



1.1 Air Backup Continuity Solution

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

- the access between Customer's Location and the Orange POP;
- the Orange access center;
- the Orange Provider Edge ("PE") router; the secondary access must be meshed to a secondary PE.

1.1.2 **Site Profile Availability.** The Air Backup option is available on Business VPN Small and Business VPN Corporate which Service Bandwidth is up to 8Mbps only, and the availability of this optional feature will vary from country to country.

1.1.3 **Single CPE Backup.** Orange will provide a single CPE Router with integrated cellular WAN interface and a wireless backup access at the Location where Customer has ordered an Air Backup Service. Under normal operations, all traffic goes through the primary access. If there is an outage on the primary access path, the CPE Router will automatically detect the outage and will route the customer IP traffic over the wireless backup connection through General Packet Radio Service ("GPRS"), Enhanced Data rates for GSM Evolution ("EDGE"), Universal Mobile Telecommunications System ("UMTS") or High Speed Packet Access ("HSPA") up to the Orange MPLS network. Traffic will be switched back to the primary access when it becomes operational again. Load-Sharing and Off-Load are not supported.

1.1.4 **Backup.** The Air Backup Service is based on the establishment of an IPSec tunnel over the 3G-based Internet wireless access from the remote Location up to the Orange MPLS Network.

1.1.5 **Charges.** One time charges and monthly recurring charges for the Air Backup Service are invoiced on a per Location basis.

1.1.6 **Service Delivery and Support.** When subscribing to the Air Backup feature, it is mandatory that Customer also subscribe to Service Select – Extended Service Support. With Service Select – Extended Service Support, Customer will receive automatic opening of trouble ticket in case the primary access fails.

1.1.7 **Main Features.** The main features of the Air Backup service are as follows:

- **Remote Location Topology:** Single router supporting primary access and backup.
- **Multi-Protocol Integration:** No, IP only over the backup path, which does not support route redistribution. Customer may choose, and will be responsible for managing, the LAN IP addressing scheme up to a maximum of 5 subnets.
- **Degraded Backup:** The backup of a Tail Circuit can be proposed at a lower ISDN connection speed.
- **Class of Service:** Silver Service Type only on the backup path (i.e. streaming audio and video, peer-to-peer traffic, voice over IP are not supported).
- **Backup Access Type:** Wireless-based Internet access via GPRS, EDGE, UMTS, or HSPA depending on the network capabilities of the mobile carrier used by Orange at the Location. Customer IP traffic is routed via the mobile carrier's networks through IPSec tunnels over the Internet up to the Orange MPLS Network.
- **Backup Subscription:** Wireless subscription at Customer's Location and associated usage charge are the responsibility of Orange so long as Customer complies with the traffic volume limitations set by the mobile carrier and/or Orange.
- **Reporting:** Customer will be able to see the utilization of the backup interface in My Service Space. Path Availability and Path Performance reporting are not available on the backup path for the Air Backup option.
- **Wireless Qualification:** The installation of the Air Backup Service at a Location is contingent upon the mobile carriers' ability to provide wireless access at the Location. Orange will conduct a qualification check of Customer's Location where the wireless access is to be provided for the Air Backup Service based on the information provided by Customer. Customer is responsible for providing Orange with complete and accurate information. It is mandatory that a post-qualification site survey at the Location be conducted by Orange to confirm whether the mobile carrier can provide wireless access at the Location. Any site survey may be subject to an additional charge to be mutually agreed by both Parties. During the site survey, Orange will evaluate whether the mobile carrier can provide wireless backup access service at the Location. Except as set forth in the immediately following sentence, the order for Air Backup Service will be cancelled without any liability to either Party if the mobile carrier cannot provide wireless access at the Location. If Customer does not agree to a site survey and, consequently, Orange cannot (a) confirm if the mobile carrier cannot provide wireless access at the Location, or (b) complete the installation of

the Air Backup Service, then Orange may invoice Customer, and Customer will pay Orange, the installation costs (including preparation costs) incurred by Orange.

- **Backup Bandwidth:** Backup bandwidth depends on the network capabilities of the mobile carrier at the Location. There is no guaranteed backup speed because radio performance is unpredictable due to several environmental factors such as radio density, radio cell load, type of radio coverage, distance of the CPE Router antenna from the base station of the local mobile carrier, number of simultaneous data users, etc.
- **Backup Traffic Limitations:** Wireless traffic is subject to traffic volume limitations set by the mobile carrier and/or Orange. Unless otherwise specified by Orange, Customer's monthly traffic volume shall not exceed three (3) gigabytes per month per wireless access. If Customer exceeds the traffic volume limitation, then in addition to the charges for the Air Backup Service set forth on the order, Orange may invoice Customer any additional charges that Orange may be liable to pay to the mobile carrier plus an administrative fee equal to five (5%) percent of such additional charges and may suspend or terminate the Air Backup Service without liability upon thirty (30) calendar days written notice. The CPE Router for the Air Quick-Start Service includes a SIM card. The SIM card is considered CPE and shall remain the property of Orange at all times. Customer shall use the SIM card in connection with the operation of the Air Backup Service only. Customer shall not use the SIM card for any other purpose. Customer shall not allow any third party to use the SIM card.
- **Backup Traffic Filtering:** Customer traffic, using UDP ports from 64001 to 64005 is filtered on the backup path.
- **Monitoring (option):** Permanent monitoring through the primary path and through the secondary path in case of failure of the primary path.