1.1 Dual Continuity Solution

1.1.1 **Overview.** The Dual continuity solution option provides continuous Business VPN Service in case the primary path fails as a result of a failure on any of the following:

- the access between Customer's Location and the Orange POP - note that no diversity of provider or physical path is guaranteed in the standard service offering;

- the Orange access center - the secondary connection (either leased line, SDSL access or Ethernet) must be connected to a secondary access center (if affordable from a leased line cost point of view by the Customer);

- the Orange Provider Edge ("**PE**") router; the secondary access must be meshed to a secondary PE;

- the remote Customer Premises Equipment ("**CPE**") router.

1.1.2 **Site Profile Availability.** The Dual option is available with Business VPN Corporate only, and the availability of this optional feature will vary from country to country.

1.1.3 **Secondary Router and Secondary Access.** Under the dual continuity solution option, the primary router is backed up by a secondary router. On the secondary router, Orange provides a secondary access (identical in terms of service bandwidth and Service Type to primary one) and a secondary Business VPN plug. Whenever possible, Orange can also provide mixed access type (e.g. Ethernet access backed up by a lease line).

1.1.4 The secondary access is connected to a different Orange access center whenever affordable from a Lease Line cost point of view by Customer.

1.1.5 **Options.** Customer has two options regarding the use of the secondary access:

(a) **Dual Option.** Under normal operation all traffic goes through the primary access. The secondary access and the secondary router are always available but are not used for day-to-day transport of data, real time voice, or real time video traffic. The secondary CPE Router will automatically detect a failure in the primary access or the primary router. When the primary access fails, because one of the elements on that path fails, the secondary router will route all traffic through the secondary access. Traffic will be switched back to the primary router and primary access when it becomes operational again.

(b) **Dual Load Balancing Option.** During ordinary operation, all data traffic, real time voice or real time video traffic goes through the primary access or the secondary access based on a statistical per destination distribution. Should the primary path fail, all traffic will flow through the secondary access until the primary access is restored to operational condition.

1.1.6 **Main Features.** The main features of the dual continuity solution optional service are as follows:

- **Multi-Protocol Integration:** Yes.

- **Backup Access Mode:** Dedicated access (whether Frame Relay, ATM, Direct Access, or Ethernet).

- **Backup Speed:** Service bandwidth.

- **Monitoring:** Permanent monitoring through the primary or secondary router, both primary and secondary router having the same status 'operational/fail' at the same time.

- **Reporting:** Based on the Site Availability Service Level for the applicable Location.

- **IP CoS:** IP CoS Service Levels for the primary access and secondary access are the same because both paths are similarly sized and the configurations of the CoS for both paths are the same.