



## 1 SERVICE DESCRIPTION FOR SERVICE SELECT IT

### 1.1 Definitions

Capitalized terms used and not otherwise defined in this Service Description will have the meanings ascribed to them elsewhere in the Agreement.

"**Customer Solution**" means the IT Service(s) that Customer wants to be covered by the Service.

"**Equipment**" means, the servers and devices which constitute the IT infrastructure hosted by Orange for the Customer and including physical servers, virtual servers, switches, load balancers and security devices such as firewalls, proxies and anti-virus and web filters.

"**IT Services**" means the services which the Customer has ordered from the list of IT Services set forth in this document and which constitute the Customer Solution.

"**Request for Change**" means a completed change control form submitted through the customer web portal.

"**Service**" shall mean Service Select IT.

"**Service Request Form**" or "**SRF**" means the form that details the Customer's specific Service Select IT Service requirements.

"**User**" means the users of the IT Services hosted by Orange for the Customer and including messaging, instant messaging, shared workspace and collaboration services.

### 1.2 Purpose of the Service Description

The purpose of this Service Description is to define the Service Select IT to be provided by Orange to the Customer, if the Customer has ordered the Service in addition to one or more of the following IT Services:

- Managed Anti-virus
- Managed Employee Access
- Managed Firewall
- Cache Management
- Managed Web Security
- Managed Microsoft OCS
- Managed Microsoft SharePoint Server
- Managed Microsoft Exchange
- Managed Lotus Notes
- Managed SMTP Messaging
- Managed Messaging Protection Suite
- Flexible Computing Premium

The Customer chooses, in the Order Form, the IT Service(s) that Customer wants to be covered by the Service. This choice of perimeter defines the "Customer Solution".

The Specific Conditions for Professional Services shall apply to the Service.

### 1.3 Service Overview

The Customer requires customized support to assist him with operational and service level management of his Solution.

In response to this requirement, Orange proposes Service Select IT. The Service is coordinated by a Customer Service Manager (CSM), appointed by Orange to be the Customer's point of contact.

The basic Service applies to all the IT Services which are part of the Customer Solution. Various optional services are proposed by Orange depending on the Customer Solution and may be subscribed to by Customer depending on the Customer's choice and according to the eligibility conditions specific to each optional service. The services are described in Clause 1.5 of this Description.

Any additional service request made by Customer, not agreed between the Parties under this present Service Description, must be accepted by Orange and shall be subject to a separate quotation.

#### 1.3.1 Prerequisites

The Customer must receive at least one IT Service that is an integral part of any of the areas listed above in order to benefit from the Service.

In order for Orange to perform the Service, the Customer declares that, in signing the Order Form, he has authorized the Customer Service Manager to be the recipient of and to use the technical

information linked to the IT Services of his Solution. This information will only be used by the Customer Service Manager in the strict framework of the role conferred upon him and described in this Description.

### 1.3.2 Content

The Service includes:

- personalized support in the language of Customer choice (French/English) via:
  - a Customer Service Manager who will provide personalized operational management of the Customer Solution (9am to 6pm, CET Monday to Friday on Normal Business Days);
  - a deputy will cover any emergency for the Customer Service Manager when absent for a significant period of time (more than 3 Business Days);
- full reporting via:
  - a dedicated Customer Web Reporting Module enabling the Customer to operationally track his Solution on line;
  - a Dashboard document drawn up by the Customer Service Manager which tracks the Customer Solution;
  - Service Reviews between the Customer Service Manager and the Customer, organized by the Customer Service Manager.

When subscribing to the Service, the Customer selects, in the Service Request Form:

- the language in which the reports and the deliverables linked to the Service are provided:
  - French;
  - English.

## 1.4 Detailed Service Description

### 1.4.1 Role of the Customer Service Manager

The Customer Service Manager represents the Customer within the Orange organization. He also provides consulting and recommendations to the Customer.

The Customer Service Manager:

- Coordinates operation of the Customer Solution;
- Steers any escalations;
- Tracks any changes and modifications;
- Provides Customer with information on preventive maintenance;
  - configures and comments the online reporting in the Web Reporting Module for the IT Service(s) included in the Solution;
- At intervals defined according to the Service Class which the Customer chooses on the Order Form for Service Select IT, the Customer Service Manager provides the Customer with a dashboard including the values of the indicators relating to the Customer Solution;
- Organizes a Service Review with the Customer after each dashboard delivery and a face-to-face meeting when the Service described herein is launched in order to fully review the Customer Solution. Minutes of the meeting will be systematically drawn up by the Customer Service Manager and forwarded to the Customer.
  - In relation to the IT Services, tracks and analyses quality of service and presents service improvement plans or appropriate preventive actions in order to augment performance of the Customer Solution. These actions are recorded and tracked in the service improvement plan.

### 1.4.2 Customer Operations Guide

The Customer Service Manager will define and maintain a Customer Operations Guide which describes:

- **General Organization:** This covers the organization of service support points of contact, and the division of responsibilities and obligations between the two Parties.
- **Maintenance Organization:** This part contains details of alert procedures, incident reporting and monitoring procedures, the procedure for informing the Customer for preventive maintenance, and the specific rules applicable to the production, management and modification of Services subscribed to by the Customer Similarly, the setting of the different alert thresholds according to the options subscribed to is described as part of the Customer Operation Guide.
- **The Escalation Procedure:** The escalation procedure defines the conditions, procedures, and lead times for informing Orange and the Customer in the event of an outage as a result of which the Standard Services subscribed to by the Customer can no longer function normally.

- **Service Levels:** This part describes the service level indicators for the Customer Solution and the schedule of meetings organized with the Customer.

1.4.3 **Reporting**

Orange provides the Customer with the following tracking tools:

- the dashboard provided by the Customer Service Manager ;
- enriched web pages accessible through the Service Space.

1.4.3.1 **Dashboard**

The Customer and the Customer Service Manager will agree on an initial date when tracking of the Customer Solution begins (the end of the deployment phase, for example).

Orange commits to submit the dashboard to the Customer within fifteen (15) normal business days.

The following elements are included in the dashboard: (all measurements are carried out 24x7.)

- **Service Levels:**
  - number of orders recorded in the Orange order management database;
  - number of incidents recorded in the Orange incident management database;
  - number of changes recorded in the Orange change management database.
- **SLA Tracking:**
  - SLA for global Solution availability: evidenced monthly global availability rate, commitment;
  - SLAs for incident management: GTTR (Guaranteed Time To Repair) for services covered by this type of SLA: list of incidents tickets with non-compliance of SLA, duration of GTTR overrun;
  - SLA for change management: GTTC (Guaranteed Time To Change) for services covered by this type of SLA: list of change requests with non-compliance of SLA, duration of GTTC overrun
  - SLA for dashboard delivery: date of dashboard delivery for the previous reporting period, commitment.
- **Trend Analysis:** Depending on the optional services described in Clause 1.4 above subscribed to by Customer, the dashboard will also include the various additional indicators. This additional information is detailed in the description of optional services, in Clause 1.4 of the present description.

1.4.3.2 **Service Space**

Orange provides the Customer with a dedicated customer web portal (Service Space) to operationally track his Solution.

The display and navigation language in the reporting area shall be chosen by the Customer: French or English.

Depending on the IT Services subscribed to, the reporting area of the Service Space shall be configured to reflect those IT Services.

If the Customer wishes to alias names of all or some of the Equipment and Standard Services for reporting purposes then Customer will submit a Request For Change.

If the Customer wishes to modify the tree topology used to present reporting then Customer will submit a Request For Change.

Depending on the optional services subscribed to, the content of the Service Space will also include the various additional indicators. Overall, statistical data are collected and provided in the following way:

- frequency: data is collected 24 hours a day, 7 days a week;
- exports possible;
- data retained for 13 months;
- graphic and data table presentation;
- refresh and granularity:

Data	Refresh and Granularity
Computing resource	Refresh every 5 minutes with granularity: <ul style="list-style-type: none"> <li>▪ 5 minutes for the current day and the previous 30 days.</li> <li>▪ 1 hour for the 60 days preceding the above days.</li> </ul>
Messaging	Refresh each day, with a 1-day granularity period.
Unified communications	Refresh each day, with a 1-day granularity period.
Shared workspaces	Refresh each day, with a 1-day granularity period.

Data	Refresh and Granularity
Security	Refresh each day, with a 1-day granularity period.

The following rules have been defined for the granularity of indicator display:

The user shall define the indicator display period (from date to date) but not its granularity (time between two indicator values). This means that the granularity is deduced from the period during which the indicator is displayed.

For example, if an indicator is displayed over a period of 6 months, its granularity shall be defined on a monthly basis. If it is displayed over a period of one month, the granularity shall be defined on a daily basis.

The table below describes the link between observation period and granularity:

Observation Period	Granularity
<= 1 day	Hourly
> 1 day and <= 3 months	Daily
> 3 months	Monthly

Moreover, if the required granularity is not available for an indicator, the nearest higher granularity is used.

The Service Space can be accessed using secure internet access; this is the Customer's responsibility. To make sure that the internet connection is secure and information confidentiality maintained, data is encrypted using the SSL (Secure Socket Layer) protocol.

Orange provides the Customer with up to 5 logins/passwords for login purposes. The Customer commits to ensure the confidential nature of the logins and passwords and to immediately inform Orange of loss or suspected or known fraudulent use.

Orange provides the Customer with any information which may be useful for login and use of the Service Space.

#### 1.4.3.3 Service Classes

Orange offers three service levels within the framework of the Service provided:

- Comfort Class
- Business Class
- First class

The Service class defines the rate of publications, meetings, and interventions as defined below:

	Characteristics	Comfort Class	Business Class	First Class
1	Dashboard delivery	Quarterly	Monthly	Monthly
2	Reference language	French	French or English	French or English
3	Number of conference calls per calendar year	3	11	10
4	Number of physical meetings per calendar year	1	1	2
5	Venue for physical meetings	France	France	FR, CH, UK
6	Reference time zone	CET	CET	CET
7	Reference working days	FR	FR	FR, CH, UK
8	Number of authorized Customer contacts	1 max.	3 max.	5 max.
9	Number of Service Space presentations per year (30 min)	1 max.	3 max.	5 max.
10	Assistance with Service Space	2h max.	6h max.	10h max.
11	Service and documentation management	Included	Included	Included
12	Quality of Service and SLA tracking	Included	Included	Included
13	Incident and service improvement plan management	Included	Included	Included
14	Support for change management	Included	Included	Included

## 1.5 Optional Services

### 1.5.1 Optimize Resource

This option provides the Customer, for each Equipment:

- with access to on-line statistics in the Service Space concerning the load and volumes of computing resource usage on the Equipment (CPU, memory, disk, input/output). Data presentation includes graphing of trends and lists of raw data for export;
- with analysis in the Dashboard, regarding trends and alert thresholds;
- The Customer Service Manager's analysis and recommendations for resource capacity planning.

### 1.5.2 Optimize Messaging

This option provides the Customer:

- with access to on-line statistics in the Service Space concerning size and volumes of messaging usage (quantity and volume of messages sent, received and stored in mailboxes). Data presentation includes graphing of trends and lists of raw data for export;
- with analysis in the Dashboard regarding trends and alert thresholds;
- the Customer Service Manager's recommendations for messaging capacity planning.

### 1.5.3 Optimize Unified Communications

This option provides the Customer:

- with access to on-line statistics in the Service Space concerning size and volumes of unified communications usage (quantity, volume and nature of communications). Data presentation includes graphing of trends and lists of raw data for export;
- with analysis in the Dashboard regarding trends and alert thresholds;
- The Customer Service Manager's recommendations for unified communications capacity planning.

### 1.5.4 Optimize Shared Workspace

It is a capacity management service. This option provides the Customer:

- with access to on-line statistics in the Service Space concerning size and volumes of workspaces (quantity, volume and nature of workspace usage). Data presentation includes graphing of trends and lists of raw data for export;
- with analysis in the Dashboard regarding trends and alert thresholds;
- the Customer Service Manager's recommendations for workspace capacity planning.

### 1.5.5 Optimize Security

This option provides the Customer:

- with access to on-line statistics in the Service Space concerning quantity and nature of traffic blocked by security Equipment. Data presentation includes graphing of trends and lists of raw data for export;
- with analysis in the Dashboard regarding trends and alert thresholds;
- the Customer Service Manager's recommendations.

### 1.5.6 Additional Optimization

This option is subject to a feasibility study and will be offered subsequent to implementation of customized indicators. It provides the Customer:

- with access to on-line presentation of additional customized indicators in the Service Space. Data presentation includes graphing of trends and lists of raw data for export;
- with analysis in the Dashboard regarding trends and alert thresholds;
- the Customer Service Manager's recommendations.

## 1.6 Installation and Invoicing

A Service Kick-Off meeting is organized by Orange with the Customer. Minutes of the meeting are produced by the Customer Service Manager and sent to the Customer for validation.

Beyond a period of five normal Business Days with effect from receipt of said minutes, the Customer is deemed to have validated the installation of the Service. The Service is then billed on a pro rata basis.

## 1.7 Service Modification

The Customer may want to modify the functionalities of the Service or of optional services ordered. This request shall be subject of a feasibility study by Orange and modification fees as described in the Pricing Annex for the Service.

**1.8 Duration of an Order**

Each order for the Service and/or associated optional services is for an open-ended period of at least 12 months with effect from actual Installation Date of the Service and/or optional services.

**END OF SERVICE DESCRIPTION FOR SERVICE SELECT IT**