

PUBLICATION 1 SERVICE DESCRIPTION FOR BUSINESS VPN SATELLITE SERVICE – TERRESTRIAL SHARED

1.1 Definition

Orange's Business VPN Satellite Service – Terrestrial Shared provides connectivity to remote Locations where terrestrial based services are inaccessible or highly degraded or as a back-up of terrestrial networks. As noted below, Customer may choose from four (4) types of Business VPN Satellite Service – Terrestrial Shared. Business VPN Satellite Service – Terrestrial Shared is only available for use with an Orange Network Service, which is described in separate Service Description attached to this Agreement. Capitalized terms used and not otherwise defined in this Service Description will have the meanings ascribed to them in the Service Level Agreement for Business VPN Satellite Service – Terrestrial Shared or elsewhere in the Agreement.

There are four (4) types of Business VPN Satellite Service – Terrestrial Shared:

- (a) **Standard Service:** With Standard Service, Customer's satellite bandwidth is shared between multiple Orange customers and multiple remote Locations. Standard Service is offered both on C and Ku band microwave frequencies. The microwave frequency bands are shared between Locations using Internet Protocol Time Division Multiple Access ("**IP-TDMA**") technology. Orange offers a Service Level Objective (SLO) with the Standard Service, as described in a separate document attached to this Agreement.
- (b) **Extended Service:** With Extended Service, Orange provides a managed solution that shares satellite capacity among Customer's remote Locations and the locations of Orange's other customers. Extended Service is offered both on C and Ku band microwave frequency. The microwave frequency bands are shared between Locations using IP-TDMA technology. Orange offers a Service Level Agreement (SLA) with the Extended Service, as described in a separate document attached to this Agreement.
- (c) **Premium Service:** With Premium Service, Customer's satellite bandwidth is shared between multiple remote Customer Locations, but not with Orange's other customers. Premium Service is offered both on C and Ku band microwave frequency. The microwave frequency bands are shared between Locations using IP-TDMA technology. Orange offers an SLA with the Premium Service, as described in a separate document attached to this Agreement.
- (d) **Back-Up Service:** Back-Up Service is equivalent to Standard Service, but is limited to Ku microwave frequency band. The Ku band microwave frequency is shared between Locations using IP-TDMA technology. Back-Up Service provides a secondary satellite access node used for backing-up terrestrial or satellite networks. Orange offers the same SLO for Back-Up Service as it does for Standard Service, as described in a separate document attached to this Agreement.

1.2 Overview

The Service is provided by Orange on a satellite based TCP/IP network with a star topology (i.e. a single hub Location to one or more remote Locations). A Time Division Multiplexed (TDM) broadcast downstream channel from a central hub Location is shared by a number of remote Locations. Hub and remote Location technologies are based on satellite equipment provided to Orange or Customer by third parties, some of whom may be an intended third-party beneficiary of the Agreement solely with respect to the Service. The remote Locations transmit to the hub on shared upstream carriers using Deterministic-TDMA (D-TDMA) based on dynamic time plan slot assignment generated by the protocol processor. The Business VPN Satellite Service - Terrestrial Shared is provided by Orange from multiple teleports and satellite coverage zones. The asymmetric full duplex transmission is based on:

- TDM in the hub to remote Location direction (outbound, downstream or forward carrier) based on broadcast;
- D-TDMA in the remote Location to hub direction (inbound, upstream or return carrier);
- Dynamic bandwidth provisioning (bandwidth-on-demand);
- DVB-S2 standard together with Automatic Code Modulation (ACM);
- TCP acceleration in both directions; and
- Quality of Service (QoS) control.

The Business VPN Satellite Service - Terrestrial Shared provides fixed and dedicated capacity for IP applications via a network of two-way satellite terminals that operate in a star configuration.

Bandwidth is made available independently in the hub to remote Location direction (outbound, downstream, or forward carrier) or in the remote Location to hub direction (inbound, upstream, or return carrier) or in both directions at the same time. A bi-directional call between two remote terminals implies the use of bandwidth between Terminal-1 and the hub and between the hub and Terminal-2, and vice-versa. In such case, twice the amount of satellite capacity is used by a double satellite hop.

The forward carrier is a TDM-based transmission. For the Premium Service, the relevant forward carrier or subpart of it is devoted to the Customer network. This means that the entire capacity in the forward carrier or subpart of it is reserved for Customer and is independent from Orange's other customer networks. For the Standard, Extended, and Back-Up Services, the forward carrier is shared among multiple Orange customers.

The return carrier link is a D-TDMA based transmission. Each Customer network can run with a single or multiple return carrier configuration depending on the network sizing requirements. For Premium Service, the return carrier or subpart of it is fully devoted only to a single specific Customer network. For the Standard, Extended, and Back-Up Services, the return carrier is shared among multiple Orange customers.

1.3 Service Features and Functions

The Business VPN Satellite Service – Terrestrial Shared is provided with a range of available forward carrier and return carrier sizes from which Customer may choose. The satellite space segment is dedicated to Customer for the Premium Service, but shared among Customer's remote Locations for the same VPN using Orange's Network.

Customer may configure the Business VPN Satellite Service – Terrestrial Shared Locations with dynamic Committed Information Rate ("CIR") on available bandwidth or with no dynamic CIR. The Locations with dynamic CIR will take priority over other Locations. In addition to the transmission delay associated with satellite access services, contention on the space segment may generate delay variation (i.e. jitter), and an overhead is introduced on the return direction of data (i.e. from the remote Location to the hub Location), which also will affect transmission. CIR is provided to Extended, Premium, and Back-Up Services.

1.4 Optional Service Features

Business VPN Satellite Service – Terrestrial Shared is fully compatible with most of characteristics of Orange's Network. The following optional service features may be available with Business VPN Satellite Service – Terrestrial Shared upon Orange's prior written approval, which will be based on specific tests and validations conducted by Orange:

- A contingency option of bundled Satellite Equipment (excluding the antenna), where the primary Satellite Equipment is secured by the secondary indoor unit and outdoor unit when failure occurs on the primary Satellite Equipment;
- Internet access may be configured on a non-satellite connected Location;
- IPSec over Orange's Network;
- Multi VPN;
- Mission-critical sites; and
- Resiliency service options.

1.5 Network Service Features Not Supported

Except as otherwise agreed upon by Orange in writing, Network Service options other than those identified in Clause 1.4 (Optional Service Features) above are not available with Business VPN Satellite Service – Terrestrial Shared, including:

- ATM access;
- Integrated Internet access on the Customer Edge Router (as defined in the IP VPN Service Description) connected through the satellite link; and
- Multiprotocol Support (e.g. SNA, X.25, APLS, MATIP, DECnet IV, and IPX).

1.6 Security & Warranty Disclaimer

The Satellite Equipment includes an embedded encryption chip (e.g. 3 DES encryption), which may be activated only upon Customer's request and subject to an additional Charge. Notwithstanding the foregoing, however:

NEITHER ORANGE NOR ITS THIRD-PARTY SUPPLIERS WARRANT OR GUARANTEE THE SECURITY OF CUSTOMER'S SATELLITE TRANSMISSIONS USING THE ENCRYPTION CHIP OR OTHERWISE. CUSTOMER ACKNOWLEDGES THAT UNAUTHORIZED INTERCEPTION OF SATELLITE TRANSMISSIONS MAY OCCUR AND ORANGE WILL NOT BE LIABLE FOR ANY SUCH INTERCEPTION OR OTHER BREACH OF SECURITY RELATING TO ANY SATELLITE TRANSMISSION. CUSTOMER WILL BE SOLELY RESPONSIBLE FOR ITS OWN NETWORK SECURITY POLICY AND SECURITY VIOLATION RESPONSE PROCEDURES.

1.7 Acceptance Testing

Upon completion of the physical installation of the Business VPN Satellite Service – Terrestrial Shared, Orange will commence acceptance testing to confirm that all aspects of the Service are operational with the terms set forth in this Service Description.

EXHIBIT A DESCRIPTION OF PROCESSING OF PERSONAL DATA BY ORANGE BUSINESS SERVICES AS PROCESSOR FOR CUSTOMER - ARTICLE 28 OF GDPR**Name of the Service: Business VPN Satellite Terrestrial****ExA.1 Processing Activities**

Collection (receiving personal data of employees and users of customer who are natural persons, etc.).	Yes
Recording (capturing personal data in a file or software program, including the generation of metadata like Call Details Records, etc.).	Yes
Organization (organizing personal data in a software program, etc.).	Yes
Storage (keeping the personal data in a software program for a determined period, including for archiving purposes, etc.).	Yes
Modification (modifying the content or the way the personal data are structured, etc.).	Yes
Consultation (looking at personal data that we have stored in our files or software programs, etc.).	Yes
Disclosure or otherwise making available (communicating personal data to another recipient by any means, etc.). Except for disclosure mentioned in the service description or required by law, or otherwise specifically directed by the customer, the categories of potential recipients are only those subcontractors referenced herein or otherwise approved by the customer.	Yes
Combination (merging two or more databases with personal data, etc.).	Yes
Restriction (implementing security measures in order to restrict the access to the personal data, etc.).	Yes
Deletion or destruction (deleting or anonymizing the personal data or destroying the hard copies, etc.).	Yes
Other use (if "YES" to be detailed).	No

ExA.2 Categories of Personal Data Processed (Type of Personal Data)

Categories of Personal Data Identifiable by Orange	
Identification data (ID document / number, phone number, email, etc.).	Yes
Traffic / Connection data (IP address, Mac address, CDRs, access and usage data, online tracking and monitoring of services).	Yes
Location Data (geographic location, device location).	No, there is no link between the remote site and end-users application.
CRM data (billing information, customer service data, ticketing info, telephone recordings, etc.).	Yes
Financial data (bank account details, payment information).	No
Sensitive Data (racial/ethnic background, religion, political or philosophical beliefs, trade union membership, biometric data, genetic data, health data, sexual life, and/or orientation).	No
Categories of Personal Data Not Identifiable by Orange	
Any categories of personal data that may be recorded or stored (voicemail, call recording, files) by Customer and which recording is hosted on Orange infrastructure.	No

ExA.3 Subject-Matter and Duration of the Processing

Subject-Matter of Processing		Duration of Processing
Service activation.	Yes	For the period necessary to provide the service to the customer.
User authentication.	Yes	
Incident Management.	Yes	
Quality of Service.	No	
Invoice, contract, order (if they show the name and details of the contact person of Customer).	Yes	For the period required by applicable law.
Itemized billing (including traffic / connection data of end-users who are natural persons).	No	
Customer reporting.	No	For the duration requested by Customer.
Carry the traffic of customers' end-users.	Yes	For the duration of the transmission.
Hosting.	No	
Other.	No	

ExA.4 Purposes of Processing

Provision of the service to Customer.

ExA.5 Categories of Data Subject

Customer's employees/self-employed contractors using the service who are natural persons.	Yes.
Customer's other end-users of the service who are natural persons (client of the Customer, etc.).	According to customer's usage.

ExA.6 Sub-Processors

Sub-Processors Approved by Customer	Safety Measures
Orange Business Services entities that are processing information for this Service and that are within the EU/EEA are communicated separately to the customer.	NA
Orange Business Services entities that are processing information for this Service and that are outside of the EU/EEA are communicated separately to the customer	Intra-group agreements with standard model clauses, Binding Corporate Rules approval request filed with CNIL.
Orange Business Services suppliers which are performing one or more processing activities described above in connection with this Service and that are within the EU/EEA are communicated separately to the customer.	NA
Orange Business Services suppliers that are processing information for this Service and that are outside of the EU/EEA are communicated separately to the customer.	Standard Model Clauses in contract with supplier.

END OF SERVICE DESCRIPTION FOR BUSINESS VPN SATELLITE SERVICE – TERRESTRIAL SHARED