

COMMON WHOLESALE PLATFORM LIMITED (“CWP”) RULES

These rules of the CWP (“the Rules”) are made pursuant to Article 27 of the Company’s Articles of Association. The terms used shall have the same meaning as in the Articles of Association. The rules should also be used in conjunction with the Articles which contain more detailed provisions. Where there is any inconsistency between these Rules and the Articles of Association, the provisions of the Articles of Association shall prevail.

This document, together with its appendices and the documents referred to in clause 15 below, forms the Rules which together with the Memorandum and Articles of Association governs membership of CWP.

The Rules set out:

- The admission of new members and the terms on which an organisation can become a CWP member,
- The cessation of membership,
- The rights and different classes of members,
- The payment of membership fees,
- The procedures for the decision making of any committee to which powers are delegated
- the terms on which CWP provides its services to its members,
- the commitments CWP members make to CWP.

This document, together with its appendices forms the Rules which together with the Memorandum and Articles of Association governs membership of CWP.

Once the Membership Agreement has been signed by both you, on behalf of your organisation, and by CWP these Rules will form a binding agreement between your organisation and CWP.

Notwithstanding any other term of these Rules, these Rules do not create or give rise to any enforceable rights as between CWP members. These Rules can be amended unilaterally by CWP members by a majority vote. Such amended version(s) of the Rules shall automatically be binding on both your organisation and all other CWP members.

The interpretation of the Rules shall be the prerogative of the Board.

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Definitions

“Access Provider - AP” means the access communications providers (also ACPs) who own the network they wish to wholesale or switch to other Communication Providers

“Application Form” means the application form to be completed by a prospective new member to request membership, in the form annexed hereto within Appendix 2.

“Authenticated access to the CWP system” means an individual accessing the CWP system and providing a user identifier and password sufficient to verify their identity and their authority to represent a member of CWP.

“Board” means the board of directors of CWP.

“Communications Provider – CP” means the retail communications provider (also RCP) that resells an Access Provider’s network to its end user customers.

“Connection” means your physical connection (directly or via a third-party network) to the CWP infrastructure.

“Corporate Representative” shall mean the corporate representative(s) or the representatives of your organisation named and provided by you to CWP in accordance with clause 4.

“CWP” means The Common Wholesale Platform Limited, incorporated and registered in England and Wales as a company limited by guarantee with company number 13799280 whose registered office is at 7 Bell Yard, London, United Kingdom, WC2A 2JR.

“CWP Management Team” means the team that deals with the data to day running of the CWP as appointed by the Board.

“CWP member” or “you” means any organisation admitted to membership of CWP pursuant to the Articles of Association and these Rules.

“CWP Memorandum and Articles of Association” means the Memorandum and Articles of Association for CWP.

“Fees” mean the fees payable for CWP services as set out in clause 6 and/or Appendix 4 and/or any Fees Schedule.

“Fees Schedule” means any notification by the Board to you of requirements of CWP (i) in respect of fees payable, and/or (ii) methods for payment, (iii) timing of the payment of fees; (iv) the notification of any other conditions in respect of the Fees.

“General Meeting” means a General Meeting of CWP held in accordance with the Articles of Association.

"Operating Guidelines and Procedures" are the day-to-day management procedures and policy that the Board has created for the CWP Management Team to operate under.

"Services" mean the services CWP provides for CWP as set out in Appendix 3.

It is agreed as follows:

1. Membership requirements

- 1.1. As a CWP member you warrant that you meet, and will continue to meet, the following minimum requirements (and note the further requirements set out below or referred to elsewhere in these Rules and/or in the Articles of Association):
 - 1.1.1. you are a recognised legal entity or incorporated association; and
 - 1.1.2. you are registered with Ofcom on their "Register of persons with powers under the Electronic Communications Code" or hold a valid Reseller Identification Code (RID).
 - 1.1.3. you are a user of, or an investor in the Common Wholesale Platform
- 1.2. Subject to clause 1.3 below and Appendix 2, the broad process for admission to membership is that (i). Applicant perspective members go to the company website, (ii) applicants select the service package it wishes to subscribe to in the order form, (iii) the authorised signatory for the applicant confirms their agreement to the Rules by signing a copy of the Rules electronically, (iv) the applicant fills out the direct debit form for the payments of the subscription fees whereupon the direct debit will be activated, (v) CWP Management Team to check and approve the application, (vi) applicant receives account details to start consuming the services.
- 1.3. Before any organisation can become a CWP member it must complete the steps listed in Appendix 2.
- 1.4. Depending on the class of the proposed membership there may be additional admission requirements over and above those set out by in Appendix 2. The Board will notify you of any such additional requirements at the time you make your application.
- 1.5. You must achieve operational readiness within three months of becoming a CWP member. This is achieved by:
 - 1.5.1. connecting to the CWP, and
 - 1.5.2. initiating a test transaction with the CWP, and
 - 1.5.3. any other requirements notified to you by CWP.
- 1.6. If you do not achieve operational readiness within three months of becoming a member of CWP, or subsequently do not maintain operational readiness for more than twenty-one days continuously, then this shall be regarded as a material breach of these Rules.
- 1.7. You are required to abide by the terms and conditions laid out in these Rules in addition to the requirements set out in the Memorandum and Articles of Association, and to continue to do so for as long as you are a CWP member.
- 1.8. Any failure to meet any of the requirements set out in this clause 1 and/or set out elsewhere in these Rules will constitute a breach of these Rules and may result in suspension and termination (please see clause 5 for further details).

2. Ceasing CWP membership

- 2.1. Subject to clause 2.2 you have the right to end your membership of CWP at any time.
- 2.2. You must give CWP notice of resignation of membership in writing. Membership will cease 30 days after the date the notice given in accordance with this clause is deemed to have been received by CWP.
- 2.3. When you give CWP notice that you wish to end your membership, CWP will send you a final invoice. CWP will refund any fees paid in advance that are refundable and any fees that have not been invoiced will be charged pro-rata to the date your membership finishes. You agree that you will pay this invoice in full within 30 days of the invoice date.
- 2.4. Membership of CWP shall continue in perpetuity unless you have served notice of termination under clause 2.2 or you are expelled.

3. The rights and different classes of member

- 3.1. There is a maximum limit of eight Investor Members and an unlimited number of Non-Investor Members.
- 3.2. The Board can have up to 16 members comprising all Investor Members and an equal number of Non-Investor Members.
- 3.3. If there are fewer than 16 Board Members, Investor Members cannot hold less than 50% of the votes.
- 3.4. All members have 1 vote each, with Investor Members make up 50% of the Board and Non-Investor Members make up the other 50% of the Board.
- 3.5. If all Loans are repaid to the Investor Members, then the Board will consist of Non-Investor Members only.
- 3.6. Loans are repaid in equal percentage proportion such that the number of Investor Members stays the same until all are Loans repaid at the same time.
- 3.7. There are presently the following classes of member: 1) Investor Members (that loan funds to CWP and may subscribe to the CWP service), 2) Non-Investor Members (those that do not loan funds to CWP but do subscribe to the CWP service).. The classes and types of member may be updated from time to time by the Board.
- 3.8. A company can have more than one membership, but a company will only ever have one vote.

4. The procedure for decision making

- 4.1. The responsibility for decision making shall ultimately be the board of directors.
- 4.2. The Board will appoint a CWP Management Team that will deal with the day-to-day running and management of CWP. The Management Team shall be reappointed annually by the Board. The same team can be reappointed each year so there is no requirement for rotation. The list of delegated powers to the Management Team, detailed in a separate Delegation of Powers Operating Procedure approved by the Board, should include: (i) sign payments up to a limit set by the Board; (ii) work to a monthly budget set by

the Board; (iii) recruitment of administrative staff (but not replacement management staff); (iv) publish general pre-agreed messages (but not messages that are new or in conflict with current published information); (v) agree minor service and system changes (but not major changes); sign vendor agreement over a certain amount or being different to standard supplier terms

- 4.3. For the avoidance of any doubt, any powers not listed above in the Delegation of Powers Operating Procedure shall be with the Board subject to the terms of Articles of Association of the company.

5. CWP Services

5.1. CWP provides its members with Services for which fees are payable.

5.1.1. The Services CWP provides are described in Appendix 3.

5.2. Unless otherwise required to do so by law or any governmental entity having appropriate jurisdiction CWP may not monitor or view or collect the contents of your data or traffic save in the following circumstances:-

5.2.1. CWP may monitor any control traffic, flow data by standard sampling methods or transaction header and protocol information necessary for the operation, problem resolution and engineering of the CWP service.

5.2.2. CWP may collect statistical information derived from your data and traffic for the purposes of the proper operation, problem resolution and engineering of the CWP service.

5.2.3. If the CWP reasonably believes that your data or traffic gives rise to a material breach of these Rules or your membership of CWP.

5.2.4. If you have explicitly requested the specific monitoring or have consented to it following a request from CWP.

PROVIDED that the rights granted to CWP pursuant to clauses 5.2..1 to 5.2.4 shall not include a right to monitor or access the personal information of any of your customers, suppliers, employees, contractors, directors or officers. AND ALSO that CWP shall not be entitled to disclose or provide such information or any statistical information derived from such traffic data to third parties unless otherwise required to do so by law or governmental entity having appropriate jurisdiction.

5.2.5. Clause 5.2.4 shall not be interpreted to prevent CWP collecting and publishing aggregate statistics, provided these do not identify any CWP member.

5.3. Where CWP does monitor or view or collect the contents of data or traffic, it will endeavour (if possible) to make sure that any monitoring will neither:

5.3.1. have a substantially adverse affect on the services provided to you; nor

5.3.2. compromise your confidentiality of your customers, suppliers, employees, contractors, directors, officers, agents, successors, and assigns.

5.4. Where CWP does monitor or view or collect the contents of your data or traffic, unless prevented by law, CWP will use reasonable efforts to notify the CWP member whose port/connection is being monitored.

5.5. CWP shall use reasonable endeavours to secure CWP service from unauthorised access, transmission, or use and shall cooperate with you to address security issues and develop security procedures.

6. Member Responsibilities

- 6.1. You shall appoint one or more people to be your Corporate Representatives. You shall advise CWP of the identity of your Corporate Representative(s) by completing a Corporate Representation Form and returning this to CWP. You agree to be bound by any decision confirmed by your Corporate Representatives, which may be communicated to CWP. Such decisions may include the appointment of further Corporate Representatives and the removal of Corporate Representatives.
- 6.2. You shall maintain at least one member of personnel who understands these Rules. They should be able to speak and understand spoken and written English, or have immediate access to in-house or outsourced personnel who are able to speak and understand spoken and written English to translate and communicate for them.
- 6.3. You will make sure that all contact information that is held by CWP to do with your membership is correct and kept up-to-date. The contact information will include:
 - 6.3.1. details of how to contact your operations staff by email and telephone during business hours for the use of CWP staff and other Members,
 - 6.3.2. an email address for each of your Corporate Representatives, which should be personal to each representative, not to a group or role, and (if you are an individual) your e-mail address for the purposes of receiving notices and communications under these Rules, and
 - 6.3.3. the postal address specified in the Membership Agreement or Associate Membership Agreement (as applicable) to which written notices under these Rules may be sent.
- 6.4. You will not refer your customers, or any agent of your customers, directly to CWP support staff unless specifically sanctioned by a member of CWP staff by email.
- 6.5. You will make sure that at least one member of your staff is subscribed to the following mailing lists:
 - 6.5.1. CWP announcement(s) mailing lists;
 - 6.5.2. Mailing list TBD, which is intended to carry announcements relating to the administration and corporate matters of CWP.
 - 6.5.3. CWP and all the CWP members are entitled to assume, and to act, as if each CWP member reads and deals suitably with messages sent to these lists. If you do not, CWP may take reasonable and proportionate action needed to protect the CWP service.
- 6.6. You undertake that your usage of CWP and its Services will not be harmful to the CWP service and the CWP members at any time. "Harmful" means usage which, in the reasonable opinion of CWP Board, adversely affects other CWP members or the entire CWP service, and (including but not limited to) either:
 - 6.6.1. does not conform to the requirements stated in Appendix 1; or
 - 6.6.2. causes undesirable load or traffic patterns.
- 6.7. You shall respond directly to a communication to you by e-mail by the representative of another CWP member and which relates to matters contained in these Rules, if requested to do so by CWP. If you do not, then this shall be regarded as a material breach of this Rules.

7. Suspension and Expulsion

- 7.1. The Board has power under the Articles to expel a member in accordance with Article 22.
- 7.2. If you are in breach of these Rules then at their sole discretion, the Board may do any of the following:
 - 7.2.1. Terminate your membership so that you are expelled as a member;
 - 7.2.2. If the breach of the term is remediable (but not otherwise) order your immediate temporary disconnection from the services CWP provides until you remedy the breach) in which case your membership shall be suspended. This shall have the following effects:
 - 7.2.2.1. You will be disconnected from all CWP services while suspended.
 - 7.2.2.2. You will not be entitled to vote or to make use of any other right of membership
- 7.3. In the event you are expelled you are not be entitled to a refund of any fees paid to CWP before the expulsion.
- 7.4. In the event you are suspended you will not be entitled to a refund of any fees paid to CWP before the suspension. You must still pay any applicable fees for the period of suspension.
- 7.5. If your CWP membership is terminated, you may later reapply for CWP membership. Your application will have to follow the procedure described in Appendix 2 of this Rules.

8. Fees

- 8.1. You agree to pay the Fees in accordance with this clause 8 and as set out in appendix 4 (which may be updated from time to time) and any Fees Schedule.
- 8.2. There will be membership tiers which may vary based on transactions consumed on the platform and this will impact on the fees. This is detailed in Appendix and may be updated from time to time. The Board have the right to increase or decrease the membership tier each quarter.
- 8.3. Payment of Fees:
 - 8.3.1. If your payment is received within thirty days from the date of the invoice, no late payment fees will be charged.
 - 8.3.2. If your payment is received after thirty days from the date of the invoice, a late payment fee will be added. The late payment fee will be calculated on the outstanding sum or sums owed at 8% per annum.
 - 8.3.3. If your payment has not been received sixty days from the date of the invoice, you will be considered in breach of payment terms, which is regarded as a breach of these Rules.
- 8.4. Payment of Fees by direct debit or standing order:
 - 8.4.1. You pay Fees by monthly by direct debit. If your bank account does not allow payment by direct debit, then you must agree to pay by monthly standing order or similar regular automated payment.
- 8.5. All invoices for Fees are in Pounds Sterling (GBP).
- 8.6. You can request that an invoice be issued in Euros or in United States Dollars (USD). In such an event, Fees will be calculated in Pounds Sterling

(GBP) and invoiced in the required currency at the Bank of England's current rate of exchange in force at the date the invoice was raised.

- 8.7. The value received for any invoice will be the funds received in Pounds Sterling (GBP) into CWP's bank account less any commission payments charged to CWP for currency conversion or for processing credit cards or other means of payment where CWP is charged a fee. CWP reserves the right to charge you any shortfall between the invoice and the funds received.

9. Insurance and Limitation of Liability

- 9.1. CWP's liability to you for claims you have is limited as follows:
- 9.1.1. Nothing in these Rules in this agreement limits or excludes the liability of CWP: for death or personal injury resulting from CWP's negligence; or for any damage or liability incurred by you as a result of fraud, wilful misconduct or fraudulent misrepresentation by CWP;
 - 9.1.2. for all other claims, there is a limit of [one million pounds sterling (GBP)] for which CWP will procure suitable insurance cover which will provide cover in respect of liability for employees and third parties and for damage to property.
 - 9.1.3. CWP shall not be liable for any loss resulting from
 - 9.1.3.1. (i) your illegal or unlawful use of CWP services
 - 9.1.3.2. (ii) your use of CWP services which does not conform to the terms of these Rules or any other document which sets out the basis upon which CWP services are supplied,
 - 9.1.3.3. (iii) breach of any of the terms of the Rules by you.
- 9.2. Your liability to CWP for actual damages is limited to:
- 9.2.1. nothing in this agreement limits or excludes your liability for death or personal injury resulting from your negligence; or for any damage or liability incurred by CWP as a result of fraud, wilful misconduct or fraudulent misrepresentation by you;
 - 9.2.2. for all other claims there is a limit of one million pounds sterling.
- 9.3. CWP will not be liable to the member or any other entity or individual for any special, indirect or consequential loss, loss of profits, business, revenue, and goodwill.

10. Changes

- 10.1. The CWP Board may unilaterally change the Rule at any time and the Board may notify such changes to the membership, or alternatively the Board may table any proposed changes to the Rules for a vote on the proposed change to the Rules at a General Meeting, in which case if there is an Ordinary Resolution of the members of CWP of such amendment to the Rules it will take effect on the date that you are notified by CWP as to the terms of the amendment.

11. Promotion

- 11.1. CWP will publish a list of all Members on its website and may use Member's company names in its marketing activities.

12. Governing Law

For the avoidance of doubt, the governing law of these Rules is that of England and Wales, and the English courts will have exclusive jurisdiction in respect of all matters relating to it.

As a director and an approved signatory of the undersigned company, I accept these Rules and the associated Articles of Association as a part of our application to become a member of CPW.

Signature

Name

Position

Company

Date

APPENDIX 1 - Technical Requirements

For any Members to consume the CWP service, they would need to either:

- Use the CWP webGUI application to progress any connect or switch requests or,
- Use the CWP Open APIs to progress any connect or switch requests

The following detailed user guides are available upon request from CWP:

- CWP_AP_Admin_Guide
- CWP_AP_User_Guide
- CWP_REST_API_AP_v1_0_UK
- CWP_CP_Admin_Guide
- CWP_CP_User_Guide
- CWP_REST_API_CP_v1_1_UK

There is also a training programme that explains these documents further. See the following guide for further detail:

- CWP_Training_program_v1_0

APPENDIX 2 - Steps to become a CWP Member

1. Applicant perspective members go to the company website
2. Applicants select the service package it wishes to subscribe to in an order form
3. The authorised signatory for the applicant confirms their agreement to the Rules by signing a copy of the Rules electronically
4. CWP will send an invoice to the Applicant for any fees they must pay.
5. The Applicant fills out the direct debit form for the payments of the subscription fees whereupon the direct debit will be activated
6. The Management Team to check and approve the application in line with Board approved Operating Guidelines and Procedures in place from time to time including as set out in the operating guidelines and procedures policy as set out in the Company intranet. The Management Team will usually approve or reject the application within one working day or such longer time that CWP reasonably requires to examine the application using due diligence. CWP will notify the applicant whether or not their application has succeeded.
7. Applicant receives account details with access to a Help Centre portal where they will find documentation to start consuming the services
8. For Non-investor Members
 - 8.1. When CWP has received the applicant's Setup payment, signed Rules and confirmation of ability to connect to the CWP service, the applicant will become a member of CWP and shall be entered on the register of members. The applicant will not be permitted to vote at any General Meeting until they are operationally live on the CWP service.
 - 8.2. If the applicant fails to complete 3 and 8a within three months of their application succeeding, the application will lapse and if the applicant wishes to join CWP they should reapply from step 1 above.
9. For Investor Members
 - 9.1. When CWP has received the applicant's signed Loan Commitment Agreement and the first draw down amount has been paid to CWP, the applicant will become a member of CWP and shall be entered on the register of members. The applicant will not be permitted to vote at any General Meeting until the two conditions in 9.1 are met.
 - 9.2. If the applicant fails to complete 3 and 9a within three months of their application succeeding, the application will lapse and if the applicant wishes to join CWP they should reapply from step 1 above.

The website order form can be found on <https://www.cwpuk.org/join-cwp/>

APPENDIX 3 – Services Definition: CWP Service

1.1 Introduction

CWP is a not-for-profit member-owned limited liability company that is set up as an industry body specifically to deliver the Ofcom OTS determination, facilitate wholesale broadband and telephony services ordering and facilitate wholesale requirements for BDUK Project Gigabit.

1.2 Benefits

Benefits of the platform are:

- Central hub that serves all of UK telecom industry (or will communicate with other OTS hubs)
- Make multiple AP networks visible to contracted (to AP) CP resellers in a central location
- Facilitate universal standard CWP reference products to CP providers
- Facilitate wholesale requirements in BDUK Project Gigabit tenders

1.3 Governance

The CWP will be governed as follows. See the CWP Articles of Association¹ and these Rules of CWP:

- CP/AP Member-owned not-for-profit organisation, 1 vote per member
- Evolve CWP capability in line with member's needs potentially towards aggregator functionality
- Available to any CP that has an Ofcom registered RID
- Available to any AP that is an Ofcom person with powers under the Electronic Communications Code
- Members subscribe for minimum term of 1 year
- If a member is both a CP and AP, then two memberships are required
- Investor members make an initial loan to CWP to get CWP set up. As cash flow permits from membership fees, the loans are repaid to investor members plus a reasonable interest charge.

1.4 Services

The following services are offered by CWP:

- A logically separated platform that facilitates both Ofcom-compliant OTS Hub and Wholesale ordering for consumer and business fibre broadband and telephony services
- CPs and APs can access the CWP marketplace platform through secure APIs or a web GUI
- Platform is hosted in the UK in a Tier-3 or Tier-4 data centre
- Switches and new connect orders are enabled
- CWP admin will add/remove CPs and APs to CWP. New members will be advertised to existing members who can then seek AP-CP agreements to wholesale/resell each other's services.
- Minimal CP and AP data will be stored by CWP to provide a responsive service; product table and coverage map
- A detailed set of service levels is offered as part of the CWP service

¹ CWP Articles of Association v1.0

1.5 Service Features

The CWP service has the following features:

- General
 - Manage CP and AP roles and users on a secure platform
 - APs to manage products for resale by CPs
 - CPs to lookup products available to a UPRN
 - Audit trails for all transactions and reporting capability
 - Billing report for CWP
 - CWP AP-CP ticketing during order process, but also in-service faults and MACDs ongoing
- OTS Hub
 - GP to place a service switch order and CWP will carry out all messaging between LP, LAP, GAP and EU in line with the OTA OTS process definition

1.6 Out of Scope

CWP in the first instance will not offer the following, although its membership may decide to add this later:

- CPs and APs need to contract for services outside of CWP
- Billing between EUs, CPs and APs
- Detailed provisioning ticketing messaging other than close down of switch/new order

1.7 Charges

Members that join the CWP will be charged for the following aspects of the service. This income will support the platform and help market it:

- Account Setup Fee: Covering the technical support to setup new CP/AP and educate about web GUI and APIs
- GPs / GAPs monthly membership fee based on benefits gained (volume of GP switched/new orders)
- Excess setup and changes: charged per hour
- Fees are there to recover initial investment, ongoing platform cost, ongoing admin overheads and CWP promotion

1.8 Billing Mechanism

The following billing mechanism allows members to traverse different membership tiers:

- CWP will have 6 AP/CP member tiers. Low, Medium, High and Special 1, Special 2 and Special 3.
- Each L-M-H-S1-S2-S3 tier to include a number of transactions p.m.
- Tier levels reviewed annually.
- Except Special where membership is negotiated due to a higher (than eg. 5,000) level of transactions.
- CWP to record member tier as part of AP/CP onboarding, create a report showing member tier and past month' number of transactions and flag members not in their respective tier.
- CWP finance system (out of scope) to track membership and CWP admin to upgrade / downgrade membership tier based on CWP report.

1.9 Membership Packages

The following membership packages are offered:

<p>Low Tier</p> <ul style="list-style-type: none"> • 2 hour setup assistance • Up to 2 platform users • Up to 100 transactions p.m. • Up to 5 CPs/APs per AP/CP • GUI access • Setup and Membership fees collected via Direct Debit 	<p>Medium Tier</p> <ul style="list-style-type: none"> • 8 hour setup assistance • Up to 5 platform users • Up to 500 transactions p.m. • Up to 10 CPs/Aps per AP/CP • GUI and API access • Setup and Membership fees collected via Direct Debit
<p>High Tier</p> <ul style="list-style-type: none"> • 24 hour setup assistance • Up to 10 platform users • Up to 5,000 transactions p.m. • Up to 20 CPs/APs per AP/CP • GUI and API access • Setup and Membership fees collected via Direct Debit 	<p>Special Tier</p> <ul style="list-style-type: none"> • 24 hour setup assistance • Bespoke no. of users • Bespoke no. of transactions • Bespoke no. of CPs/APs AP/CP • GUI and API access • Setup and Membership fees collected via Direct Debit or 30-day Invoice

APPENDIX 4 – MEMBERSHIP TIERS AND FEES

Setup and Subscription Fees

Access Provider					
Tier	Setup		Monthly		Max Trans
Low	£	200	£	100	100
Medium	£	350	£	300	500
High	£	1,000	£	2,600	5,000
Special 10,000	£	2,000	£	2,600	10,000
Special 20,000	£	2,000	£	4,000	20,000
Special 20,000+	£	2,000	£	5,400	93,000

Communications Provider					
Tier	Setup		Monthly		Max Trans
Low	£	200	£	100	100
Medium	£	350	£	300	500
High	£	1,000	£	2,600	5,000
Special 10,000	£	2,000	£	2,600	10,000
Special 20,000	£	2,000	£	4,000	20,000
Special 20,000+	£	2,000	£	5,400	93,000

Professional Services fees

Excess setup or changes are charged at the following rate card:

Specialist	Hourly rate, GBP excl. VAT
Project manager	140.00
System architect	135.00
Business Analyst	110.00
Developer	110.00
Programmer	85.00
System Administrator	85.00
Tester / Support	60.00