



## 1 SERVICE DESCRIPTION FOR ENTERPRISE SERVICE MANAGE

### 1.1 Definitions

All capitalized terms used and not otherwise defined herein will have the meanings ascribed to them elsewhere in the Agreement.

"**Enterprise Service Manage**" means the service described in this Service Description.

"**Service Manage**" or "**Service**" shall mean Enterprise Service Manage.

"**Service Order Form**" means the Order Form used to order Enterprise Service Manage.

### 1.2 Service Overview

The Specific Conditions for Service Management shall apply to the Service.

Enterprise Service Manage provides Customer with 24x7 access to a designated support team which will provide the specific Service options described in this Service Description.

#### 1.2.1 **Supported Services.** Orange provides Enterprise Service Manage for the Supported Services as indicated in the Specific Conditions for Service Management.

Orange will identify and may modify from time to time the Supported Services which are eligible for the Service.

On the Service Order Form, the Customer indicates the Supported Services which are part of the Customer Solution. All new Supported Services which are added to the Customer Solution subsequent to signature of the Service Order Form will be added and Enterprise Service Manage will apply.

### 1.3 Service Options

#### 1.3.1 **Additional Language.** Orange will provide Customer a PIN code which enables Customer to report an Incident in the language indicated on the Service Order Form.

This option is limited to phone calls: all electronic communications will be in English (i.e. portal status, notifications). MSS is available only in English.

#### 1.3.2 **Premium Support**

##### 1.3.2.1 **Opening an Incident.** Orange will provide Customer a PIN code which enables Customer to report an Incident by phone as well as via MSS.

##### 1.3.2.2 **Designated Staff.** Orange will provide access to a Support Team with the specific technical skills required by the Customer.

##### 1.3.2.3 **Specific Technical Skills.** The Support Team will have the technical skills required to analyze and diagnose Incidents pertaining to Customer Solution themselves without necessarily calling on a level-2 fix agent.

##### 1.3.2.4 **Incident Ownership.** The Support Team may contact the appropriate internal groups within Orange to perform such analysis and diagnosis but will retain ownership and coordinate internal teams until the Incident is resolved.

##### 1.3.2.5 **Customer Updates.** The Customer Service Center will update Customer regarding open Incidents via MSS or by telephone at pre-defined intervals based on the applicable Severity Level.

### 1.4 Charges

The charge for the Service is based on the Expected Number of Units as stated on the Service Order Form. Each time a new Supported Service is added to the Customer Solution or the expected volume of a Supported Service is increased the Charges for Enterprise Service Manage will be incremented.

## END OF SERVICE DESCRIPTION FOR ENTERPRISE SERVICE MANAGE