

**Approval granted conditional on final contract including:**

Terms for access to the fibre network being available to third party suppliers on Fair, Reasonable and Non Discriminatory terms comparable to the BT wholesale terms & price at the time, for services which the Licensor identifies as having significant demand from residents, and which the Licensee declines to provide, or is unable to provide in accordance with mutually agreed KPIs

Interim measures within the 5 year KPI evaluation periods to ensure serious breach of the KPIs is penalised (i.e. a pro-rata refund mechanism), and on-going or repeated breaches are remedied within 12 months

1. KPIs to include:

- Availability, Cost comparable to 'best in class' fibre providers, Speed comparable to 'best in class' fibre providers, Customer satisfaction
- A mechanism for polling residents, through the RCC?), prior to each 5 year period to assess adequacy of existing service & KPIs, adequacy of service offerings, and suggestions for required new KPIs
- A specific dispute resolution procedure, formally responding to resident interests, where new KPIs or existing KPI compliance cannot be agreed
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2. Specific broadband service protections to include:

- Non-interference with internet traffic paid for as part of a broadband service (i.e. advert injection; traffic profiling for demographic sale; preferential treatment of certain services; etc.): 'Licensee, or appointed broadband vendor, will not limit, exclude, modify, interrupt, levy additional charges, or otherwise interfere with internet services provided via the public internet, that are not directly provided by licensee, except as otherwise required by law
- Unfiltered public internet access, on an uncapped basis, with costs, and fair uses policies comparable to 'best in class' fibre providers at the time (Determined by Licensor) must be offered, except as otherwise required by law
- Transit contention (i.e. when leaving VFM network to major peer points), Latency, Local contention

Agreement of 66% of the working group that the KPIs are reasonable and protect the interests of the resident adequately; RCC decision if working group consensus cannot be achieved .