

PUBLICATION 1 SERVICE DESCRIPTION FOR DEPLOYMENT SERVICES

1.1 Definitions

All capitalized terms used but not defined herein will have the meanings given to such terms in the Specific Conditions for Orange Integration Services and otherwise elsewhere in the Agreement. 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. **"Business Day"** means a normal Orange working day in the country where the Deployment Service is provided.

1.2 Overview

The Specific Conditions for Integration Services apply to Deployment Services. Deployment Services include only the activities described in this Service Description, namely site surveys, Customer Equipment staging, and Customer Equipment installation, deinstallation, move and change services as further described herein.

1.3 Site Surveys

If ordered by Customer, Orange will perform a site survey to determine if the Location meets the necessary requirements for the proper installation and functioning of the Customer Equipment or other hardware to be installed at such Location (**"Site Survey"**). Customer will issue all Orders for standard Site Surveys at least 5 Business Days in advance and Orders for expedited Site Surveys at least 2 Business Days in advance.

If a Site Survey requires more than 4 hours to complete (including travel time of the field engineer), then Customer will pay the additional Charges for such Site Survey at the relevant Hourly Labor Rate. Orange will commence Site Surveys during Business Hours but may be required to complete a Site Survey outside of Business Hours, which time will be chargeable at the relevant Hourly Labor Rate. Upon Customer's request, Orange may commence Site Surveys outside of Business Hours, and such Site Surveys will be provided exclusively at the relevant Hourly Labor Rate. A Customer representative must accompany the Orange field engineer at all times during the Site Survey. Customer will provide all information reasonably requested by Orange to enable Orange to perform the Site Survey. If the results of a Site Survey indicate that further preparation to the Location is needed, Customer will ensure that all such preparations are completed prior to Orange providing any further services. If Customer requests Orange to arrange and complete the necessary preparations to the Location, Orange will provide a price quote to Customer for such services, and Orange will perform the necessary preparations subject to Customer's approval and payment of the additional charges set forth in the Orange price quote.

1.4 Staging

If ordered by Customer, Orange will stage the Customer Equipment, which may include hardware assembly, software loading, configuration, and testing of the Customer Equipment in accordance with each specific Location's configuration. When required, Customer will provide a "gold disk", containing a complete image of all software applications and data, including configuration tables, needed to bring the Customer Equipment into service. If such information is not available on a gold disk, then any additional work required to make the Customer Equipment operational (e.g. the manual building of routing tables for a router) will be provided at the relevant Hourly Labor Rate, plus the cost of materials.

If Orange determines a staging to be complex, Orange will notify Customer of, and the Parties will agree in writing on, any additional services that may be required to stage the Customer Equipment and the charges applicable thereto. Upon completion of staging, Orange logistics personnel will initiate shipping and exportation paperwork.

1.5 Installation

1.5.1 Orange Responsibilities. Orange will:

- (a) Provide its field engineers with appropriate installation documentation for each Customer Equipment installation, including testing procedures and installation checklist for the Customer Equipment (the **"Installation Documentation"**);
- (b) Confirm that the Location has been properly prepared and that the Customer Equipment has been delivered to the Location;
- (c) Determine if wiring is in place between the cabinet for the Customer Equipment and the demarcation prior to beginning the installation;
- (d) Unpack, inventory, and install the Customer Equipment;
- (e) Interconnect the Customer Equipment to the demarcation, test the Customer Equipment and provide Customer with the test results, and initiate turn-up using the Installation Documentation;
- (f) If Orange has procured, staged, and shipped the Customer Equipment, provide replacement parts/units to remedy OBF situations or any Customer Equipment found inoperable during installation (**"Defective Equipment"**). If the Defective Equipment cannot be repaired or Spares are not available, Orange will arrange for the repair or replacement of the Defective Equipment at no charge. Upon completion of repair or replacement of Defective Equipment, Orange will complete the installation; and
- (g) Notify Customer promptly if any problems occur during installation that adversely affect the installation process.

For standard installations, a field engineer will commence on-site installations within 5 Business Days of Orange receiving and accepting a signed Order from Customer requesting the installation; provided that (i) the Customer Equipment has been delivered to the Location and Orange has been notified thereof, or (ii) staging has been completed,

as applicable. For expedited installations, a field engineer will commence an on-site installation within 2 Business Days of Orange receiving and accepting a signed Order from Customer requesting the installation; provided that (i) the Customer Equipment has been delivered to the Location and Orange has been notified of such, or (ii) staging has been completed, as applicable. Also, the Customer Equipment to be installed and all information needed for such installation must be made readily available by Customer to Orange.

Orange will not be responsible for any failure to complete an installation within 5 Business Days for standard installations and within 2 Business Days for expedited installations if such failure is due to any cause beyond the reasonable control of Orange, including the inability by Orange to gain access to the Location as scheduled, failure by the local telecommunications authority to complete installation of data circuits, or Customer's or User's failure to prepare the Location as required.

1.5.2 **Customer Responsibilities**

- (a) Customer will submit Orders for standard Deployment Services at least 5 Business Days prior to the date the services are required and for expedited Deployment Services at least 2 Business Days prior to the date the services are required;
- (b) Customer will notify Orange at least 1 local Business Day in advance if Customer or a User requires a change to the scheduled date or time for the work from what is specified in the Order;
- (c) If the User cancels an installation Order after the Customer Equipment has been delivered to Orange, Customer will promptly advise Orange of the redeployment of the Customer Equipment for installation at a different Location or if the Customer Equipment should otherwise be returned to the Vendor. If the Customer Equipment is to be returned to the Vendor, then Customer will be deemed to have cancelled the Order for Customer Equipment;
- (d) Customer will pay the Hourly Labor Rate, plus the cost of materials, for any additional on-site visits resulting from non-performance of Customer's obligations;
- (e) Customer will provide a local contact name and telephone number for each Location;
- (f) Prior to the performance by Orange of installation activities at a Location, Customer will complete all required site preparations identified by Orange in writing in advance as part of a Site Survey or otherwise. Customer will pay the Hourly Labor Rate, plus the cost of materials, for additional on-site visits resulting from non-performance of Customer's obligations.

1.5.3 **Installation Failures.** Successful installation of the Customer Equipment assumes that Customer's network to which the Customer Equipment is connected has been correctly installed and is operational. If Orange is unable to complete installation of the Customer Equipment due to a network failure, Orange will, upon Customer's request, work with Customer to diagnose and resolve the problem at the relevant Hourly Labor Rate, plus the cost of materials.

1.6 **De-installations, Moves, Changes**

1.6.1 **Orange Responsibilities.** Orange will:

- (a) Provide its field engineers with the Customer-provided description of the Customer Equipment to be deinstalled, moved, or changed.
- (b) In the case of de-installation, Orange will disconnect the Customer Equipment from its power source and network connections and place the item in a box provided by Customer for that purpose. Orange will have no responsibility thereafter for moving or otherwise disposing of the Customer Equipment.
- (c) In the case of a move request, Orange will de-install the Customer Equipment from its current location and install the Customer Equipment at the new Location as specified in the Order. The estimated time required to complete the move will be specified in the Order.
- (d) In the case of a change request, Orange will perform the requested change to the Customer Equipment (e.g. swapping out modules, cables, etc.) at the Location where the Customer Equipment is located.

1.6.2 **Customer Responsibilities.** Customer responsibilities with respect to deinstallations, moves and changes are the same as those set forth in clauses 1.5.2(a), (b), (d), and (e) above.

1.7 **Data Processing**

Exhibit A sets out the subject matter, duration, nature, and purpose of the Processing, the type of Personal Data and the categories of Data Subjects of the Processing of Personal Data carried out by Orange as part of this Service.

EXHIBIT A DESCRIPTION OF PROCESSING OF PERSONAL DATA BY ORANGE AS PROCESSOR FOR CUSTOMER

This Description of Processing applies to the Processing of Customer Personal Data for the provision of **Deployment Services**.

Nature of the Processing Activities	Customer Personal Data are processed to provide the Service in accordance with the Service Description or as further instructed by Customer. Processing operations include collection, consultation, transfer, storage, and deletion of Customer Personal Data, as well as other Processing activities in accordance with the configuration and options of each Service, such as recording, organization, modification, combination, pseudonymization, or anonymization.
Subject Matter of the Processing Activities	Duration
Activating, implementing, and delivering the Service.	For the necessary period to provide the Service plus 6 months.
Types of Customer Personal Data to be Processed	Contact Data: first name, last name, email address, business address and telephone numbers, job role within the Customer. Identity Data: first name, last name, honorific (e.g. Ms, Mr. Dr., etc.), username or similar identifier. Technical Data: internet protocol (IP) address, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system, and platform, as well as other technology on the devices natural persons use to access areas of Orange portals, or other technical data generated through the use of the service.
Categories of Data Subjects	Employees of Customer and of its Affiliates.
Authorized Sub-Processors	Orange Business Affiliates and external suppliers in the EU and outside of the EU Processing Customer Personal Data for the purpose of this Service and communicated separately to Customer.

END OF SERVICE DESCRIPTION FOR DEPLOYMENT SERVICES