

Dear Customer

RE: Claranet Annual Price Increase 2023-24

Claranet Customers: We would like to make you aware of an increase to your Fees pursuant to Clause 7.4 of our Claranet Master Services Agreement available to view at <http://www.claranet.co.uk/legal> or the relevant clause in the agreement entered in to between you and Claranet.

Claranet SOHO Customers: We would like to make you aware of an increase to your Fees pursuant to Clause 8.2 of our Claranet SOHO Terms and Conditions available to view at <https://www.claranetsoho.co.uk/legal>.

Price Increase: The price increase for this year is 10%. We have decided to limit the increase to 10%, despite RPI being at a significantly higher rate of 10.7% at this time as set out here (<https://www.ons.gov.uk/economy/inflationandpriceindices/timeseries/czbh/mm23>).

The price increase will be effective from the 1st of September 2023 and will be reflected on your next invoice after this date. This email should be taken as our formal written notice to you in accordance with clause 6.5 of our Claranet Master Services Agreement, clause 8.6 for Claranet SOHO Customers of the Claranet SOHO Terms and Conditions or the relevant clause in your agreement (as the case may be).

Claranet Customers:

An FAQ is available to view at this address:

<https://www.claranet.co.uk/legal/customer-notices>

Claranet SOHO Customers:

An FAQ is available to view at this address:

<https://www.claranetsoho.co.uk/legal/customer-notices>

Responses:

Responses should be sent to our Customer Services Team at

customerfeedback@uk.clara.net and/or your dedicated Account Manager.

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