



## **1 SERVICE DESCRIPTION FOR PROJECT MANAGEMENT**

### **1.1 Definitions**

In the event of any conflict between the definitions provided in this Service Description and those provided elsewhere in the Agreement, the definitions in this Service Description will control for purposes of this Service Description. Capitalized terms used and not otherwise defined in this Service Description will have the meanings ascribed to them elsewhere in the Agreement.

### **1.2 Service**

Orange will provide the Project Management Service using the Orange standard "Synergy" methodology. Project Management is intended to be flexibly structured, so as to be adapted and tailored to meet Customer's needs and requirements, as agreed from time to time between Customer and Orange.

Unless agreed otherwise with the Customer, as part of the Project Management Services, Orange will assign a Project Manager to oversee Customer's project. The Project Manager will work with Customer to initiate, plan, execute, and close the Project as necessary. For certain large and complex Projects, Orange may provide a Project Director in addition to or in lieu of the Project Manager, to the extent Orange deems necessary and as agreed by the parties.

The Project Manager may, as necessary:

- Manage the project on a day-to-day basis and act as Customer's single point of contact for matters relating to the project.
- Build and lead the project team.
- Initiate the project and create the project framework to facilitate effective project governance, reporting, communications, change control and stakeholder management.
- Develop a project plan.
- Work with Customer to develop an appropriate project schedule.
- Ensure application of the relevant control processes, including, among others, risk management, quality management, change control, schedule control, stakeholder management, communication management, and financial management.
- Proactively work to minimize or mitigate risks to the project.
- Establish and manage the project quality requirements in consultation with Customer.
- Apply appropriate management techniques to execute against the agreed project plan.
- Close the project ensuring all deliverables have been completed and formal acceptance by Customer in accordance with the project plan.

### **1.3 Customer Responsibilities**

Customer will ensure all appropriate resources will be made available to Orange, in accordance with the agreed project plan.

Customer will provide any information reasonably requested by the Project Manager or Project Director for the successful execution and completion of the project. The Parties acknowledge and agree that Force Majeure Events or third party stakeholders (whether or not contracted by either party) may adversely affect the project. In such case, the Parties agree to meet and discuss in good faith any changes that may need to be made to the project as a result.

Any material changes to the project plan or in the scope of a project following the commencement of a project must be provided in writing, signed by a duly authorized Customer representative, and accepted by Orange. Orange will invoice Customer, and Customer will be responsible for, all costs incurred by Orange in preparing the initially requested Order and those incurred in changing the Order in addition to any additional Project Management Charges that may be incurred as a result of the changed scope of the project.

## **END OF SERVICE DESCRIPTION FOR PROJECT MANAGEMENT**