



SPECIAL CONDITIONS OF RESIDENTIAL TELEPHONE LINE (“RTL”) SERVICE FOR CONSUMER CUSTOMERS #

These special conditions apply to all new contracts for Residential Telephone Line Service acquired for personal or residential use (that is, not for commercial use) on or after 7 July 2011.

1. Ending the Service

If within any relevant Fixed Term and Term Extension (if any) for the RTL Service, you choose to end the RTL Service or the Contract for the RTL Service by giving us 30 days' advance written notice where we have not breached any terms of the Contract for the RTL Service, except as described in clauses 14.2 and 22.4 of the General Conditions of Telecommunications Service (Consumer Customer), you will have to pay us the Early Termination Charges and any other Cancellation Charges for the terminated RTL Service or Contract.

2. Special meanings:

In the Special Conditions,

Term Extension means a period (a) which is additional to the Fixed Term for the RTL Service which enables you to switch your existing local residential fixed line service provided by another fixed line telecommunications operator to us; and (b) during which you are not required to pay us any Monthly Charge for the RTL Service.