



BOSS Connect Ltd Supplementary Terms

Leased Line Services

1. Application

These Supplementary Terms apply where BOSS Connect supplies leased line, ethernet, dedicated internet access and managed connectivity services to the Customer. They operate alongside the BOSS Connect General Terms and Conditions and any applicable order, proposal, service schedule or statement of work.

If there is a conflict, the order or proposal takes priority first, then these Supplementary Terms, then the General Terms and Conditions, unless the parties expressly agree otherwise in writing.

Terms defined in the General Terms and Conditions have the same meaning in these Supplementary Terms unless a different meaning is given below.

2. Service Description

Leased Line Services provide a dedicated or business-grade connectivity service between the Customer site and the relevant network, with the bandwidth, bearer, access technology and resilience described in the order.

The Services may include tail circuit provision, network access, internet transit, router or network terminating equipment, monitoring, support, installation and maintenance.

Unless expressly included, the Services do not include LAN management, email hosting, web hosting, voice services, Wi-Fi, electrical work, structured cabling or customer application support.

3. Term and Run-Up Period

The Agreement starts on the Commencement Date. The Minimum Term starts on the Ready for Service date unless the order states otherwise.

The run-up period includes survey, supplier order placement, construction, wayleaves, installation, testing and handover.

At the end of the Minimum Term the Service will renew or continue as stated in the order. Where no fixed renewal is stated, either party may terminate after the Minimum Term on 30 days' written notice, subject to supplier commitments.

4. Surveys, Excess Construction and Installation

Provision is subject to survey, availability, suitable site conditions and supplier acceptance.

If additional construction, civils, cabling or excess charges are identified, BOSS Connect will notify the Customer. If the Customer does not accept those charges within the stated period, BOSS Connect may cancel the order or the Customer may terminate the affected order without early termination charges, subject to payment of costs already authorised.

The Customer must provide access, clear working space, power, LAN connection, site diagrams, local technical contact, escort if required, permissions, wayleaves and landlord consents.

If the Customer misses, delays or cancels a site visit at short notice, BOSS Connect may charge aborted visit, supplier and engineer fees.

The Customer is deemed to have accepted installation if it signs acceptance, uses the Service, or does not report an installation fault within five days of completion.

5. Service Boundary and Customer Responsibilities

BOSS Connect is responsible for service up to the agreed demarcation point, typically the network terminating equipment or Customer-facing port of a BOSS Connect supplied router.

The Customer is responsible for its LAN, routers and firewalls not supplied or managed by BOSS Connect, internal cabling, applications, users, cyber security and backups.

Customer equipment must be compatible, secure, lawfully used and must not adversely affect the Service or any telecommunications network.

The Customer must not move, alter, reconfigure or interfere with BOSS Connect or supplier equipment without written consent.

6. Bandwidth, Performance and Service Levels

Committed bandwidth, bearer size, access technology and service levels are as stated in the order or service schedule.

Performance may be affected by customer equipment, LAN configuration, power, public internet routing, peering, force majeure, planned maintenance, emergency maintenance and events outside BOSS Connect's control.

Availability and repair targets are targets only unless the order expressly states that service credits apply.

Service credits, if expressly included, are the Customer's sole financial remedy for the relevant service level failure.

7. Acceptable Use and Security

The Customer must not use the Service for unlawful, fraudulent, abusive, nuisance, infringing, harmful, defamatory, malware-related or network-disruptive activity.

The Customer must not operate open relays, open proxies, unauthorised scanners, denial-of-service tools or other systems that may compromise security or network integrity.

BOSS Connect may scan allocated IP addresses for security issues, apply reasonable traffic management, or suspend the Service where needed to protect networks or comply with law.

8. Maintenance and Support

BOSS Connect or its suppliers may carry out planned or emergency maintenance. Planned maintenance will be notified where reasonably practicable.

Faults must be reported through the support channels notified by BOSS Connect. The Customer must provide reasonable diagnostic information and access.

Where a fault is caused by customer equipment, LAN issues, power failure, unauthorised changes, third-party services or lack of site access, BOSS Connect may charge for investigation and remedial work.

9. Charges and Early Termination

Installation, hardware and construction charges may be invoiced at order acceptance, during provisioning or on Ready for Service as stated in the order. Recurring charges are invoiced in advance from Ready for Service.

If the Customer terminates for convenience before the end of the Minimum Term, or BOSS Connect terminates for Customer breach, the Customer must pay remaining recurring charges, equipment charges, unpaid installation charges, excess construction charges, supplier termination charges and any discounts or subsidies applied.

Bandwidth changes, upgrades, downgrades or site moves require a new order and may start a new minimum term or extend the existing term.

10. Wayleaves and Site Rights

The Customer grants BOSS Connect, its suppliers and contractors reasonable access rights to install, inspect, maintain, repair, move, replace and remove equipment during the term and for a reasonable period afterwards.

The Customer warrants that it occupies the site and has authority to grant access and permissions needed for supply of the Service.

If works at the site require network equipment to be moved or modified, the Customer must give as much notice as reasonably possible and pay resulting costs unless caused by BOSS Connect.

11. Service Schedule

Fibre Ethernet or dedicated internet access services may provide symmetrical, uncontended or dedicated bandwidth where stated in the order.

Tail circuits and core network services may be proactively monitored where expressly included.

Repair targets, response targets and availability percentages will be as stated in the order or service schedule.

Document Control

Document	BOSS Connect Supplementary Terms - Leased Line Services - Complete Rewrite
Issue	1.0
Status	Draft for legal review
Prepared for	BOSS Connect
Notes	Completely redrafted supplementary terms for leased line services.