

Deposits Refund Process

(Credit Vetting and Financial Health Check Policy)

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- **CP contacts their Sales & Relationship Manager (S&RM) or the Customer Establishment team to request a refund**
- **CP to forward copies of their paid Openreach invoices from the date of LIVE connectivity to cover the 12 month period**
- **S&RM/Establishment team will validate and facilitate the refund internally with Openreach**
- **S&RM/Establishment team will notify CP that the refund has been processed**
- **If a CP has a dispute relating to their refund they can provide additional supporting information and this will be assessed and managed by the SR&M/Establishment team**
- **S&RM/Establishment team will notify the CP of the outcome of the dispute assessment**

■ Credit Vetting and Financial Health Check Policy

Section: 2.4 Refund of deposit

■ 2.4.1 Establishment Deposit :

- If a customer paid the establishment deposit of £10,000 when they applied for service and they have been invoiced less than the total sum of £10,000 during 12 months from the date of live connectivity (portal/Application Programme Interface (API)), the establishment deposit will not be returned to the customer..
- If a customer has paid the establishment deposit of £10,000 for their Business-to-Business (B2B) development and they have been invoiced less than the total sum of £100,000 during the 12 months from their date of live connectivity, the establishment deposit will not be returned to the customer.

■ 2.4.2 Credit Vet Security Deposit:

- Where a customer provides a security deposit based on their creditworthiness, it will be held until 12 consecutive months of payments have been paid on or by the due date, after which the customer will have the value of their deposit credited against any current BT invoices from that date. Interest on deposits held by Openreach will be paid at the Bank of England Adjustment Interest Rate.

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