

SCHEDULE: CONNECTIVITY SERVICES

Broadband Access – Fixed Line Voice – SIP Trunks – Hosted VoIP

Version: June 2026 | Governing Law: England & Wales | Supplement to the CloudHost Master Services Agreement

This Schedule supplements the CloudHost Master Services Agreement (“MSA”) and applies to the Connectivity Services identified on the Customer Order Form. Where there is any conflict between this Schedule and the MSA, this Schedule prevails. All capitalised terms not defined herein have the meanings given in the MSA.

IMPORTANT – Network Technology Transition: BT Openreach is retiring the Public Switched Telephone Network (PSTN) and legacy copper broadband infrastructure, with completion targeted by January 2027. From that date, traditional analogue telephone lines and ADSL broadband delivered over the PSTN will no longer be available. CloudHost is migrating its connectivity portfolio to next-generation Full Fibre (FTTP), SOGEA, Ethernet and VoIP/SIP-based products. The Customer is responsible for ensuring that its equipment and infrastructure are compatible with next-generation services before and following migration. CHL shall not be liable for any loss or disruption arising from the PSTN switch-off or from the Customer’s failure to migrate in a timely manner.

1. DEFINITIONS

The following additional definitions apply in this Schedule:

Access Line: the physical or virtual connection between the Customer’s premises and the Network, delivered via the access technology specified on the Customer Order Form.

Broadband Service: the internet connectivity service provided by CHL over an Access Line, as described in section 3 of this Schedule.

Business Hours: 09:00 to 17:30 Monday to Friday, excluding public and bank holidays in England.

Call: a voice communication routed via the Voice Service.

Call Data Records (CDRs): electronic records of each Call passing through the Carrier Network, generated by CHL’s systems for billing and informational purposes.

Carrier Network: the communications network or networks selected by CHL from time to time to convey voice traffic.

Control Panel: the web-based administration interface through which the Customer manages its Connectivity Services.

DIA (Dedicated Internet Access): a fixed, symmetrical, uncontended broadband connection delivered over a leased line or Ethernet circuit, as identified on the Customer Order Form.

Ethernet / Leased Line: a dedicated point-to-point or point-to-multipoint data circuit providing guaranteed bandwidth, as identified on the Customer Order Form.

Enhanced Care: the elevated fault response and resolution service level described in the SLA table at clause 3.6.

FTTP (Fibre to the Premises): a full-fibre broadband access technology delivering an optical fibre connection directly to the Customer’s premises, forming part of Openreach’s next-generation network.

Hosted VoIP Service: a cloud-based telephony service where voice extensions and features are hosted on CHL’s or a third-party platform, as described in section 5 of this Schedule.

Incident: a failure of the Service to operate in accordance with its published specification, reported by the Customer in accordance with clause 3.5.

IP Address: an internet protocol address assigned to the Customer’s Broadband Service, which remains the property of CHL or its upstream provider at all times.

Monthly Recurring Charge (MRC): the fixed monthly charge for the relevant Service as set out on the Customer Order Form.

Network: the telecommunications network used by CHL and its upstream providers to deliver the Services.

Number: a geographic, non-geographic, or VoIP telephone number allocated to the Customer as part of the Voice Service.

Openreach: the network infrastructure division of BT Group plc, or any successor entity, responsible for maintaining the local access network in the United Kingdom.

PSTN (Public Switched Telephone Network): the legacy analogue and ISDN telephone network being retired by BT Openreach, with switch-off targeted for completion by January 2027.

Rate Card: the schedule of call rates and other variable charges published by CHL at www.cloudhostmsp.com and in the Control Panel, as updated from time to time.

SIP Trunk: a Session Initiation Protocol trunk connecting the Customer's own IP-PBX or telephony system to CHL's Voice platform, as described in section 5 of this Schedule.

SOGEA (Single Order Generic Ethernet Access): a broadband product delivering fibre-based broadband access without a traditional analogue voice line, forming part of the Openreach next-generation portfolio.

Standard Care: the standard fault response and resolution service level described in the SLA table at clause 3.6.

Voice Service: the fixed-line and/or VoIP telephony services provided by CHL, as described in sections 4 and 5 of this Schedule.

VoIP (Voice over IP): the transmission of voice calls over an internet protocol network rather than the PSTN.

The interpretation provisions in clause 1 of the MSA apply to this Schedule.

2. GENERAL PROVISIONS

- 2.1 CHL will provide the Connectivity Services to the Customer in accordance with this Schedule, the MSA and the Customer Order Form. The Services are provided on a business-to-business basis only. Consumer protection legislation does not apply.
- 2.2 The Services are dependent on infrastructure operated by Openreach, other network providers, and upstream carriers. CHL does not own or operate the Access Line between the exchange and the Customer's premises. CHL shall use reasonable endeavours to deliver and maintain the Services but cannot guarantee performance or availability where issues arise within infrastructure outside CHL's reasonable control, including Openreach's network, third-party carrier networks, or the Customer's own equipment.
- 2.3 CHL may, on not less than thirty (30) days' prior written notice, change the technical specification of any Service where necessary for operational, statutory or regulatory reasons, or as a result of changes imposed by Openreach or upstream providers, provided that such change does not materially and adversely affect the core functionality of the Service. Where a change is required by Openreach or a regulatory authority at shorter notice, CHL will provide as much notice as is reasonably practicable.
- 2.4 CHL may suspend any Service immediately without notice where: (a) required by a competent authority, regulator or law enforcement body; (b) the Customer has failed to pay any Charges by the due date; (c) CHL reasonably suspects fraudulent, unlawful or abusive use of the Service; (d) continued provision poses a risk to the integrity of CHL's Network or to other customers; or (e) Openreach or an upstream provider requires suspension for network reasons. All Charges continue to accrue during any period of suspension.
- 2.5 CHL may carry out scheduled maintenance on the Network and Services from time to time. CHL will use reasonable endeavours to provide at least one (1) Business Day's advance notice of planned maintenance and to schedule such events outside Business Hours. CHL will endeavour to limit scheduled maintenance to no more than three (3) hours per calendar month. Emergency maintenance may be carried out without advance notice where necessary to maintain network integrity. Planned maintenance carried out during Business Hours without the Customer's request shall be treated as downtime for service availability measurement purposes.
- 2.6 IP Addresses assigned to the Customer's Broadband Service remain the sole property of CHL or its upstream providers at all times. The Customer receives a non-transferable licence to use any

assigned IP Address solely for receiving the Services during the term. CHL reserves the right to change IP Address assignments on reasonable notice. All IP Address licences terminate automatically on expiry or termination of this Schedule.

- 2.7** Numbers allocated to the Customer as part of the Voice Service are allocated pursuant to CHL's obligations under the Communications Act 2003 and OFCOM's National Telephone Numbering Plan. The Customer acquires no ownership rights in any Number. CHL may change or withdraw a Number where required by OFCOM, Openreach or applicable regulation. CHL shall not be liable for any loss arising from such a change or withdrawal.
- 2.8** The Customer is responsible for ensuring that all equipment at its premises (including routers, switches, IP-PBX systems, handsets and cabling) is compatible with the Services and with next-generation network technologies (including FTTP and SOGEA). CHL shall not be liable for any Service degradation or failure caused by incompatible or inadequate Customer equipment.
- 2.9** CHL will pass through to the Customer, on a cost basis without mark-up, any charges levied by Openreach or other upstream providers directly as a result of the Customer's or its end users' actions (including engineer visit charges, abortive visit charges, and excess construction charges). The Customer agrees to reimburse CHL for all such pass-through charges within seven (7) days of demand.

3. BROADBAND SERVICES

3.1 Service Description

- 3.1.1** CHL provides Broadband Services to the Customer's premises using the access technology identified on the Customer Order Form. Available access technologies include: (a) FTTP (Fibre to the Premises) – full-fibre connection direct to the Customer's premises, the preferred and standard next-generation technology; (b) SOGEA – fibre-based broadband without a traditional analogue voice line, suitable for customers migrating from legacy ADSL/FTTC; (c) Ethernet/Leased Line – dedicated, symmetrical, uncontended connectivity for businesses requiring guaranteed bandwidth and service levels; and (d) legacy FTTC (Fibre to the Cabinet) and ADSL connections, where still available pending PSTN switch-off, on a diminishing basis as Openreach retires the copper network.
- 3.1.2** PSTN Transition: ADSL and FTTC products delivered over the legacy copper PSTN will cease to be available as Openreach completes its network retirement, targeted for January 2027. CHL strongly recommends that all Customers on legacy ADSL or FTTC products plan their migration to FTTP or SOGEA as a priority. CHL will use reasonable endeavours to notify affected Customers in advance of any forced migration.
- 3.1.3** Broadband speeds and performance are subject to the limitations of the access technology, the distance from the exchange or street cabinet (for FTTC and legacy products), line quality, and factors within Openreach's network. Advertised speeds are estimates only. CHL does not guarantee minimum speeds except where a DIA or Ethernet product with a guaranteed bandwidth Service Level Agreement is identified on the Customer Order Form.
- 3.1.4** The Minimum Period for Broadband Services is as set out on the Customer Order Form. If not specified: twelve (12) months for FTTP, SOGEA and FTTC products; and the longer of twelve (12) months or any minimum term imposed by Openreach for the relevant product.

3.2 Line Requirements

- 3.2.1** FTTP services are delivered via a dedicated fibre connection to the Customer's premises. No separate analogue voice line is required.
- 3.2.2** SOGEA services are delivered over a fibre-based connection without an analogue line. The Customer must ensure its telephony requirements are met via a VoIP or SIP-based voice service.
- 3.2.3** Where the Customer's Broadband Service is delivered over a shared line that also carries a traditional voice service, the Customer is responsible for paying line rental to the relevant provider for that line separately, in addition to CHL's Broadband Charges.
- 3.2.4** For alarm systems, lift lines, fax machines or any other equipment that relies on an analogue PSTN connection, the Customer is solely responsible for ensuring continued operation following migration to a digital or IP-based access service. CHL accepts no liability for the failure of any alarm, lift, fax or other PSTN-dependent device as a result of migration to a next-generation service.

3.3 Charges

- 3.3.1** The Customer shall pay: (a) the Activation Charge (where applicable) as set out on the Customer Order Form; (b) the fixed Monthly Recurring Charge (MRC) per Access Line; and (c) any variable charges arising from bandwidth overage, Service upgrades, engineer visits or other chargeable events, at the rates set out in the Price List.
- 3.3.2** All Charges are as set out in the Price List and the Customer Order Form. The Price List is published at www.cloudhostmsp.com and may be updated from time to time in accordance with the MSA.

3.4 Fair Usage and Acceptable Use

- 3.4.1** Broadband Services are subject to the Acceptable Use Policy set out in the Appendix to this Schedule. Contended broadband products are also subject to CHL's fair usage policy. CHL reserves the right to manage, throttle or restrict traffic where the Customer's usage materially exceeds fair usage thresholds or adversely affects other customers on the Network. CHL will notify the Customer where practical before taking such action.
- 3.4.2** The Customer must not use the Broadband Service to conduct denial-of-service attacks, send spam, host illegal content, or engage in any activity that threatens the integrity of CHL's Network or the networks of third parties.
- 3.4.3** Bulk email: sending email at a rate exceeding fifty (50) emails per five (5) minutes constitutes bulk mailing and is prohibited without CHL's prior written consent. Relevant ports may be blocked with immediate effect if bulk mailing is detected.

3.5 Fault Reporting

- 3.5.1** The Customer must submit all fault reports to CHL via: (a) the CHL online support portal (preferred); (b) the CHL support telephone line; or (c) email to the designated support address provided to the Customer at contract commencement. All fault reports must include the broadband username or circuit reference, a description of the fault, and any relevant diagnostics already conducted.
- 3.5.2** The Customer shall perform reasonable first-line diagnostics before submitting a fault report, including checking physical connections, restarting Customer equipment, and confirming the fault is not caused by Customer equipment. CHL reserves the right to charge for engineer visits where a fault is found to be caused by or located within the Customer's own equipment or premises.
- 3.5.3** On receipt of a fault report, CHL will assign an engineer within one (1) Business Hour of receipt for no less than 98% of properly submitted fault reports. All updates to an open fault should be submitted via the support portal or email.

3.6 Service Level Agreement – Broadband

The following fault classification matrix sets out CHL's target response, update and resolution times. These are targets and do not constitute guaranteed service levels or contractual commitments. CHL shall not be in breach of this Schedule for failure to meet SLA targets where delay is caused by Openreach, third-party carriers or factors outside CHL's reasonable control.

Priority	Description	Target Resolution (Standard Care)	Target Resolution (Enhanced Care)	CHL Update Frequency
Critical	Complete network outage affecting multiple customers due to a CHL network failure	4 hours	4 hours	Every 60 minutes
High	Total loss of service at a Customer site	40 Business Hours	20 Business Hours	Every 1–4 hours
Medium	Partial loss of service or significantly degraded performance	40 Business Hours	20 Business Hours	Every 1–4 hours

Low	General queries, billing queries, provisioning requests	40 Business Hours	20 Business Hours	Every 1–4 hours
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Where resolution requires Openreach or a third-party carrier to act, timescales are dependent on that party and may be extended. CHL will use reasonable endeavours to minimise delay and provide a temporary workaround where possible. Out of Business Hours support is available for Enhanced Care customers for High and Critical incidents. Standard Care customers receive no proactive updates outside Business Hours.

3.7 Service Availability

- 3.7.1** CHL will use reasonable endeavours to provide a monthly overall Service availability of not less than 99.7% for all Access Lines connected to CHL’s Network, excluding: scheduled maintenance as described in clause 2.5; Customer-caused or third-party-caused outages (except where such third parties are sub-contracted by CHL); and Force Majeure events as defined in the MSA.
- 3.7.2** CHL will use reasonable endeavours to maintain Control Panel availability of at least 99.95% per calendar month, measured at CHL’s network access point. Control Panel availability excludes scheduled maintenance and Force Majeure events.
- 3.7.3** Service Credits for Broadband: where CHL determines that a service credit is due following a qualifying outage, it will be applied as a credit against future invoices calculated on a pro-rata basis against the MRC for the affected circuit for the duration of the qualifying outage. Service Credits represent CHL’s entire liability for failure to meet the service availability aim. CHL will use reasonable endeavours to recover service credits from Openreach or upstream carriers where applicable and pass them through to the Customer.

3.8 Network Performance Targets (Best Endeavours)

- 3.8.1** CHL will use best endeavours to ensure that DSL and fibre broadband Services do not exceed an average latency of 50 milliseconds (measured across CHL’s network, excluding interleaving where not enabled) over any calendar month.
- 3.8.2** CHL will use best endeavours to maintain average packet loss across CHL’s Network of less than 0.5% over any calendar month. These performance targets are best endeavours only and are not guaranteed. Circumstances within Openreach’s network or upstream carrier networks outside CHL’s control may affect latency and performance.

4. FIXED LINE VOICE SERVICES

4.1 Service Description

- 4.1.1** CHL provides fixed-line voice services including: (a) traditional analogue and ISDN lines (where still available pending PSTN switch-off); (b) Wholesale Line Rental (WLR) – line rental provided over the Openreach local access network, enabling CHL to offer both line rental and calls to the Customer; and (c) Carrier Pre-Selection (CPS) – routing of calls via CHL’s Carrier Network without requiring additional equipment at the Customer’s premises.
- 4.1.2** PSTN Transition: Traditional analogue lines, ISDN, WLR and CPS products are dependent on the legacy PSTN, which BT Openreach is retiring. CHL strongly recommends that all Customers on these products plan their migration to VoIP or SIP-based alternatives as a priority. Where Openreach requires CHL to cease provision of a legacy product, CHL will provide as much notice as reasonably practicable. CHL shall not be liable for any loss arising from the enforced retirement of legacy telephony products.
- 4.1.3** CHL will use reasonable endeavours to maintain the Voice Services 24 hours per day, 365 days per year, subject to planned maintenance and circumstances outside CHL’s reasonable control.

4.2 Call Charges and Billing

- 4.2.1** Calls are billed in one-second increments at the rates set out in the Rate Card current at the time of the call. Individual call charges are rounded to the nearest £0.001 and total call charges are rounded

up to the nearest £0.001. There are no call set-up charges or minimum call charges unless expressly stated on the Customer Order Form.

- 4.2.2 The Rate Card may be varied by CHL on not less than thirty (30) days' prior written notice, in accordance with the MSA.
- 4.2.3 CHL will issue monthly invoices by no later than the 10th of each calendar month, detailing all call traffic costs, per-destination traffic volumes and any other applicable charges for the preceding month.
- 4.2.4 For 'line only' contracts, the Customer is liable for the cost of all calls passed over the line at CHL's then-current Rate Card, and for all fault management, Openreach engineer call-out and network charges attributable to the line.

4.3 Customer Obligations – Voice

- 4.3.1 The Customer shall not use the Voice Service: (a) to transmit material that is offensive, abusive, indecent, obscene, menacing, fraudulent or defamatory, or which in CHL's reasonable opinion brings CHL's name into disrepute; (b) in a manner that infringes the rights of any third party; (c) to make calls constituting harassment or constituting a nuisance to any person; or (d) in any way that constitutes Artificial Inflation of Traffic (as defined in the MSA) or any other fraudulent use.
- 4.3.2 The Customer shall ensure that all equipment connected to the Voice Service is approved for connection under the Communications Act 2003 and applicable OFCOM regulations, and is not liable to cause damage to or impair the quality of the Voice Service or Carrier Network.
- 4.3.3 The Customer shall provide CHL with all information reasonably required to manage faults and provision services, including contact details for all sites.
- 4.3.4 The Customer shall comply with General Condition C5 (formerly General Condition 22) of OFCOM's General Conditions of Entitlement relating to the sales and marketing of fixed-line telephony services, and with all other applicable OFCOM General Conditions as they apply to the Customer's use of the Voice Service.

4.4 Duration

- 4.4.1 Individual fixed-line voice services, including line rental and CPS, are subject to a minimum term of thirty (30) days from the commencement date of each individual service, unless a longer minimum term is specified on the Customer Order Form or required by Openreach.

5. VOIP AND SIP SERVICES

5.1 Service Description

CHL provides the following VoIP and SIP-based services, as identified on the Customer Order Form:

Service Type	Description
SIP Trunks	Session Initiation Protocol (SIP) trunks connecting the Customer's own IP-PBX, hosted PBX or telephony platform to CHL's voice infrastructure. The Customer is responsible for managing its own PBX and extensions. CHL provides the SIP trunk connectivity and PSTN breakout only.
Hosted VoIP – Extensions	A fully hosted cloud telephony service where voice extensions, features and call management are provided from CHL's platform (or a third-party platform such as 3CX, Microsoft Teams Voice or equivalent). The Customer accesses the service via IP handsets, softphones or mobile applications. No on-premises PBX hardware is required.
Microsoft Teams Voice	Where agreed on the Customer Order Form, CHL provides Direct Routing or Operator Connect services enabling outbound and inbound PSTN calling via Microsoft Teams. This service is subject to the Customer maintaining valid Microsoft 365 and Teams licences at all times.
Number Porting	CHL will use reasonable endeavours to port existing telephone numbers to the VoIP/SIP platform. Number porting is subject to the processes and timescales of the

losing provider and OFCOM's porting regulations. CHL accepts no liability for delays caused by the losing provider.

5.2 Network and Connectivity Requirements

- 5.2.1 VoIP and SIP services require a suitable, stable internet connection with adequate bandwidth and Quality of Service (QoS) configuration. CHL recommends that the Customer uses a dedicated or priority-tagged internet connection for voice traffic. CHL does not guarantee the quality of VoIP calls where the Customer's internet connection is unsuitable, overloaded or not QoS-configured.
- 5.2.2 The Customer is responsible for ensuring its routers, firewalls and network infrastructure are configured to support SIP and RTP traffic, including appropriate firewall rules and NAT traversal settings. CHL shall not be liable for call quality issues arising from misconfiguration of the Customer's network equipment.
- 5.2.3 The Customer is responsible for ensuring its IP handsets, softphones and PBX systems are compatible with CHL's SIP platform. CHL may provide a list of tested and approved devices but does not warrant compatibility with all devices.

5.3 Emergency Services (999/112)

- 5.3.1 VoIP and SIP services may have limitations in their ability to connect to emergency services (999 and 112). In particular: (a) calls to emergency services may not function during a power failure or internet outage at the Customer's premises; (b) the location information presented to emergency services may not accurately reflect the physical location of the calling device; and (c) number portability issues may affect the routing of emergency calls.
- 5.3.2 The Customer acknowledges these limitations and accepts responsibility for ensuring that its employees and users are aware of them. The Customer must maintain an alternative means of accessing emergency services (such as a mobile telephone) at all times. CHL shall not be liable for any failure to connect to, or any delay in connecting to, emergency services via the VoIP or SIP platform.
- 5.3.3 The Customer must notify CHL of the registered address for each SIP trunk or hosted VoIP user, and must update CHL promptly if any user changes location. Failure to keep location records current may affect the accuracy of emergency location data.

5.4 Call Charges – VoIP and SIP

- 5.4.1 Outbound calls via SIP trunks and Hosted VoIP services are charged at the rates set out in the Rate Card current at the time of the call, billed in one-second increments.
- 5.4.2 Inbound calls to allocated numbers are included unless otherwise stated on the Customer Order Form. Non-geographic number inbound charges and revenue-sharing arrangements are as set out in the Rate Card.
- 5.4.3 The Rate Card may be varied by CHL on not less than thirty (30) days' prior written notice.

5.5 Platform and Service Availability

- 5.5.1 CHL will use reasonable endeavours to maintain the VoIP and SIP platform with an availability target of 99.9% per calendar month, measured at CHL's network access point and excluding scheduled maintenance and Force Majeure events.
- 5.5.2 Hosted VoIP services that depend on third-party platforms (including Microsoft Teams Voice, 3CX hosted, or other cloud PBX providers) are additionally subject to the availability and terms of those platforms. CHL shall not be liable for any outage, degradation or change of service imposed by a third-party platform provider.
- 5.5.3 CHL accepts no liability for call quality degradation, dropped calls, or failure to connect where such issues arise from: (a) the Customer's internet connection or local network; (b) the Customer's equipment configuration; (c) third-party carrier or transit network issues; or (d) Force Majeure events.

5.6 Fraud and Security – VoIP

- 5.6.1 VoIP fraud (including SIP credential theft and Artificial Inflation of Traffic) is a significant risk. The Customer is solely responsible for securing its SIP credentials, IP-PBX and telephony equipment

against unauthorised access. CHL strongly recommends that the Customer implements IP access control lists (ACLs) restricting SIP registration to known IP addresses, uses strong and regularly changed SIP passwords, and monitors call volumes for unusual activity.

- 5.6.2** Where CHL detects traffic patterns consistent with VoIP fraud or Artificial Inflation of Traffic, CHL may suspend the relevant SIP trunk or service immediately and without notice. All charges incurred prior to suspension (including fraudulent call charges) remain the Customer's liability. CHL shall not be liable for any charges incurred as a result of fraud on the Customer's account where such fraud arises from the Customer's failure to maintain adequate security.
- 5.6.3** The Customer shall notify CHL immediately upon becoming aware of any suspected fraud, unauthorised use or compromise of its SIP credentials.
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6. TELEPHONE NUMBERS

- 6.1** Numbers allocated to the Customer are allocated in accordance with OFCOM's National Telephone Numbering Plan. The Customer acquires no proprietary rights in any Number. Numbers may be withdrawn or changed where required by OFCOM or applicable regulation. CHL shall not be liable for any loss arising from a mandatory number change.
- 6.2** Number Portability: CHL will use reasonable endeavours to facilitate the porting of existing telephone numbers to and from CHL's platform. Number porting is subject to the processes and timescales of Openreach, the losing provider and OFCOM's porting regulations. CHL accepts no liability for delays or failures caused by third parties in the porting process.
- 6.3** On termination of this Schedule for any reason, the Customer may request the porting of Numbers to another provider. CHL will facilitate such porting in accordance with OFCOM's porting obligations. The Customer must initiate a porting request promptly upon termination; Numbers not ported within thirty (30) days of termination may be returned to the number pool.
- 6.4** CHL reserves the right to withhold CLI presentation where CHL believes the Customer has failed to comply with applicable data protection or telecommunications legislation, or where a complaint has been received from a competent authority.
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7. CUSTOMER OBLIGATIONS

- 7.1** The Customer shall comply with the Acceptable Use Policy set out in the Appendix at all times and shall ensure that all end users accessing the Services through the Customer's account also comply.
- 7.2** The Customer shall provide CHL with all information, access and co-operation reasonably required by CHL to provision, maintain and support the Services, including accurate site addresses, contact details and network configuration information.
- 7.3** The Customer shall not resell, transfer or sub-licence the Services to any third party without CHL's prior written consent.
- 7.4** The Customer shall maintain appropriate security measures to prevent unauthorised access to the Services, including protecting SIP credentials, broadband access credentials and Control Panel access.
- 7.5** The Customer shall ensure that all premises equipment connected to CHL's Services is approved for connection under applicable legislation and OFCOM regulations, and shall not connect equipment that may cause damage to or interference with the Network or the services of other customers.
- 7.6** The Customer shall indemnify and hold harmless CHL from and against all losses, damages, costs and claims arising from: (a) the Customer's breach of this Schedule, the AUP or the MSA; (b) fraudulent or unauthorised use of the Services through the Customer's account; (c) any claim by Openreach, a carrier or a third party arising from the Customer's use of the Services; (d) the Customer's failure to migrate from legacy PSTN products in a timely manner; or (e) failure of any alarm, lift, medical device or other PSTN-dependent equipment following migration to a digital service.
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8. DATA PROTECTION AND CDRs

- 8.1 Both parties shall comply with all applicable Data Protection Legislation in connection with the Services.
 - 8.2 Call Data Records (CDRs) are generated by CHL's systems for billing and operational purposes. CDRs are provided for information and guidance only. CHL does not warrant the completeness or accuracy of CDRs and shall not be liable for any loss arising from reliance on CDR data.
 - 8.3 The Customer acknowledges that CHL may be required by law or a competent authority to retain, disclose or provide access to CDRs and other communications data (including under the Investigatory Powers Act 2016 or successor legislation). CHL shall not be liable for any consequences arising from compliance with such legal obligations.
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9. DURATION AND TERMINATION

- 9.1 This Schedule commences on the date identified on the Customer Order Form and continues for the Minimum Period applicable to each Service. Thereafter each Service shall renew automatically for successive periods equal to the original Minimum Period unless either party gives written notice of termination not less than sixty (60) days before the end of the then-current term.
 - 9.2 Early termination by the Customer other than as expressly permitted under this Schedule will attract the Early Termination Fee as defined in the MSA.
 - 9.3 CHL may terminate this Schedule or any individual Service with immediate effect where: (a) the Customer fails to pay any Charges by the due date; (b) the Customer commits a material breach of this Schedule, the AUP or the MSA; (c) the Customer becomes insolvent; or (d) Openreach or CHL's upstream provider requires cessation of the relevant Service.
 - 9.4 Upon termination: (a) all licences to use Numbers and IP Addresses terminate immediately; (b) the Customer must return or decommission any CHL-provided equipment within five (5) Business Days; and (c) all outstanding Charges become immediately due and payable.
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10. LIMITATION OF LIABILITY – SPECIFIC TO THIS SCHEDULE

- 10.1 In addition to the limitations in clause 13 of the MSA, CHL shall not be liable for: (a) any loss arising from delays, failures or changes imposed by Openreach, BT, or any other upstream carrier or network provider; (b) any loss arising from the PSTN switch-off, mandatory product withdrawal or forced migration; (c) failure of VoIP or SIP calls to connect to or communicate with emergency services; (d) VoIP call quality degradation arising from the Customer's internet connection or network configuration; (e) losses arising from VoIP fraud or SIP credential compromise where the Customer failed to implement adequate security; (f) any loss arising from mandatory number changes required by OFCOM or applicable regulation; or (g) interruptions arising from scheduled or emergency maintenance.
 - 10.2 Service Credits under clause 3.7.3 represent CHL's entire liability for failure to meet broadband service availability targets.
 - 10.3 The aggregate financial liability of CHL under or in connection with this Schedule is subject to the caps set out in clause 13.4 of the MSA.
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11. GENERAL

- 11.1 This Schedule is governed by and construed in accordance with the laws of England and Wales.
- 11.2 CHL may amend this Schedule at any time on not less than fourteen (14) days' written notice to reflect changes in Openreach's products, regulatory requirements or CHL's upstream agreements. For significant amendments, the notice period in the MSA applies.

- 11.3** This Schedule, together with the MSA, the AUP, the Customer Order Form and the Price List / Rate Card, constitutes the entire agreement between the parties with respect to the Connectivity Services.
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APPENDIX: ACCEPTABLE USE POLICY (AUP)

Applicable to all Connectivity Services – Version: June 2026

A1. Purpose and Scope

This AUP applies to all Connectivity Services provided by CHL under this Schedule, including broadband, fixed-line voice, SIP trunks and hosted VoIP services. CHL may update this AUP at any time; changes take effect upon posting to the CHL website or notification to the Customer. By using the Services, the Customer agrees to comply with this AUP as amended from time to time. This AUP is incorporated into and forms part of this Schedule and the MSA.

A2. General Obligations

The Customer is responsible for its own actions and the actions of all end users accessing the Services through the Customer's account. The Customer agrees not to use, attempt to use, or permit any person to use the Services to:

- store, send or distribute content that is unlawful, threatening, abusive, malicious, defamatory, obscene, discriminatory, or otherwise objectionable, or that is likely to be offensive to a reasonable person;
- store, send or distribute content that infringes any third party's intellectual property rights (including copyright, trade marks and patents), unless the Customer has a lawful right to do so;
- do anything that defames, harasses, threatens, abuses, stalks, menaces or violates the privacy of any person, or that could give rise to civil or criminal proceedings;
- commit any offence under the Computer Misuse Act 1990, including unauthorised access to or interference with any system or network;
- commit any offence under the Communications Act 2003, including the improper use of a public electronic communications network (section 127);
- commit any offence under the Investigatory Powers Act 2016, the Regulation of Investigatory Powers Act 2000 or any successor legislation;
- commit any offence under the Online Safety Act 2023 or any regulations made under it;
- commit any other offence under applicable UK legislation or regulation;
- forge header information, source addresses or any other user or network identification;
- access, monitor or use data, systems or networks without authorisation, or attempt to probe, scan or test the vulnerability of any system or network;
- conduct or participate in denial-of-service (DoS or DDoS) attacks, port scanning, brute-force attacks or any other activity that threatens the integrity or security of CHL's Network or any third-party network;
- deliberately introduce, transmit or distribute viruses, malware, ransomware, trojans, worms or any other harmful code;
- send or facilitate unsolicited bulk email (spam) or overload any network or system;
- make or facilitate fraudulent calls, engage in Artificial Inflation of Traffic, or use the Voice Service in connection with any scam, fraud or criminal activity;
- tamper with, modify or make unauthorised changes to any network or system;
- authorise, assist or encourage any other person to do any of the above.

A3. Anti-Spam Requirements

The Customer must comply with the Privacy and Electronic Communications Regulations 2003 (as amended), the UK GDPR and all applicable direct marketing legislation when sending commercial electronic communications through or in connection with the Services.

The Customer MUST:

- include conspicuous identification of commercial messages;

- provide a valid physical postal address in commercial emails;
- include a functional unsubscribe mechanism and process opt-out requests within ten (10) Business Days;
- comply with all applicable direct marketing regulations.

The Customer MUST NOT:

- send bulk email at a rate exceeding fifty (50) emails per five (5) minutes;
- use false, deceptive or misleading headers, sender addresses or subject lines;
- add email addresses to lists without verifiable subscriber consent;
- continue sending to recipients who have opted out;
- harvest email addresses by automated or manual means without consent;
- relay email through servers or networks without authorisation;
- send email designed to bypass spam filters or that results in blacklisting of CHL's IP addresses or mail servers.

A4. Excessive Use

The Customer must use the Services within any data or capacity limits applicable to its subscribed plan. CHL may limit, suspend or throttle the Service where the Customer's usage unreasonably exceeds fair usage thresholds, adversely affects other customers, or threatens network integrity. CHL will attempt to notify the Customer before taking such action where reasonably practicable.

A5. VoIP and Voice-Specific Rules

In addition to the general obligations above, the Customer must not use the Voice Service or VoIP Services to:

- make calls that constitute harassment, nuisance or menace to any person, in contravention of the Communications Act 2003 or any other applicable legislation;
- engage in any form of Artificial Inflation of Traffic;
- conduct automated dialling or robocalling campaigns without complying with applicable regulations;
- misrepresent CLI information or withhold CLI in circumstances prohibited by OFCOM's regulations;
- use the Service in connection with any fraud or scam, including number spoofing.

A6. Consequences of Breach

CHL reserves the right to restrict, suspend or terminate the Services immediately upon breach of this AUP. Where CHL reasonably believes the AUP has been breached or that network integrity is at risk, CHL will contact the Customer with notice of its intent, except where immediate action is necessary to protect the Network or comply with a legal obligation. No Service Credits or refunds are payable in respect of any interruption arising from action taken under this AUP. The Customer shall remain liable for all Charges incurred prior to suspension or termination.

A7. Legal Compliance and Cooperation

CHL will cooperate fully with law enforcement authorities, OFCOM, and other competent authorities in the investigation of suspected criminal activity conducted through or in connection with the Services. CHL may be required by law to retain and disclose communications data, CDRs and other information. The Customer acknowledges that CHL has no general duty to monitor traffic on its Network for AUP violations, but reserves the right to do so for the purpose of detecting fraud, security threats or network abuse.