



1 SERVICE DESCRIPTION FOR MANAGED ETHERNET LINK SERVICE

1.1 Description of Service

The Managed Ethernet Link ("MEL") Service is a fully managed LAN interconnection service that provides IP VPN customers with private and high-speed point-to-point services for data centers and large Locations. Orange provides the following coverage options:

- (a) Metro (interconnections between Locations within the same city or metro area); and
- (b) National (interconnections between Locations within the same country).

The Metro coverage option is available in E-LINE, based on point-to-point virtual circuits (i.e. connecting only 2 Locations).

1.2 Standard Features of Managed Ethernet Link

The MEL Service includes:

- Managed Multilayer Ethernet Switch CPE, which offers a layer 3 interconnection between Customer's LANs.
- Routing protocols supported with the Customer LAN include, and are limited to, RIPv2, EIGRP, BGP and Hot Standby Routing Protocol (HSRP).
- Ethernet bandwidth, ranging from 2Mbps to 1 Gbps, depending on availability at the Location.
- VPN Bridge, which connects Customer's IP VPN network to the Ethernet Locations.
- Service Select – Standard Service Delivery and Service Select – Standard Service Support (as described in separate Service Descriptions attached to this Agreement).

1.3 Optional Features of Managed Ethernet Link

- (a) **Resiliency Options.** Subject to availability at the Location, Orange can provide dual fiber access, dual fiber access and PoP diversity, or full diversity (i.e. dual Switch CPE, dual access, and dual PoP).
- (b) **ValueNet.** If an IP VPN Location with MEL also receives the ValueNet IP VPN Service option, then the extranet access can be extended to the cascaded Ethernet Locations.

1.4 Service Requirements

The MEL Service is only available with LAN Access or IP VPN Services, and such Services will be described in separate Service Descriptions attached to this Agreement and may be subject to additional Charges. Customer's LAN must be connected to the Switch CPE, and not the IP VPN CE. The link between the Switch CPE and the CE router also must be on dedicated LAN interfaces.

1.5 Service Exclusions

MEL Service is not available with any transparent Layer 2 service (e.g. LAN extension) or with Customer-managed IP VPN Service Types, including the Silver Lite or Gold Lite Service Types. Service Select – Extended Service Support also is not available with MEL Service. MEL Service does not support Class of Service options, managed telephony services (e.g. Voice for IP VPN), IP multicast (e.g. video streaming) and non-IP traffic. Proactive monitoring is not supported, and OSPF routing is not available on the LAN. Traffic shaping is only available for sub-speed access (i.e. when the ordered bandwidth is below the physical interface bandwidth).

1.6 Managed Ethernet Link Charges:

- One-time and Monthly Recurring Charges for the CPE.
- One-time and Monthly Recurring Charges for the Ethernet line.
- Off-Net Site Management Charges for Locations that are not directly connected to the Orange Network.
- Charges for the Service Select – Standard Service Delivery and Service Select - Standard Service Support.

Charges for any Orange Project Management or Service Select – Extended Service Delivery Services provided to Customer are separate from and in addition to the Charges for the MEL Services. The Optional Features of Managed Ethernet Link are also subject to additional Charges.

END OF SERVICE DESCRIPTION FOR MANAGED ETHERNET LINK SERVICE