmark's brand and engagement model, but does not itself operate the Carrier's network or hosted platforms.
- 12.2** Where Lanmark presents the Carrier service under Lanmark's brand or service description (a white-labelled arrangement, to the extent that the Carrier is not named to the Client), Lanmark's obligations under this Schedule are limited to Lanmark's resale, commercial management, billing administration and (where the Lanmark-managed mode applies) the service support obligations at Clause 3.6.1(b). The underlying Carrier network, hosted platform, infrastructure roadmap, security model, regulatory posture and operating standards remain the Carrier's. Clause 17 of the MSA applies.
- 12.3** Where the Service depends on the operation of the Carrier's network or platforms, Lanmark's obligations under this Schedule are subject to the Carrier operating its network and platforms in accordance with the Carrier Terms. Subject to Lanmark's obligations under Clause 13 of the MSA and the Data Protection Legislation in respect of any Sub-Processors, Lanmark is not liable for any act or omission of the Carrier, including any failure of the Carrier's network to operate as expected, any change in the Carrier Terms (including changes to Service Levels, service credits, pricing, retention periods or supported product range), any Carrier-imposed end-of-life of a product, or any change in the Carrier's operating model. Lanmark will pass through any material change in the Carrier Terms to the Client in accordance with the MSA change provisions. The Client acknowledges that Carrier-imposed changes may take effect on the Carrier's timetable (including immediately or mandatorily, for regulatory, security or operational reasons) and may apply before Lanmark is able to give advance notice to the Client; Lanmark will give the Client notice of such changes as soon as reasonably practicable after Lanmark receives notice from the Carrier.

13. Service-specific commercial terms

13.1 Fees and pricing

- 13.1.1** The recurring Fees for the Service are set out in the Order Form. The unit of charge depends on the Connectivity Service and is identified in the Order Form (typically per circuit per month for internet access; per channel, per trunk or per number range for voice and SIP; per seat or extension per month for hosted telephony; per cross-site link per month for VPN; per port and per Mbps per month for dedicated cloud connectivity). The Carrier's published rate for the agreed product underpins the recurring Fee.
- 13.1.2** Up-Front Fees (where applicable for Carrier installation, CPE configuration, number porting, Wayleave assistance or other one-off work), Excess Construction Charges accepted under Clause 6.3, installation cancellation and reschedule charges under Clause 6.4, out-of-hours installation uplifts under Clause 6.4.3, Carrier-passed-through usage charges (including any consumption above an agreed inclusive allowance), Carrier early termination charges and Fees for any separately-quoted work are identified in the Order Form or in the relevant Carrier or Lanmark notification and are invoiced separately at the time the relevant activity occurs or the relevant charge is incurred.
- 13.1.3** The Fees referred to in this Clause 13.1 are reviewed by Lanmark from time to time and may be adjusted in accordance with the MSA fee-adjustment provisions (Clauses 7.9, 7.10 and 7.11). Where the Carrier changes its rates for an in-life Connectivity Service, the Carrier rate change flows through to the Client in accordance with the MSA change provisions. Examples of Carrier-side charges that may pass through to the Client include (without limitation) regulatory levies (such as Ofcom or equivalent regulator charges), number rental and porting charges, usage charges, wholesale access charges, surcharges, fraud-prevention or fraud-recovery charges, and changes driven by exchange-rate movements or by Carrier upstream-provider changes.

13.2 Term and renewal

- 13.2.1** The Initial Term for each Connectivity Service is the term identified in the Order Form, which is typically the same as the Carrier-side minimum commitment for the relevant product (frequently 12, 36 or 60 months depending on Carrier and product). The Subsequent Term is as set out in the Order Form. The default non-renewal notice period is ninety (90) days before the end of the then-current Term, consistent with the MSA default at Clause 20.2.

13.3 Termination charges

- 13.3.1** Where the Client terminates a Connectivity Service (or any element of it) before the end of the Initial Term or the then-current Subsequent Term, for any reason other than the Client's right to terminate for Lanmark's material breach under Clause 20 of the MSA, the Client remains liable to Lanmark for:
- (a) the recurring Fees through to the end of that Term;
 - (b) any Carrier early termination charges, abort charges, wasted-cost charges or other charges that the Carrier applies to Lanmark under the Carrier Terms in consequence of the Client's early termination; and

(c) any accrued or subsequently-billed Carrier charges attributable to the Client's Service, including (without limitation) unpaid or late-billed usage charges, fraud charges, premium-rate charges, number charges, equipment charges, Excess Construction Charges, installation charges, porting charges and regulatory charges.

- 13.3.2** Clause 13.3.1 reflects that Lanmark's delivery of the Service involves a back-to-back commitment to the Carrier under the Carrier Terms; that commitment runs for the Carrier-side term applicable to the relevant Connectivity Service; and Lanmark cannot recover that commitment from the Carrier on Client early termination. The Client's payment obligation under this Clause 13.3 is in addition to any other amounts due in respect of services delivered before termination.
- 13.3.3** The parties agree that the Client's payment obligation under this Clause 13.3 is a primary payment obligation reflecting the agreed commercial commitment for the Term, and is not a penalty or a secondary damages remedy. The parties have negotiated and accepted the Fees on this basis. The dual exposure under Clauses 13.3.1(a) and 13.3.1(b) is by design: the recurring Fees under 13.3.1(a) recover Lanmark's commercial commitment, margin and service administration for the Term; the Carrier charges under 13.3.1(b) and 13.3.1(c) recover amounts charged to Lanmark by the Carrier and may be additional. Carrier charges may also be billed by the Carrier to Lanmark some time after termination, and the Client's liability under Clause 13.3.1(c) covers such late-billed Carrier charges.
- 13.3.4** Where Wayleave is refused, withdrawn, materially delayed or not obtained under Clause 6.2.2, or where the Client fails to accept Excess Construction Charges within the applicable acceptance window under Clause 6.3, this Clause 13.3 applies to the consequent cancellation by the Client.
- 13.3.5** Clause 13.3 is a Service-specific application of Clause 20 of the MSA and prevails over any inconsistent position the MSA might otherwise be read to allow for this Service.
- 13.3.6** Without prejudice to the indemnity at Clause 8 or to any other right or remedy available to Lanmark, the Client is liable to Lanmark for any usage, fraud, premium-rate, artificial inflation of traffic, denial-of-service, abuse or other usage-based charge that the Carrier applies to Lanmark under the Carrier Terms in connection with the Client's Service (including charges arising from voice or SIP fraud, compromised credentials, abuse of trunks or numbers, or any other unauthorised or out-of-policy use of the Service). The Client's liability under this Clause 13.3.6 does not apply to the extent that the charges are caused by Lanmark's gross negligence, wilful misconduct, breach of a non-excludable obligation under the MSA or applicable law, or unauthorised use of the Service by Lanmark itself.

13.4 Direct Debit and invoicing

- 13.4.1** The Client agrees to pay all invoices for the Service by Direct Debit, in accordance with the MSA Direct Debit position for recurring and consumption-based Services. Up-Front Fees, Excess Construction Charges, installation cancellation and reschedule charges, Carrier-passed-through usage charges, Carrier early termination charges and Fees for separately-quoted work are invoiced separately at the time the relevant charge is incurred and are payable by Direct Debit unless alternative arrangements are agreed in writing.

13.5 Customer Premises Equipment (CPE)

- 13.5.1** Any CPE supplied as part of a Connectivity Service is owned by the Carrier (or, where applicable, by the Carrier's upstream network operator). Title to the CPE does not pass to Lanmark or to the Client at any point. Lanmark does not, of itself, own or warrant the CPE.
- 13.5.2** The Client will look after the CPE in its care in accordance with Clause 7(f), will not alter or move it without Carrier or Lanmark consent, will not allow any lien, charge or security interest to attach to the CPE, and will not allow any third party to claim title to the CPE.
- 13.5.3** On termination or expiry of a Connectivity Service, the Client will return the CPE to the Carrier (or to Lanmark for onward return to the Carrier) in accordance with the Carrier's published return instructions. Where the Carrier (or Lanmark on behalf of the Carrier) arranges collection, the Client will make the complete CPE (including all accessories supplied with it) available for collection at the agreed time, in reasonable packaging (where the Carrier's instructions require packaging), and not move the CPE from the installation site without Carrier or Lanmark consent. Missed collections, repeated failed collections, incomplete returns (such as CPE returned without supplied accessories), or any failure by the Client to make the CPE available for collection may attract Carrier or Lanmark recovery costs, which are payable by the Client under Clause 13.5.4.
- 13.5.4** Where the Client (or any person acting under the Client's instruction or control) damages, removes, loses, alters, moves without consent, fails to package reasonably, or otherwise interferes with the CPE, or fails to return the CPE at end of Term in accordance with Clause 13.5.3, the Carrier may charge an unreturned-equipment charge, damaged-equipment charge, replacement-cost charge or recovery-cost charge under the Carrier Terms, and Lanmark may incur reasonable recovery costs of its own. Lanmark passes any such Carrier charge and any such Lanmark recovery cost through to the Client, and the Client is liable to Lanmark for the amount of that charge or cost. Lanmark will invoice the Client with reasonable supporting detail; the absence of an itemised breakdown from the Carrier does not prevent Lanmark from passing the Carrier charge through to the Client, provided that Lanmark can evidence (for example, by reference to the Carrier invoice, the Carrier rate card, or correspondence with the Carrier) that the charge was applied to Lanmark in connection with the Client's Service. The invoice is payable in accordance with the MSA payment terms.

14. Explicit overrides of the Master Services Agreement

Clause 1.3 of the MSA provides that a Service Schedule prevails over the MSA only in respect of specific service detail and only where the Service Schedule explicitly states an override. The following provisions of this Schedule are explicit overrides of the MSA for the Connectivity Service:

- (a) Clauses 5.1 and 5.3 of this Schedule set the Service-specific Service Level position. Carrier-published Service Levels apply; Lanmark does not commit to standards different from, or more onerous than, those published by the Carrier; where the Carrier Terms provide for service credits, Lanmark uses reasonable endeavours to claim from the Carrier and pass through to the Client at face value, with the administration of the claim included in Lanmark's recurring Fees and no separate deduction made; Lanmark engagement targets at Clause 5.2 (where the Lanmark-managed mode applies) are targets not guarantees and do not give rise to Lanmark service credits, with the Client's remedy being investigation and remediation as set out in Clause 5.3.3. This is a Service-specific application of Clauses 11.2, 17.4 and 18.4 of the MSA;
- (b) Clause 8 of this Schedule sets out a Service-specific indemnity from the Client to Lanmark, limited to third-party claims and regulatory action against Lanmark, and to Lanmark's reasonable costs and expenses incurred in responding, in each case to the extent the claim or action arises from Client-controlled risk in this Service (including inaccurate information, failure to procure Wayleave, unlawful or non-compliant use of the Service, unlawful or non-compliant traffic, content, communication or transmission carried by the Service, fraudulent voice traffic, breach of Carrier acceptable use rules, CPE care and failure to return CPE on termination). The indemnity at Clause 8 is subject to the limitations and exclusions of liability at Clause 18 of the MSA, including the non-excludable carve-outs at Clause 18.1;
- (c) Clause 9 of this Schedule sets out Service-specific disclaimers, including that Connectivity Services depend on the Carrier's network, hosted platforms and CPE; that the Service is not guaranteed to be free of outage, performance variability or installation delay; that the Service Start Date is not guaranteed where Carrier, Client or third-party matters delay it; that voice, SIP and hosted telephony services may have emergency-call limitations under power outage, internet outage, CPE failure, LAN or Wi-Fi failure, inaccurate emergency-location information or address registration, moved handsets, gateways or softphones and Carrier routing constraints; that Lanmark does not provide life-safety, emergency-services or public-safety advice; and that Lanmark is not liable for Service failure caused by factors outside Lanmark's reasonable control. The full emergency-call limitations and Client responsibilities are set out at Clause 9.1(e) and Clause 7(h). Clause 9.3 preserves Lanmark's liability for its own breach of an express obligation under the Schedule or the MSA, gross negligence, wilful misconduct, and breach of non-excludable obligations. These disclaimers are the Service-specific operation of Clauses 17.4 and 18 of the MSA;
- (d) Clauses 6.2, 6.3, 6.4 and 13.3 of this Schedule set out the back-to-back commercial regime for Carrier-side commitments: Wayleave responsibility sits with the Client, with full agreement value liability where Wayleave is refused, withdrawn, materially

delayed or not obtained (subject to the carve-back at Clause 6.2.2 for Lanmark gross negligence, wilful misconduct, breach of non-excludable obligation or Lanmark's failure to pass on Carrier Wayleave documentation reasonably required by the Client); Excess Construction Charges with a fourteen (14) day Client acceptance window (or the shorter Carrier-specified validity period where applicable), with cancellation consequences where rejected or not accepted; forty-eight (48) calendar hours' installation cancellation deadline with Carrier-published cancellation, reschedule and out-of-hours charges passing through (and Carrier charges applying even where the Client gives Lanmark notice in time); Service-specific termination charges so that on early termination by the Client (for any reason other than Lanmark material breach), the Client pays the Lanmark recurring Fees through to the end of the Term, any Carrier early termination charges, and any accrued or subsequently-billed Carrier charges attributable to the Client's Service; and a first-party payment obligation at Clause 13.3.6 for Carrier usage, fraud, premium-rate, AIT and similar usage-based charges. The termination charges are framed as a primary payment obligation. This is a Service-specific application of Clause 20 of the MSA;

- (e) Clause 13.5 of this Schedule sets out the CPE regime, including the Carrier's ongoing ownership of the CPE, the Client's obligation to look after and return the CPE on termination, and the pass-through of any Carrier-imposed unreturned-equipment, damaged-equipment or replacement-cost charge.