



1 SERVICE DESCRIPTION FOR MY SERVICE SPACE

1.1 Introduction

My Service Space ("MSS") is a web-based self-service portal that allows Customer to monitor and manage some of the Services provided by Orange pursuant to the terms of this Agreement. The information that Customer may access through MSS will depend on: (a) the Services purchased by Customer under this Agreement; and (b) the web portal option (as described in more detail in Clause 1.7 below) that Customer receives.

The MSS features and exclusions listed hereafter, as well as their applicability to the Services, are subject to change by Orange in its sole discretion, and the availability of MSS features varies based on the Services. Upon Customer's request, Orange will provide a then-current list of the Services covered by each MSS feature.

1.2 Features

The standard features of MSS are as follows:

- **Order Management:** Track the status and progress of Orders.
- **Billing:** Access and download invoices and credit notes per billing account number with monthly or billing period breakdowns. Customer also may submit queries and requests regarding its invoices and credit notes.
- **Service Management:** Submit changes for and otherwise manage certain Services online via the Managed Services Change Tool.
- **Service Dashboard:**
 - **Inventory.** Obtain an inventory of the Network Services with certain technical details. Customer may obtain a graphical view of the Network Service equipment and may extract the then-current status of such equipment using a multi-criteria query.
 - **Near Real-time Monitoring.** Receive information regarding Network Service affecting events in near-real time. Obtain reports about the usage, quality of service and performance of the Services, which may include billing reports, ad-hoc reports created by using queries to extract data made available by MSS, and monthly reports summarizing events affective Service performance during the past month.
 - **Reporting:** Obtain reports about the usage, quality of service and performance of the Services. Any IP enhanced reporting provided by Orange will be subject to additional Charges.
- **Service Support:**
 - **Change Management.** Submit and track technical change requests.
 - **Incident Management.** Report and track Service Incidents.
 - **Knowledge Base:** Access information regarding the Services and troubleshooting tips.
 - **Online chat:** Access to a web chat with service support via instant messenger 24 hours a day, 7 days a week.
- **Information Center:**
 - **Messages:** Access information regarding the functional evolution of, and planned portal outages, for Services in advance.
 - **Documents:** Access to documents to be provided by Orange pursuant to the Service Select Services.
 - **Contact List:** Access contact details of Customer's contacts at Orange and provide Customer contact information for Orange to access when Customer reports Incidents and requests changes to the Services.
- **Account Settings:** Configure filters to customize Customer's view of the MSS features online as well as notification rules to receive emails on Incident and change activity.

1.3 Service Exclusions and Limitations

The following are not visible through MSS:

- Equipment in the Orange core Network;
- Public gateways;
- Equipment connected to the Orange Network through a dial interface; and
- Cascaded routers, i.e. routers behind an Orange Partner NNI or a private Frame Relay network or that are connected to the LAN interface of a router connected to the Orange Network.

1.4 Customer Connectivity Requirements

Customer will ensure that the technical network environment used to access MSS is fully compliant with requirements set forth herein. Customer may access MSS through the Internet using "https", i.e. the URL https://my-service-space.orange.com, or such other URL as Orange may identify.

The following table identifies the minimum portion of the access-to-Internet bandwidth that must remain available to MSS traffic:

Size of Customer Access to Internet	Number of components visible in MSS (including, CE routers, accesses, PE routers and data nodes)	
	<=100	>100
<=2Mbps	32 kbps	64 kbps
>2Mbps	64 kbps	128 kbps

1.5 Customer Environment Requirements

Customer will provide its own hardware, software, and web browser for use with MSS in accordance with the following minimum requirements:

- PC: Pentium 1GHz for the processor; 1 GB for the RAM: Windows XP or Linux.
- Web browser: Microsoft® Internet Explorer 7.0 and 8.0, Firefox 4, 5, and 6.
- Monitor Resolution: 1024*768 pixels.
- Flash Player 10.3.

1.6 Web Portal Options

- (a) **Orange CARI (Customer Access to Router Information):** Orange Telnet, the RCI feature, IP enhanced reporting, ISDN Back-Up reporting (provided that Controlware equipment is included in the Service).
- (b) **Orange Telnet:** Customer must define the appropriate routing between the MSS User workstation and the targeted router, and the Orange CARI option of the CE router must be configured on the targeted CE router, which Orange may provide upon Customer's request.

1.7 Scheduled Outages Notification

Orange will use reasonable efforts to provide Customer with 5 Business Days advance notice of any scheduled outage for MSS through the Messages feature of MSS and by email if Customer has appropriately configured the Messages feature to receive email notifications.

1.8 Stagnant Accounts

Orange reserves the right to cancel any MSS login that is not used at least once during any 12 month period, without prior notice to Customer; however, if requested, a new MSS login may be ordered by Customer.

1.9 Account Cancellation

Customer must advise Orange if a registered User of MSS is no longer employed by Customer or will no longer require access to MSS. Orange will not be responsible for access by any User whose authority has been revoked by Customer, if Orange has not been timely notified of the change in the User's status.

Customer will ensure that any use of MSS is limited to the person(s) explicitly designated in the Order, and that different persons do not share the same MSS login. If person(s) other than those listed in the Order require access to MSS, Customer must request that the original User account login be terminated and a new account login be created.

END OF SERVICE DESCRIPTION FOR MY SERVICE SPACE