

PUBLICATION 1 SERVICE DESCRIPTION FOR EASY GO NETWORK SERVICE

1.1 Definitions. All capitalized terms used but not defined herein will have the meanings given to such terms 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 set forth herein will control for purposes of this Service Description.

"**CE Router**" means Customer-edge router.

"**Easy Go Network**" or "**Service**" means the Easy Go Network Service described in this Service Description.

"**Incident**" means an Easy Go Network malfunction. Incidents do not include Service unavailability during Scheduled Maintenance.

"**NFV**" means Network Function Virtualization.

"**PE Router**" means Provider Edge router.

"**POP**" means Point of Presence.

"**Scheduled Maintenance**" means maintenance scheduled by Orange to occur during low Network traffic periods approximately 3 to 5 times per year and lasting an approximate average of 5 minutes each in order to implement changes to, or version updates of, the Network.

"**SDN**" means Software Defined Networking.

"**VPN**" means Virtual Private Network.

1.2 Overview. The Specific Conditions for Network Services and the Specific Conditions for Security Services apply to Easy Go Network. Easy Go Network only provides the features and functionality set forth in this Service Description. Easy Go Network is a connectivity service that relies on SDN and NFV technologies to enable a CE Router within Customer's VPN (a) to communicate with other CE Routers in the same VPN, and (b) to access the Internet through the Orange Network at the SDN POP. Customer's Internet traffic is transmitted through a Customer-dedicated NFV, which is a virtualized and Customer-dedicated firewall hosted in the Orange SDN POP. The CE Router installed at the Location connects to the Orange PE Router through an Internet-based access service provided by Orange as part of its Vendor Managed Internet Service (as described in a separate Service Description) or by Customer. Easy Go Network includes online tools that Customer may use to order and manage the Service, and Customer may order optional on-demand services, subject to additional Charges.

1.3 Internet Access Requirements. A Location is connected to Easy Go Network via (a) a Customer-supplied public Internet-based access service, or (b) an Internet-based access circuit provided by Orange as part of the Vendor Managed Internet Service.

1.3.1 Customer-supplied Access. If Customer provides the Internet-based access service, then Customer will purchase the Internet access service directly from an access provider. Customer will (a) provide the access that is required to implement Easy Go Network, (b) ensure that the Internet access service is installed, tested, and functioning properly at a Location prior to installation of Easy Go Network, (c) manage and maintain the Internet access service and all associated equipment (e.g. modem, router, etc.) needed to connect the Location to the Orange Network and use Easy Go Network, (d) promptly resolve any issues or problems with the Internet access service that cause faults (e.g. Service outage) in Easy Go Network, (e) pay all charges or fees associated with the Internet access service and any supporting Internet access service(s), and (f) disconnect the Internet access service when Easy Go Network is disconnected.

Customer also will ensure that the Internet access service is configured in accordance with the specifications provided by Orange (which specifications Orange will identify and may modify from time to time). The minimum configuration includes the following: (i) Internet modem with DHCP; (ii) Ethernet 10/100 Mbit/s or 1Gbit/s interface (USB interface is not supported); (iii) Internet broadband service enables IPSec Passthrough; and (iv) access speed no greater than the following:

Symmetric Service Support	Asymmetric Service Support
Up to 20/20 Mbits/s	Up to (Download + Upload speeds) / 2 < 20Mbps
Up to 40/40 Mbits	Up to (Download + Upload speeds) / 2 < 40Mbps

Customer will comply with all regulatory requirements of the relevant jurisdiction(s) and obtain all licenses or approvals needed for Customer to use Easy Go Network (e.g. certificates for using IPSec enabled devices and encryption technology, etc.).

Provisioning of Easy Go Network by Orange is subject to the successful installation, testing, and performance of the Internet access service provided by Customer. Customer will notify Orange immediately of any changes made to Customer's Internet access service during the Service Term. Any change to Customer's Internet access service may result in additional Charges. Prior to reporting any Incident to Orange, Customer must confirm to Orange that the Internet access service is functioning properly and is not causing the Incident.

1.3.2 Vendor Managed Internet Service Access. Orange will provide the Internet access subject to the terms of the separate Service Description for Vendor Managed Internet Service.

1.4 Standard Service Elements

- (a) **Orange-managed CPE.** Orange-managed CPE is provided at each Location. The CPE model provided by Orange for a Location will depend on the information provided to Orange by Customer regarding the relevant tail circuit/access technology and bandwidth. Unless Customer subscribes to the on-site installation option, Orange will deliver the CPE to the Location, and Customer will unbox and install the CPE following the self-install procedure provided by Orange. Then, Customer will provide the required authorization to allow Orange to access and configure the CPE remotely. If Customer orders the on-site installation option, then Orange will unbox and install the CPE at the Location. Upon expiration or termination of Easy Go Network at a Location, Customer will pay Orange an equipment recovery fee of \$1,500 for that Location; provided that Orange will waive such fee if Customer disconnects the CPE and ships it with all associated accessories to the nearest Orange Technical Center within thirty (30) days from the date of termination or expiration, as applicable. Orange will provide the address for the Orange Technical Center promptly upon Customer's request.
- (b) **VPN.** Connectivity between the VPN and the Location is secured through IPsec protocols. Secure VPN connectivity is provided through Multi-Protocol Label Switching technology over the Orange Network.
- (c) **Internet Traffic Breakout.** Internet traffic is transported to the closest Orange SDN POP to breakout to the Internet. Internet traffic breakout is designed for outbound Internet traffic.
- (d) **Firewall.** Orange will implement a security firewall VNF in each SDN POP used by Customer, and the security firewall VNF will be configured using an Orange default configuration during installation. Customer may change and configure the firewall rules using the Easy Go Network on-line tools (which are described below).
- (e) **Online tools.** Customer may access and use the online ordering and management tools for Easy Go Network through the Online Tool. Notwithstanding anything to the contrary otherwise contained in the Agreement, the following terms apply to Customer's use of the Online Tool (as defined herein) for Easy Go Network:

The Parties may use the online quoting and ordering tool(s) provided as part of the My Service Space portal or such other tool(s) as Orange may designate and make available to Customer at a URL identified by Orange ("**Online Tools**") for the submission and acceptance of Orders. For Orders processed through the Online Tools, an order form will be available for Customer's review and acceptance through, or Customer will select the Easy Go Network features or options that it wishes to order or change using, the Online Tools. Customer will provide all information requested by Orange for Orders processed through the Online Tools. The Easy Go Network Service ordered or the changes made to Easy Go Network via the Online Tools, will be deemed accepted by Customer at the time Customer approves or accepts them in accordance with the process and procedures of the Online Tools. Any additional changes made or required (e.g. because of incorrect or incomplete information provided by Customer) may be subject to a Change Order and additional charges. Customer also will be responsible and liable for any cancellation or early termination charges (as described in the Agreement) that apply if Customer cancels or terminates an Easy Go Network Service using the Online Tools. Notwithstanding anything to the contrary otherwise contained in this Agreement, Customer is responsible and liable for any Easy Go Network Service ordered or changes made to Easy Go Network by any User using the Online Tools.

Customer will, and will ensure that its Users (i) protect the logins, passwords, access codes, or other credentials provided by Orange in connection with the Online Tools, and (ii) comply with Orange's instructions and security rules and procedures in connection with the use of the Online Tools to ensure that there is no unauthorized or fraudulent alteration or use of data, loss of data, or any unauthorized, malicious, or fraudulent access to the Online Tools. Customer will indemnify and hold harmless Orange and its Affiliates against and from all Losses arising out of or relating to any and all claims by any person or entity relating to use of the Online Systems in breach of this Clause 1.4(e).

- (1) **Ordering tool.** The ordering tool application allows Customer to add or terminate an Easy Go Network Location; order, modify, or terminate on demand services; etc.
- (2) **Management tool.** The management tool application allows Customer to configure Easy Go Network (e.g. modify the security firewall VNF rules, Customer's own network or security configurations, etc.), and to access Easy Go Network reporting for the Service provided to Customer.
- (f) **Optional On Demand Services.** On demand services are optional, virtualized services that Customer may add at any time during the Service Term. The Web Filtering and Application Security Control on demand services must be ordered for all Locations, but Orange may make additional on demand services available on a per Location basis. Additional Charges apply to the optional on demand services, and such Charges are based on the usage of the applicable on demand services parameters (e.g. number of Users).
 - (i) **Web Filtering.** Customer will notify Orange of the number of Users among all Easy Go Network Locations, and the Charges will be calculated based on the number of Users. Customer will identify any change in the number of Users in the online ordering tool application. Orange may validate the number of Users identified by Customer by measuring the traffic generated by Customer, by reviewing the effective number of Users connected, or by other means. If the number of Users identified by Customer does not correspond to the Orange calculation, Orange will notify Customer thereof and adjust the number of Users accordingly. Web Filtering includes:
 - (1) **Anti-Malware.** This feature scans unencrypted web pages and attachments that detect malware threats.

- (2) **Web Content Filtering.** This feature filters web pages and attachments based on URLs that are categorized by reference to a number of Customer's predefined categories. Customer will configure the Web Content Filtering to create access restriction policies based on categories and types of content. The Web Content Filtering feature also lets a Customer administrator implement additional filters such as "white" list (allowed) and "black" list (blocked). Customer may configure the Web Content Filtering so that certain web sites are not filtered.
- (ii) **Application Security Control.** Customer will notify Orange of the number of Users among all Easy Go Network Locations, and the Charges will be calculated based on the number of Users. Customer will identify any change in the number of Users in the online ordering tool application. Orange may validate the number of Users identified by Customer by measuring the traffic generated by Customer, by reviewing the effective number of Users connected, or by other means. If the number of Users identified by Customer does not correspond to the Orange calculation, Orange will notify Customer thereof and adjust the number of Users accordingly.
- Application Security Control filters applications based on Customer's predefined categories set forth in an applications database. Customer will configure Application Security Control to create access restriction policies based on categories and levels of risks associated to the application in the database. Application Security Control also allows a Customer administrator to implement additional filters (e.g. "white" list (allowed) and "black" list (blocked)) for one or more applications contained in the database. Customer may configure Application Security Control so that certain applications are not filtered.
- (g) **SDN POP and Customer VNF Redundancy.** The Orange SDN POP and Customer VNF are backup systems that will function in the event of failure of the primary SDN POP; Orange will determine which SDN POP will be primary and where such primary SDN POP will be located. The Customer configurations will act as a backup to minimize the duration of any potential interruption.
- (h) **Customer Services.** Service management, network management support, incident management, and installation support are provided via Service Management, which is separate from Easy Go Network and is described in the separate Service Description(s) for the Service Management support ordered by Customer. The scope of the Service Management provided for Easy Go Network depends on the level of coverage purchased by Customer (e.g. standard, extended or customized), as reflected in the Order. Unless otherwise expressly set forth in the Order for Easy Go Network or the Charges Schedule for Easy Go Network, any charges applicable to Service Management are not included in the Charges for Easy Go Network.
- 1.5 Optional Service Features.** As an optional feature of Easy Go Network and subject to additional Charges, Orange will interconnect Easy Go Network with the Business VPN Service (excluding any optional features of the Business VPN Service) provided by Orange to Customer (as described in a separate Service Description).
- 1.6 Service Requirements and Limitations.** Customer will promptly provide all information reasonably requested by Orange to enable Orange to provide Easy Go Network, including the complete and accurate Location address and contact information for delivery of the CPE; the relevant tail circuit/access technology, bandwidth, configuration, and line speed of any Internet-based access provided by Customer; etc. If the information provided by Customer is incorrect or incomplete, then (i) Orange may not be able to deliver Easy Go Network as a result thereof, (ii) Orange may require a Change Order for Customer to correct or complete the information, and (iii) additional Charges may apply. Orange also will not be responsible or liable for (1) any faults in Easy Go Network caused by any third-party products or services (except as may be otherwise expressly provided in the Service Description for Vendor Managed Internet) or by the Internet access service provided by Customer; (2) Customer's changes to the firewall rules, implementation of filters in Web Content Filtering, or the results thereof, or (3) Customer's failure to comply with its obligations as set forth in this Service Description.
- 1.7 Provision of Service.** The Online Tool will identify when Easy Go Network is installed and operational at a Location, and that information will be deemed the "**Service Commencement Notice**" or "**Ready for Service Notice**" from Orange. Notwithstanding anything to the contrary otherwise contained in the Agreement, Customer will be deemed to have accepted Easy Go Network on, and the Date of Acceptance for Easy Go Network will be, the earlier of (i) the date of the Service Commencement Notice, unless Customer notifies Orange of a material fault in Easy Go Network within 5 Business Days of the date on which the Service Commencement Notice is issued by Orange (in which case Orange will address the fault and issue another Service Commencement Notice), or (ii) 5 Business Days after the CPE is delivered to the Location for Customer to install.
- 1.8 Charges.** One-time and monthly recurring Charges apply to Easy Go Network. Notwithstanding anything to the contrary otherwise contained in the Agreement, the Charges for Easy Go Network will not be subject to any benchmarking or price review.
- 1.9 Order Term.** Notwithstanding anything to the contrary otherwise contained in the Agreement (including the definition of Order Term), Easy Go Network will be provided on a month-to-month basis during the Term of the Agreement, and Customer will provide Orange with at least 30 days prior written notice using the Orange-prescribed termination or cancellation form if Customer terminates any Order for Easy Go Network for any reason during the Term.
- 1.10 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 BUSINESS SERVICES AS PROCESSOR FOR CUSTOMER - ARTICLE 28 OF GDPR

Name of the Service: Easy GO Network

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
Customer Relationship Management 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 plus 6 months.
User authentication.	Yes	(only for Web Portal access)
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	
Hosting.	No	
Other. [if yes please describe]	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 or managing the service or the contract who are natural persons.	Yes
Customer's other end-users of the service who are natural persons (client of the Customer, etc.); usable by users other than internal users.	Yes, 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 EASY GO NETWORK SERVICE