

BUSINESS VPN LITE SERVICE

- (a) **Overview.** Under the Business VPN Lite option, Customer will manage the CE routers, which means that Customer will:
 - (i) provide and install the CE routers at the Locations in accordance with Orange's configuration, installation design, router type and IOS guidelines;
 - (ii) manage and maintain the CE routers in proper operational condition (including, upgrades and other change management, etc.);
 - (iii) repair or replace the CE routers in case they break or fail to operate in proper operational condition;
 - (iv) undertake remedial measures to resolve all Incidents (as such term is defined in the Service Level Agreement) that arise as a result of any fault in the CE routers; and
 - (v) perform change management of the CE routers in the event a change to the hardware or software is necessary.
- (b) **Site Profile Availability.** Business VPN Lite is available only if Customer has purchased Business VPN Corporate for the Location where the Business VPN Lite is to be installed. The availability of Business VPN Lite within a country will be confirmed by Orange at the time of the order or upon Customer's request. Unless otherwise agreed in writing by Orange, Business VPN Lite is not available if Customer uses satellite access and DSL access. Business VPN Lite may also not be available in certain countries where Customer uses Ethernet as the access medium.
- (c) **Implementation.** Orange will provide Customer with the guidelines for the configuration, installation design, router type, and IOS of the CE routers that Customer must provide and install at a Location. Customer is solely responsible for providing and installing the CE routers at the Location in accordance with such guidelines.
- (d) **Classes of Service.** Customer can use Silver, Gold or Platinum Service Type (as described in Clause 6.1 (Service Types) of the Service Description for Business VPN Service) to manage the data, video and voice classes of service. Customer is responsible for configuring the application classification rules that define how the CE routers manage the application traffic classification (i.e., prioritization). Clause 7 (Application Management) of the Service Description for Business VPN Service describes the application management from the CE Router to the backbone network.
- (e) **Service Levels.** The Site Availability, Path Availability, Round Trip Delay, Packet Loss, and Jitter are measured from PE-to-PE routers, not from CE-to-CE routers. The available Service Levels depend on the Service Type purchased by Customer. The Service Levels for Business VPN Lite will be confirmed by Orange on a case-by-case basis.
- (f) **Customer Care Services.** Orange will provide Service Select – Standard Service Delivery, unless Customer purchases Service Select - Extended Service Delivery. Orange will also provide Service Select – Standard Service Support, unless Customer purchases Service Select – Extended Service Support. However, since Orange will not provide, install, maintain or manage the CE router, on-site and remote technical supports are not available if Customer encounters a problem with the CE router or if an Incident arises due to the CE router.
- (g) **Limitation of Continuity Option for Business VPN Lite Service**
 - (i) The dual continuity option (i.e., the primary CE router is backed up by a secondary CE router, and the secondary CE router is connected to a secondary access and a secondary Business VPN Lite plug) is available for use with the Business VPN Lite Service if – and only if -both the primary CE router and the secondary router are provided and managed by Customer, as described in Clause (a)(i) through (a)(v) above. For clarity, the dual continuity option is not available if either the primary or secondary CE router is provided and managed by Orange.
 - (ii) The following optional Business VPN features are not available or compatible for use with the Business VPN Lite Service:
 - Air Back-up Continuity option;
 - NAS Back-up Continuity option;
 - Always-on Continuity option;
 - Dual Continuity option if both the primary and secondary CE routers are not managed by Customer, , as described in Clause (a)(i) through (a)(v) above;
 - Modular VPN - Multiple VPN;
 - Network Protect;
 - Flexible COS;
 - ValueNet;
 - Telepresence Connect; and
 - Telepresence Community.
 - (iii) Business VPN Lite Service is not compatible with Orange's Business Talk Services.

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END OF BUSINESS VPN LITE SERVICE