



1 SERVICE DESCRIPTION FOR SERVICE TRANSITION

1.1 Introduction

Service Transition is a non-recurring service that manages the fulfillment of the Orders for Network Services. Service Transition gives Customer the flexibility of choosing the level of support (i.e. Service Transition Standard or Service Transition Extended) that is proportionate to the scope of the Network Service installation project. Depending on Customer's choice of support level, Orange can assign:

- (a) a project management resource via a Service Transition Manager (also referred to as "**STM**"), who will coordinate the installation of the Network Service at a group of Locations located in a country or in various geographic areas (i.e. Americas, Europe, Middle East, Africa, Latin America, and Asia-Pacific) according to the installation project plan to be mutually agreed by the Parties ("**Project Mode**"), and/or
- (b) an Order Delivery Manager (also referred to as "**ODM**"), who will manage the fulfillment of an Order for a Network Service during the expansion of such Network Service ("**Organic Growth**"), either through the installation of such Network Service at additional Locations, or the installation of additional service features into an existing Network Service (e.g. installation of Network Based Internet Gateway into an existing Business VPN Service).

By way of example only and not by limitation, the installation of a global wide area network (WAN) Business VPN Service would be considered a Project Mode Network Service deployment due to the complexity of the project and the internal (e.g. the hub site needs to be installed before the spoke sites). In contrast, the installation of Business VPN Service at an additional Location during Customer's MPLS network lifecycle is an Organic Growth.

1.2 Levels of Support

Customer may order either standard support level or extended support level for Service Transition depending on the complexity of the Network Service installation.

1.2.1 **Standard Support Level.** Under the standard support level ("**Service Transition Standard**"):

- (a) Orange will assign an Order Delivery Manager, who is responsible for the fulfillment of the Order for a Network Service. The Order Delivery Manager will stay involved with the Order until the first invoice for such Network Service is issued by Orange. The Order Delivery Manager will manage the following installation activities:
 - (i) CPE (if any) procurement, configuration and installation;
 - (ii) Tail Circuit (if any) procurement and installation;
 - (iii) creation of the meshing/capacity on the Orange Network; and
 - (iv) the Orange Acceptance Test (if any) of the installed Network Service.
- (b) The Order Delivery Manager will be based within the Orange Major Service Center ("**MSC**") in Cairo, Egypt or Delhi, India.
- (c) Service Transition support will be provided in English only.
- (d) The Order Delivery Manager will not provide assistance during the Customer Acceptance Test (as hereinafter defined) of the installed Network Service.
- (e) There is no Network Service delivery Service Level.

1.2.2 **Extended Support Level.** Under the extended support level ("**Service Transition Extended**"):

- (a) Orange will assign a Service Transition Manager as a project management resource. The Service Transition Manager will manage the Network Service installation in accordance with the installation project plan to be mutually agreed by the Parties. The Service Transition Manager will also be Customer's single point of contact at Orange if there are any concerns regarding the project's status. The Service Transition Manager will remain involved with the project until Customer has accepted or is deemed to have accepted the installed Service in accordance with the Agreement.
- (b) The Service Transition Manager will coordinate the activities of the Order Delivery Manager(s), as necessary. The Order Delivery Manager(s) will manage the following installation activities:
 - (i) CPE (if any) procurement, configuration and installation;
 - (ii) Tail Circuit (if any) procurement and installation;
 - (iii) creation of the meshing/capacity on the Orange Network; and
 - (iv) the Orange Acceptance Test (if any) of the installed Network Service.
- (c) Customer has the option of selecting a Service Transition Manager who is located in the same country as Customer (i.e. local STM), or a Service Transition Manager based in the Orange

Major Service Centers in Cairo, Egypt or Delhi, India (i.e. remote STM). The following table describes the features of local and remote STM supports:

Local STM Support	Remote STM Support
<ul style="list-style-type: none"> ▪ The Service Transition Manager can provide support either in local language or in English. ▪ The Service Transition Manager is available during the normal business hours (Service Transition Manager's local time). ▪ The Service Transition Manager can meet with Customer in person if requested by Customer. Travel expenses may apply and will be billed by Orange to Customer in addition to the one-time fee for Service Transition Extended. If travel expenses are to be billed to Customer, Orange will notify Customer in advance before booking any travel plans. 	<ul style="list-style-type: none"> ▪ The Service Transition Manager will provide support in English only. ▪ The Service Transition Manager will be available during the normal business hours at the Orange Major Service Centers in Cairo, Egypt or Delhi, India, depending on which of the two Major Service Centers the Service Transition Manager is located. ▪ The Service Transition Manager will attend meetings with Customer via audio conference only.

- (d) As described in Clause 1.3.2 (Customer Acceptance Test) below, the Service Transition Manager will provide assistance during Customer's acceptance test of the installed Network Service, if requested by Customer.
- (e) Service delivery Service Levels are available, as described in the Service Level Agreement for Service Transition.
- (f) For Project Mode deployment, the Service Transition Manager will provide the following items as part of the project management function:
 - **Project Charter:** this document describes the scope and objectives of the project and identifies the key Orange and Customer project participants;
 - **Communication Plan:** this document describes how the communication between Orange and Customer will take place during the course of the project, the information to be provided by either Party to the other, and the recipient of, and point of contact for such information;
 - **Schedule Management Plan:** this document describes how the Parties will plan and control the project;
 - **Quality Management Plan:** this document explains how the quality of the roll-out of the Network Service will be controlled and measured;
 - **Risk and Issue Register:** the Parties will use this deliverable to identify, analyze and manage any project risks;
 - **Project Status Report:** this deliverable summarizes the project's evolution and describes any issues that may adversely impact the timely completion of the project or the cost of the project;
 - **Change Request Register:** this report describes all the change requests relating to the project; and
 - **Post Implementation Report** or "PIR": this report describes how the specific project deliverables met the objectives set by the Parties during the project kick-off meeting.

1.3 Acceptance Test

1.3.1 **Orange Acceptance Test.** After the Network Service is installed, Orange will conduct an Acceptance Test to verify that the Network Service is in proper operational condition. Orange will notify Customer of the successful completion of the Acceptance Test by sending Customer a "Service Commencement Notice" (also known as "**Ready for Service Notice**"), at which point Customer has 5 Business Days from its receipt of the Service Commencement Notice ("**the Acceptance Period**") to confirm that the Network Service, as installed by Orange, is in proper operational condition. Depending on the type of Network Service, the Acceptance Test may cover one or more of the following areas:

<ul style="list-style-type: none"> ▪ Encrypted passwords and non trivial. ▪ Access lists defined and referenced. ▪ Orange SNMP access. ▪ Extended LAN-to-LAN Ping to PXXXXYY. ▪ Interface status on CE router. ▪ VRF status on PE router. 	<ul style="list-style-type: none"> ▪ Dls+w ▪ CARI ▪ SNMP ▪ ALPS/MATIP ▪ OOBM/DDR ▪ CoS 	<ul style="list-style-type: none"> ▪ MCS ▪ Voice ▪ CAS options. ▪ NAS backup. ▪ ISDN around the cloud. ▪ ValueNet access.
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1.3.2 **Customer Acceptance Test.** Under the Service Transition Extended support level, Customer may request assistance from the Service Transition Manager during Customer's acceptance test ("**Customer Acceptance Test**") of the installed Network Service provided that Customer conducts the

Customer Acceptance Test during the Acceptance Period. In such event, the Service Transition Manager will perform the tasks described below.

- (a) In consultation with Customer, the Service Transition Manager will prepare the list of tests that Customer will conduct during the Customer Acceptance Test. Customer will complete the Customer Acceptance Test within the Acceptance Period. Customer will be deemed to have accepted the Network Service if it does not complete the Customer Acceptance Test during the Acceptance Period or notify Orange of a fault in the Network Service during the Acceptance Period.
- (b) If requested by Customer, the Service Transition Manager can participate in the Customer Acceptance Test via audio conference.
 - (i) Unless Customer purchases the CAT Premium support described in Clause 1.3.2(b)(ii) below, the audio conference will last 2 hours (maximum) and will be conducted on Business Days during the normal business hours of the Service Transition Manager (which are from 8:00 AM to 6:00 PM, or 9:00 AM to 7:00 PM, depending on the location of Service Transition Manager).
 - (ii) Customer may also request assistance from the Service Transition Manager during non-Business Days or outside of the normal business hours described in Clause 1.3.2(b)(i) above by purchasing CAT Premium support. Under the CAT Premium support, the Service Transition Manager can attend the Customer Acceptance Test via a 2-hour (unless otherwise agreed in writing by Orange) audio conference, which Customer can schedule during the following hours:

STM Availability Days	STM Availability Hours
Weekdays (except holidays)	from 6:00 AM to 11:00 PM (STM local time)‡
Weekends and holidays	from 9:00 AM to 6:00 PM (STM local time) ‡
‡ Note: Unless otherwise agreed in writing by Orange, the Service Transition Manager's availability to attend the Customer Acceptance Test is limited to 2 hours (maximum).	

- (b) The Service Transition Manager will also engage an Orange IP technical resource to join the Customer Acceptance Test audio conference call. The Orange IP technical resource will be the VPN Owner ("**VPO**") if Customer has purchased a VPO resource; otherwise, one of the on-duty agents within the VPN Implementation ("**VPI**") team will attend the acceptance test audio conference.
- (c) During the audio conference, Customer is solely responsible for conducting the Customer Acceptance Test. If necessary, the Service Transition Manager and the Orange IP technical resource will assist Customer adjust the configuration of the Orange-managed devices. If the installed Network Service passes the Customer Acceptance Test, then the Network Service is deemed accepted by Customer. However, if the Network Service does not pass the Customer Acceptance Test because Orange has improperly installed the Network Service, then the acceptance process described in this Clause 1.3.2 will be repeated after Orange has repaired the Network Service.
- (d) Within 5 Business Days after the Customer Acceptance Test audio conference, the Service Transition Manager will provide a report summarizing the result of test.

1.4 Pricing

1.4.1 **Service Transition Standard Fee.** The one-time fee for Service Transition Standard is included in the one-time installation charge for associated Network Service. However, if Customer has purchased the Service Transition Extended support level, then Orange will provide Service Transition in accordance with the Service Transition Extended support level described herein, instead of the Service Transition Standard support level.

1.4.2 **Service Transition Extended Fee.** The one-time fee for Service Transition Extended is in addition to the one-time installation charge for the Network Service. The fee for Service Transition Extended will be quoted on a case-by-case basis, depending on the size of the project, the location of the Service Transition Manager (i.e. local STM or remote STM) or the scope of the service delivery support requested by Customer. The one-time fee for the Service Transition Extended includes the participation by the Service Transition Manager and the Orange IP technical resource in the Customer Acceptance Test via audio conference for a maximum of 2 hours so long as the Customer Acceptance Test audio conference is held during the Acceptance Period on Business Days and during the normal business hours of the Service Transition Manager, as described in Clause 1.3.2 above. Additional charges apply if the Customer Acceptance Test audio conference is held outside of normal business hours of the Service Transition Manager.

END OF SERVICE DESCRIPTION FOR SERVICE TRANSITION