

[date]

[name of recipient]

[name of RSP]

[address]

By email: [email address of recipient]

Dear [name of recipient]

UPDATED RESIDENTIAL INSTALLATION OFFER 2016

This letter sets out the terms of Enable Networks Limited's (ENL) updated residential installation offer (the **Residential Installation Offer**). The Residential Installation Offer is available to all retail service providers that have agreed to the ENL Reference Offer (as amended from time to time, the **Reference Offer**) by signing a Wholesale Services Agreement.

1. You may accept the Residential Installation Offer by signing this letter. Accepting the Residential Installation Offer will not require you to take Services. If you accept the Residential Installation Offer it will form part of your Wholesale Services Agreement with ENL with effect from the date that you sign this letter.
2. The Residential Installation Offer is for the connection of residential End Users to the LFC Network using the following installation components (the **Basic Install**):
 - (a) fibre lead-in from the FAP at the boundary, to the ETP, common ETP or OFDF (as applicable), up to a maximum of 200 metres per premise¹;
 - (b) extension of the fibre from the ETP, common ETP or OFDF (as applicable) to the ONT without distance constraint;
 - (c) location of the ONT at the point of greatest data usage, to be determined by ENL in consultation with the End User (e.g. close to the main computer or primary set top box);
 - (d) locating the ONT and RGW, where practicable, near to or on an external wall adjacent to two existing power outlets, unless a customer provided enclosure (including power outlets) is available. The location and mounting of the ONT and RGW is to be agreed between ENL and the End User;
 - (e) connection of home voice wiring to an ONT or RGW ATA voice port, including connection of the RGW if required and the RGW is on-site (does not include supply, configuration or set-up of the RGW);
 - (f) reinstatement by ENL of all surfaces on a "like for like" basis (i.e. ENL will use concrete where concrete has been used, grass where grass has been used and asphalt where asphalt has been used). ENL does not guarantee to match surface finish (e.g., colour, texture or pattern) and reinstatement will be limited to the area where the trench has been dug; and
 - (g) verifying that the retail service provider's RGW is operating by making an outgoing test call from an existing phone or by plugging a phone into the ATA port on the RGW and completing an internet speed test over the connection using ENL's device. If necessary, until a B2B service is available, ENL will also make an outgoing call to the retail service provider to activate the service, with the duration of the call

¹ For example, if three premises share a right of way the maximum lead-in distance from the FAP at the boundary to the ETP, common ETP or OFDF of the furthest premise would be 600 metres.



being no longer than 5 minutes.

3. The Basic Install is to be provided by ENL without charge.
4. The Residential Installation Offer does not apply to the connection of Businesses or NBAPs.
5. The Residential Installation Offer will end on 31 December 2019. After the Residential Installation Offer ends, Services will continue to be available on the terms of the Reference Offer.
6. The terms of this letter prevail over the terms of the Reference Offer. Except as expressly provided in this letter, Services will be provided in accordance with the Reference Offer and all other terms of the Reference Offer continue to apply. Terms used in this letter that are defined in the Reference Offer have the same meanings in this letter.

Please confirm your acceptance of these terms by signing below and returning a copy of this letter to ENL.

Yours sincerely

Steve Fuller
Chief Executive Officer
Enable Networks Limited

Agreed on behalf of [name of RSP] by:

Signed

Name of authorised person

Date