



## 1 SERVICE DESCRIPTION FOR NETWORK SERVICE MANAGEMENT

### 1.1 Definitions

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

"**Key Performance Indicator**" or "**KPI**" means the set of measurements and reports which are provided by Orange in My Service Space (MSS).

### 1.2 Scope of Service

#### 1.2.1 **Supported Services.** Orange provides Network Service Management options for the following Network Services:

- Business VPN
- International Ethernet Link
- Internet Direct
- Managed Ethernet Link
- Managed LAN
- Network Boost
- Enterprise Application Management

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

Each Supported Service Order Form will list the Service Management options which are applicable to the Supported Service and indicate if Customer has elected to subscribe.

### 1.3 Service Overview

The Specific Conditions for Service Management and the Specific Conditions for Network Services shall apply to the Service.

Service Management specific to Network consists of Monitoring.

Additional options may be ordered by the Customer.

### 1.4 Scheduled Maintenance

Orange will inform Customer at least 7 days in advance of any Orange Network Scheduled Maintenance that may result in a disruption of Customer's Supported Services.

### 1.5 Monitoring

#### 1.5.1 For Network Services Orange provides utilization, performance, and availability monitoring. Measurements are taken by polling every 5 minutes 24x7x365. Raw data is kept for two months. Daily average is kept for one year. Customer will have access to these statistics through MSS.

##### 1.5.1.1 **Utilization:** IP Bandwidth Utilization including Bandwidth Utilization per Class of Service.

##### 1.5.1.2 **Router Performance:** including CPU and Memory utilization, LAN/WAN interface load, and availability.

##### 1.5.1.3 **Site Availability:** for topologies with Continuity solutions.

### 1.6 Additional Options

#### 1.6.1 **Proactive Monitoring (also known as Extended Service Support).** Proactive Monitoring option is available to Customers who have elected to subscribe to Premium Support option as part of the Service called Enterprise Service Manage.

Incident Reports will be created for Severity Level-1 Incidents lasting at least 14 minutes from the detection of the Incident on the affected Device.

In addition, Orange will notify Customer via MSS within 10 minutes when an Incident Report is created by Proactive Monitoring.

#### 1.6.2 **Security Management.** Security Management option is available to Customers who have elected to subscribe to Enterprise Service Optimize. For Supported Services which receive Security Management Customer will receive:

- monthly measurement of security recorded in the Service Dashboard;
- rolling twelve month trend of security in the Service Dashboard;
- analysis and advice during the Service Review regarding corrective actions if required;

- access to KPIs through MSS.
- 1.6.3 **Capacity Management.** Capacity Management option is available to Customers who subscribe to Enterprise Service Optimize. Customer will receive:
  - monthly measurement of capacity recorded in the Service Dashboard;
  - rolling twelve month trend of capacity in the Service Dashboard;
  - analysis and advice during the Service Review on the network capacity and corrective actions if required;
  - Access to KPIs through MSS.
- 1.6.4 **VPN Owner.** The VPN Owner will be available during Business Hours. The VPN Owner will be Customer's primary point of contact for, and will proactively manage, the Change Management services. The VPN Owner will:
  - (a) monitor implementation of the Changes for adverse effects such Changes may have on the integrity of Customer's VPN;
  - (b) conduct a bi-annual Customer VPN audit, which may include information regarding security violations, redundancy configuration and testing, network diagrams;
  - (c) conduct quarterly non-disruptive testing (i.e. configuration checks) for Customer's VPN;
  - (d) maintain the technical documentation for the Supported Service(s); and
  - (e) manage the provisioning and configuration of new Locations to Customer's existing VPN (excluding any new services, changes in design or transfer of connections), not to exceed 2 connections per month or 10 connections per consecutive 6-month period.
- 1.6.5 **Guaranteed Time To Repair SLA.** Customers who subscribe to Enterprise Service Optimize will be entitled to subscribe to the "Guaranteed Time To Repair SLA" option. Customer will receive:
  - the GTTR commitment described in the SLA for the Supported Service, a monthly measurement of GTTR recorded in the Service Dashboard;
  - rolling twelve month trend of the commitment in the Service Dashboard;
  - the analysis and advice during the Service Review regarding corrective actions if required.
- 1.6.6 **Availability SLA.** Customers who subscribe to Enterprise Service Optimize will be entitled to subscribe to the Availability SLA option. Customer will receive:
  - confirmation if Scheduled Maintenance will impact the Supported Service;
  - the availability commitment described in the SLA for the Supported Service.
  - a monthly measurement of availability recorded in the Service Dashboard;
  - rolling twelve month trend of the commitment in the Service Dashboard;
  - the analysis and advice during the Service Review regarding corrective actions if required.
- 1.6.7 **Extended Service Delivery.** Customers who subscribe to Enterprise Service Optimize will be entitled to subscribe to the Extended Service Delivery option available on some Supported Service Order Forms. Customer will receive Availability SLA, Guaranteed Time To Repair and Capacity Review.
- 1.7 **Charges**

Service Management is included in the Charges for Supported Services. Additional Charges apply for Additional Options.

## END OF SERVICE DESCRIPTION FOR NETWORK SERVICE MANAGEMENT