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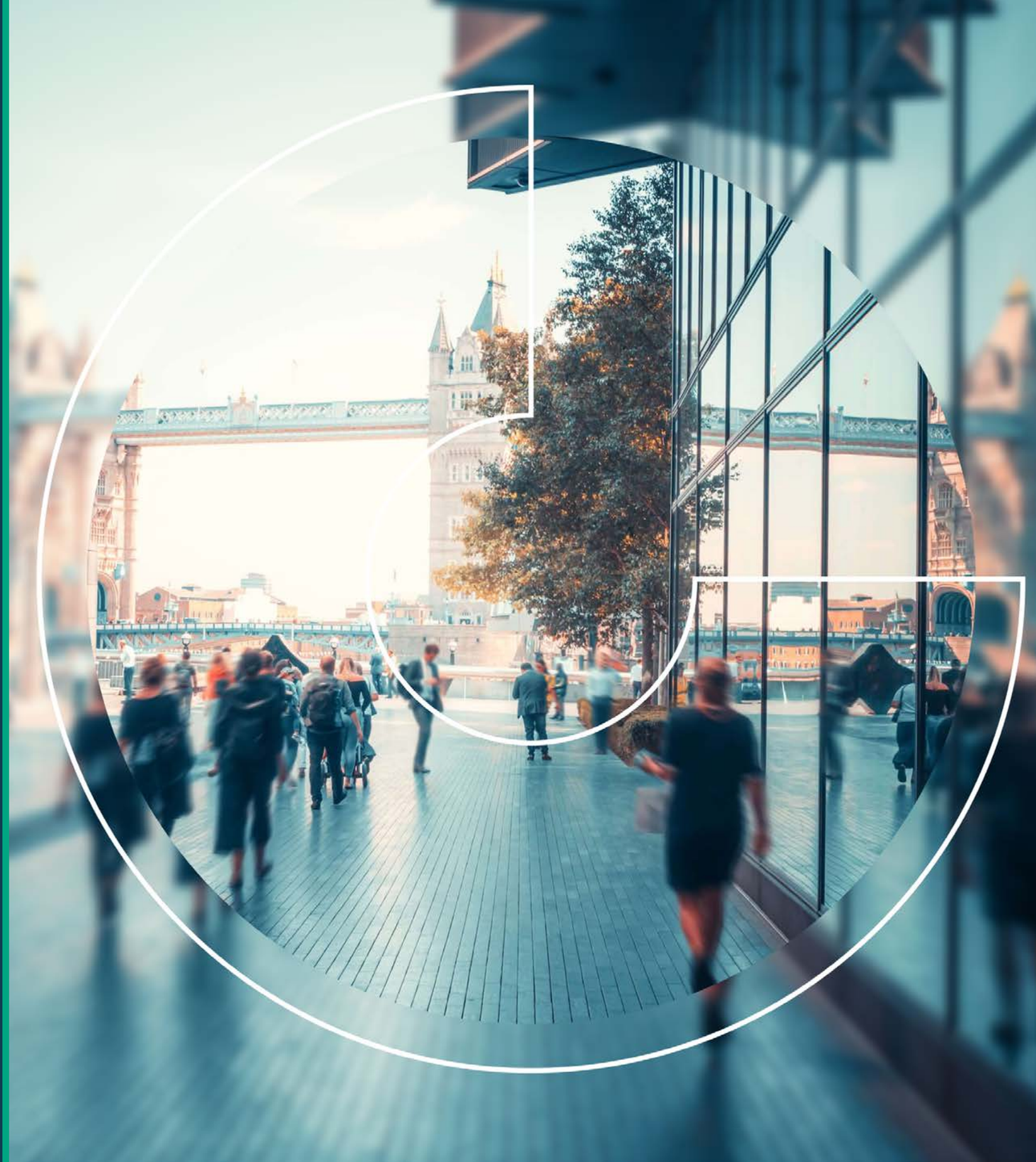
Landlord information guide

Certainty and simplicity,
with support every step of the way.



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LANDLORD INFORMATION GUIDE

Our partnership. Our commitment.

Thank you for allowing us to install and operate mobile infrastructure on your property.
You are an integral part of our network of landlords, enhancing connectivity throughout the UK.

We are committed to providing the best service possible and building and maintaining a trusted relationship with you.
This Information Guide provides helpful guidance on everything you need to know as our landlord.

HOW YOUR CORNERSTONE AGREEMENT WORKS IN PRACTICE

Cornerstone has partnered with Cluttons to engage with our landlord community on site management matters on our behalf. For any day-to-day enquiries, Cluttons will be your first point of contact. All contact information is provided in this guide.

COMMUNICATION

We like to keep in touch and update you on any relevant industry news or information about your sites. For us to contact you quickly please send us your email address to news@cornerstone.network.

DATA PROTECTION

UK GDPR (General Data Protection Regulation) sets out the rules governing UK data privacy law and provides rights for individuals in relation to how their personal data is managed.

At Cornerstone, we are committed to ensuring compliance with data protection legislation. To find out how we handle and protect your personal data, see our Cornerstone Data Privacy Policy on our website at www.cornerstone.network/privacy-policy, which contains information about:

- What information we collect
- Why we process your data
- How long we keep your data
- How processing your data is lawful
- How we keep your data secure
- Who will have access to your data
- What your rights are

Please take the time to read our General Data Privacy Policy. If you have any further queries, please contact us using the contact form on our website www.cornerstone.network/contact-us.

FURTHER INFORMATION

If you are unable to find what you're looking for in this guide, you can also visit our website: www.cornerstone.network



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LANDLORD INFORMATION GUIDE

Thinking of selling your site? Let’s chat.

If you’re considering selling your land in the future, did you know you can sell the site directly to us?

We offer a straightforward Ground Lease Buy-Out (GLBO) process, where you receive a competitive lump-sum payment in exchange for the freehold of the area we occupy. For rooftop sites we would make the payment in exchange for the grant of a long-term lease. Learn more at www.cornerstone.network/sellyoursite.

The benefits of selling your site to us:

1. A one-off capital payment instead of future rent
2. A fast, straightforward process managed by our expert team
3. No ongoing lease responsibilities or future negotiations
4. Certainty and simplicity, with support every step of the way

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Financial and payment information

HOW YOUR SITE PAYMENT IS PAID

It is likely that your first site payment will have been made via your solicitor at legal completion. If for any reason you haven't received this first payment, please contact your solicitor. Ongoing site payments will be made by our Cluttons Accounts Payable team – usually via BACS (electronic transfer) – directly into your bank account as per your agreement.

If you haven't already set up your site payment to be paid by BACS, and you would like to, or if you wish to change the account in which your site payment is received, please notify the Cluttons Estates team by either writing or attaching a PDF letter to an email with the following information:

- Cell site number
- Site address
- Landlord/grantor's name and contact name, if different
- Contact details (address, phone number, email)
- VAT number (if applicable)
- Remittance email address
- A signature from every party named as landlord/grantor on the agreement
- Proof of account details such as a paying-in slip on a cancelled cheque

All landlords who have provided an email address will be sent a remittance advice when a site payment is made.

- **Email:** estateadmin@cornerstone.network or
- **Post:** Cornerstone Estates, c/o Cluttons LLP, First Floor, Imperium Building, Imperial Way, Reading, RG2 0TD

INVOICE AND VAT

Cornerstone will pay the site payment due at the agreed calendar intervals in our agreement.

If you have elected to charge VAT, Cornerstone will need a valid VAT invoice for each amount due

If you have NOT elected to charge VAT, VAT will not be payable by Cornerstone, and we do not require a VAT invoice from you

All invoices for payment should be sent to:

- **Email:** estateadmin@cornerstone.network or
- **Post:** Cornerstone Estates, c/o Cluttons LLP, First Floor, Imperium Building, Imperial Way, Reading, RG2 0TD





LANDLORD INFORMATION GUIDE

Financial and payment information

BUSINESS RATES (NON-DOMESTIC RATES)

For rooftop sites, or where we have our mobile phone mast on your land, Cornerstone may be liable for the direct payment of business rates for the equipment. If the Valuation Office or Local Billing Authority sends you rating demands, or any other correspondence relating to our site on one of your properties, please forward these to business.rates@cornerstone.network.

PAYMENT QUERIES

Please contact the Cornerstone Estates Service Desk on

Telephone: 0800 084 3454
Email: estatepayments@cornerstone.network

If you:

- haven't received a payment
- have a question about a payment that is due
- have a question about a payment you have received

SALE OF YOUR PROPERTY

If, at any time, you sell your property, please let our Cornerstone Estates team know so we can keep our records up-to-date and ask the new owner to contact us with their details. Should you sell your property and the site payment has been paid to you in advance, your solicitor will need to calculate how much of this should be transferred to the new owner on completion of the sale.

ELECTRICITY SUPPLY

Our sites are usually powered by local electricity suppliers who invoice us directly. However, if under the terms of our agreement, you allow us to power our site using a separately metered spur of your personal supply, then we will reimburse you for our use in accordance with our agreement. When sending us electricity invoices for a reimbursement, please include the following information:

- Your Cornerstone Cell Site reference number
- The period covered by the invoice (i.e. the 'from' and 'to' dates)
- The current meter reading/previous meter reading
- The date the meter reading was taken
- The price per unit as per our agreement, or per your electricity supplier invoice (whichever is applicable)

All invoices for payment should be sent to:

estatepayments@cornerstone.network or

Cornerstone Estates, c/o Cluttons LLP, First Floor, Imperium Building, Imperial Way, Reading, RG2 0TD

LANDLORD INFORMATION GUIDE

Site information and property management

Although it's Cornerstone's responsibility to maintain our equipment at your site, we'd really appreciate your support by reporting Damage to the site (caused by vandalism or severe weather conditions) or Health & Safety issues to our 24-hour Property Management Centre

Whilst we won't always be able to send an engineer out immediately (particularly over a weekend or bank holiday), we will arrange for one to attend your site as quickly as possible. If an emergency visit is required outside normal working hours, it may not be possible to provide the usual courtesy call in advance.

PROPERTY MANAGEMENT CENTRE:
0800 084 3454
facilities.service.desk@cornerstone.network

If there is an immediate emergency on site, for example a fire, please dial 999.

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LANDLORD INFORMATION GUIDE

Working near our antennas



Safety information for landlords and third parties. From time to time, you or a third party may need to carry out work on your property close to our telecommunications equipment. Depending on proximity to our antennas, special precautions may be required to ensure compliance to radio frequency energy exposure limits.

EXCLUSION ZONE

The precise extent of the exclusion zone will vary from site to site. In general, you should contact Cornerstone for specific advice if you intend to work:
Closer than 1 metre to the sides and rear of an antenna

- Closer than 1 metre to the bottom of an antenna
- Closer than 10 metres directly in front of an antenna

Antennas are mounted above ground level, with the front pointing into free space and angled away from areas of general access. They are normally positioned at sufficient height above roof level so that routine work at normal standing level can continue without hindrance. If the exclusion zone does impinge upon a standing area of the rooftop then this area will be demarcated with barriers and signage.

ROOFTOP SITES

Our rooftop sites are specifically designed so that personnel carrying out normal roof-level tasks cannot inadvertently enter areas where exposure could exceed permissible limits. However, additional care must be taken where climbing aids such as ladders, platforms or scaffolds are used, as these may allow access to an antenna exclusion zone. The same applies where trees are located close to a mast and specialist working-at-height equipment is used (for example by tree surgeons), which could result in entry into an exclusion zone.

WORK NEAR ANTENNAS

If you are planning to carry out work near our antennas, please notify us in advance at estateadmin@cornerstone.network (ideally at least twelve working days beforehand) so that safe and suitable arrangements can be agreed. This is particularly important if antennas may need to be temporarily switched off before work can begin. Advance planning ensures the safety of those accessing the site and helps minimise disruption to mobile services.
Please ensure that you follow the instructions set out on site signage and inform any contractors or third parties who may be accessing the roof, building, structure or adjacent trees of these requirements. Details of the signage used on site are provided in the following pages.

FURTHER DETAILS

If you are unsure about any aspect of antenna safety, contact the Cornerstone Community Relations team at community@cornerstone.network



LANDLORD INFORMATION GUIDE

Public concern and local stakeholder engagement

As a landlord for a mobile phone site, members of your local community may have concerns. While the scientific evidence supporting the safety of mobile phone technologies is robust, public concern has grown in response to media and internet reports on isolated pieces of research.

If you are asked to provide information on radio base stations. please forward these queries on to the Cornerstone Community Relations team at community@cornerstone.network

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Site access. Estate safety.

Ensuring our estate is managed efficiently and securely is always a priority.

LOCKEN

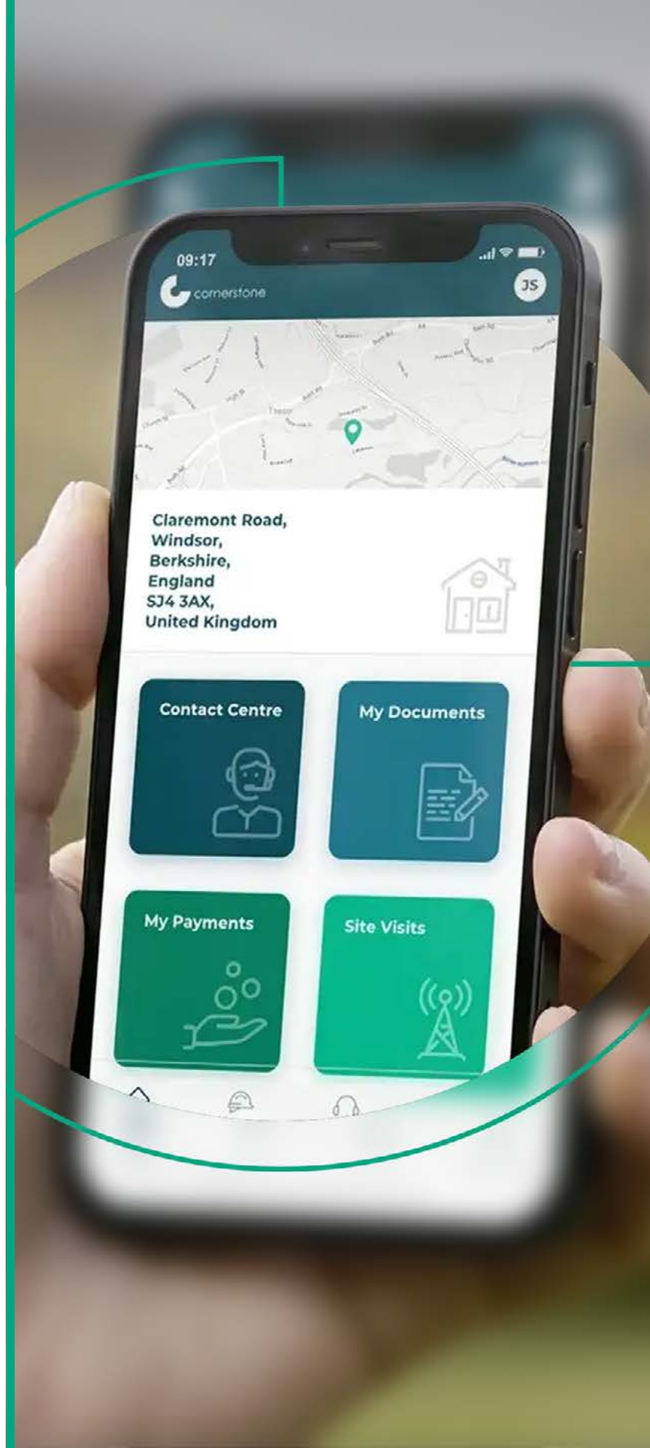
In partnership with Locken, Cornerstone has installed smart locks across its estate to improve site safety and security. Locken keys ensure that only approved users can gain access to site and ensure access to our sites can only be achieved where a valid booking and activated key are in place. In combination with a mobile app, we are able to capture details of all site visits and provide individuals attending the site with the latest access and safety information. This helps us ensure the right-first-time approach and provides us with real-time data about visits to a site.
Please visit www.cornerstone.network/site-access-management for more information.

SITE ACCESS: ENSURING A SAFE & EFFICIENT OPERATION

It is important that we are able to access your site safely and efficiently, in accordance with our agreement. Reasons for accessing site can include routine maintenance, statutory inspections, surveys, and more urgent faults, where there is an impact to the mobile network.
Our Access team manages site access issues. In addition to resolving access issues, the Access team regularly reviews the access information we hold to ensure we hold the latest access information and to ensure visitors follow the correct procedures. We would appreciate your assistance in confirming access arrangements when contacted.

If you experience an issue with a payment, we kindly ask that site access is not restricted, so that any necessary maintenance or fault repairs can still be carried out. Our Payments team will address any issues raised as a priority.
If your agreement permits access 24 hours a day, 7 days a week, and you are unavailable (for example, on holiday), please ensure appropriate alternative arrangements are in place, such as providing a secondary contact.
If you have any access-related concerns or need to notify us of changes to the access arrangements, you can do so via our site issues link:

Website: www.cornerstone.network/site-reporting



LANDLORD INFORMATION GUIDE

Site signage on your site

Depending on the site, some or all of these signs may be displayed.

You should bring this information to the attention of anyone who may work near the antennas or access areas where telecommunications equipment is located.

It is important that anyone accessing these areas understands and follows the instructions displayed on site signage:

- Your employees
- Contractors and sub-contractors
- Building occupiers and their employees
- Any other person with access to the roof, structure or areas where antennas are installed



SITE ENTRY SIGN

The site entry sign is typically displayed at the main access point to the site. It is designed to inform visitors of the cell site reference and relevant operators, the nature of the hazard present, the actions required to avoid or minimise exposure, the operator(s) responsible for the equipment, and the contact details for the relevant operator(s).



BOUNDARY SIGN

Boundary signs are placed at the edge of areas accessible to the public to indicate that the area beyond the sign falls within occupational exposure limits. These signs provide a clear warning of the hazard and identify the operator responsible for the equipment.



ANTENNA SIGN

As antennas are not always easily recognisable, antenna signs are typically fixed directly to the supporting structure to clearly identify the presence of transmission equipment.



ADDITIONAL SIGNAGE

Where antennas are shared between operators, additional signage may be displayed. Please ensure that all instructions shown on signage are followed carefully and that the relevant operator(s) are contacted if required.

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Health and Safety. Regulations.

HELPING EVERYONE STAY SAFE

Cornerstone works in partnership with landlords to ensure telecommunications sites remain safe, secure and accessible. Although our equipment is designed, installed and maintained to recognised safety standards, maintaining a safe environment is a shared responsibility. Good communication between Cornerstone, landlords and anyone carrying out work on or around a site helps ensure that risks are identified and managed appropriately.

INFORMING US ABOUT SITE HAZARDS

If you become aware of any condition that could affect the safe operation of the site or the safe access of our employees and contractors, we ask that you notify us as soon as possible. This may include changes to access arrangements, construction activities, structural concerns, asbestos-containing materials, fire damage, flooding, vegetation growth or any other site-specific hazard.

Sharing information at an early stage allows appropriate controls to be put in place and helps ensure that all parties can continue to work safely.

PLANNING WORK NEAR TELECOMMUNICATIONS EQUIPMENT

Many routine maintenance and construction activities have the potential to affect telecommunications equipment or create additional safety considerations. Where work is planned near a mast, antennas, equipment cabinets or associated infrastructure, it is important that Cornerstone is contacted before work begins.

Early engagement is particularly important for activities such as roofing works, scaffold erection, tree maintenance, crane operations, excavation, building alterations or the use of elevated working platforms. In some circumstances, temporary operational arrangements may need to be agreed before work can safely proceed.

ACCESSING TELECOMMUNICATIONS INFRASTRUCTURE

Telecommunications equipment forms part of the UK's critical communications network and should only be accessed by authorised and suitably trained personnel. Masts, towers, antennas, cabins and equipment cabinets contain specialist equipment and may present hazards if approached or interfered with incorrectly.

Landlords, their employees, contractors and visitors should avoid accessing telecommunications infrastructure unless specifically authorised to do so and should always observe any warning signage or safety controls that are in place.

SITE SECURITY AND INCIDENT REPORTING

Site security plays an important role in protecting both people and essential communications services. If you become aware of damage to equipment, insecure compounds, vandalism, theft, unauthorised access or any other matter that could affect the safety or operation of the site, please report it to us promptly.

Timely reporting allows issues to be investigated and addressed before they develop into more significant risks.

ADVICE AND SUPPORT

If you are unsure whether planned works, site changes or maintenance activities could affect telecommunications equipment or require additional safety arrangements, we encourage you to contact us before work starts. Our team will be happy to provide guidance and help ensure that appropriate arrangements are in place.

ESTATES SERVICE DESK

Email: estateadmin@cornerstone.network
Tel: 0800 084 3454

Website: www.cornerstone.network/landlords/landlord-services/



WHY CORNERSTONE

Our promise to you

Our Landlord Pledge is a promise to always work and effectively communicate with you. We are committed to practising the Landlord Pledge and always welcome feedback to ensure we provide our landlords with best-in-class service.

To further support this, we follow the Ofcom Code of Practice at every stage of our engagement with you, when we acquire and visit sites, ensuring consistent behaviours.

PROFESSIONAL
We will act with integrity, behaving professionally always.

TRUSTWORTHY
We will be open and honest with the information we give to you.

COURTEOUS
We will act promptly, courteously and fairly in our dealings with you.

RESPECTFUL
We will complete projects on time, and with a minimum of disruption.

ALWAYS READY TO TALK
We will always make it easy for you to start a conversation with us.

Our partnership with Cluttons

CLUTTONS

Cornerstone has partnered with Cluttons, an established UK property consultancy with experience in managing telecoms estates and working with site providers, to engage with our landlord community on site management matters on our behalf.

For any day-to-day enquiries, the Cluttons team will be your first point of contact and the listed contact details will put you in touch with the right person at Cluttons.

I have sold my property. Who do I need to notify of this change, and how do I do this?

Please email estateadmin@cornerstone.network or call 0800 084 3454.

I have changed my managing agent (for site payments). Who do I notify of this change?

Please email estateadmin@cornerstone.network or call 0800 084 3454. You will be asked for some information to complete this process.

My agreement is coming to an end. What action do I need to take?

Typically, we will be in touch when your agreement is coming to an end. However, if you wish to discuss your agreement prior to us getting in touch, please contact us at estateadmin@cornerstone.network or call 0800 084 3454.

If I misplace copies of my legal agreement, where can I get this from?

Please email estateadmin@cornerstone.network or call 0800 084 3454 to request a copy.

I need to send an invoice for my rent. Who do I send this to?

All invoices, regardless of who the tenant is, must be sent to either Cornerstone, C/O Cluttons LLP, First Floor, Imperium Building, Imperial Way, Reading, Berkshire, RG2 0TD or you can email your invoice at estatepayments@cornerstone.network

For electricity payments, who do I send my invoice to?

Please send your meter readings and invoice to estatepayments@cornerstone.network

Who do I need to speak to about an outage (power down requirement)or moving equipment for any reason?

If, for any reason, equipment needs to be moved on site or power outage please email estateadmin@cornerstone.network or call 0800 084 3454, and you will be referred to our relevant Access or Outage Request team depending on the host of your site.

How can I inform you of new details on how to access my site?

If you need to let us know about a change in how we should access your site (for example, site contact, directions, timings, or other important information), please visit our site reporting form or call us on 0800 084 3454. On receipt of the information, we will update your site access records so we can follow your requirements on all visits.

How do I report a site access issue?

If you have experienced an issue on site, e.g. damage, or contractors not following the access arrangements, please use our site reporting form.

www.cornerstone.network/site-reporting/

What do I do if I have a complaint?

If you would like to make a formal complaint about a site visit, your experience with Cornerstone or our agents, you can visit our complaints form on:

www.cornerstone.network/complaints-procedure/

or you can write to us at:

Complaints, Cornerstone, Hive 2, 1530 Arlington Business Park, Theale, Berkshire, RG7 4SA.

Your key contacts

EMERGENCY CONTACT

If you need to contact Cornerstone's Estates team outside of office hours, please call our Management Centre which is open 24 hours a day, 7 days a week.

Remember to quote your unique Cornerstone cell site reference and site address.

Telephone: 0800 084 3454 (Option 1)
Email: facilities.service.desk@cornerstone.network

PAYMENT QUERIES

If you receive a payment in error, haven't received a payment, or have a question about a payment that is due or you have received, please contact the Cornerstone Estates Payment team, managed by our partner, Cluttons.

Telephone: 0800 084 3454 (Choose option 3)
Email: estatepayments@cornerstone.network

CORNERSTONE HEAD OFFICE

Our Head Office address is:

Hive 2, 1530 Arlington Business Park,
Theale, Berkshire, RG7 4SA

Website: www.cornerstone.network

DAY-TO-DAY QUERIES

For any estates or property administration queries, please contact our Estates Service department, managed by our partner, Cluttons. Whenever you contact us, please make sure you always quote:

- Your unique Cornerstone Cell Site reference
- Your Site Address

Telephone: 0800 084 3454 (Option 2) (Monday - Friday 9:00am - 5:00pm)
Email: estateadmin@cornerstone.network
Address: Cornerstone Estates, c/o Cluttons LLP, First Floor, Imperium Building, Imperial Way, Reading, RG2 0TD.

CHANGE OF CONTACT DETAILS

If you need to inform us of a change to your contact information, please email with your most up-to-date contact details, we can ensure we reach you for any site updates.

Email: estateadmin@cornerstone.network.

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Your Connected World

Always Within Reach

cornerstone.network

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