

## PUBLICATION 1 SERVICE DESCRIPTION FOR VENDOR MANAGED SERVICE INTERNET

- 1.1 Definitions.** All capitalized terms used but not defined herein will have the meanings ascribed to them 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.
- "Domain Name Server" or "DNS"** means a server that implements the domain name system (DNS) that defines procedures for referrals to other name servers and for the use of domain names in the delivery and retrieval of SMTP email on the Internet.
- "IP Address"** means the numeric address assigned to Customer by Orange or by the ISP through Orange.
- "Orange-Managed CE Router"** means the Customer-Edge (CE) router hardware and software provided as part of Vendor Managed Service Internet, including all hardware and software maintenance and required IOS upgrades.
- "Vendor Managed Service Internet"** means the Vendor Managed Service Internet Service described in this Service Description.
- 1.2 Overview.** The Specific Conditions for Network Services apply to Vendor Managed Service Internet. Vendor Managed Service Internet only provides the features and functionality set forth in this Service Description. Vendor Managed Service Internet is a managed Network Service that provides Customer with Internet access service from a local ISP for (a) the purpose of local browsing, or (b) Internet VPN.
- 1.3 Standard Service Elements**
- 1.3.1 Service Solutions**
- 1.3.1.1 Local Browsing / Public Internet Access.** For local browsing, the ISP Internet access service provided by Orange allows Customer to locally access the public Internet. The ISP Internet access service is connected to Customer's equipment or to an Orange-Managed CE Router. If the ISP Internet access is connected to an Orange-Managed CE Router, then (a) Orange provides an IPsec encrypted tunnel through the Internet between the Orange-Managed CE Router and the Orange VPN gate so that the Orange-Managed CE Router is accessible from Orange's network management platform, allowing Orange to manage the Vendor Managed Service Internet, and (b) Orange will provide either the Standard or Premium Service Desk Service as agreed upon by the Parties and as described in a separate Service Description set forth on the Publication (or, if mutually agreed by the Parties, physically attached to the Agreement), provided that the Premium Service Desk may be subject to additional charges. As part of Vendor Managed Service Internet, Orange provides DNS and Dynamic Host Configuration Protocol (DHCP).
- 1.3.1.2 Internet VPN.** For Internet VPN, the ISP Internet access service provided by Orange is connected to an Orange-Managed CE router at Customer's Location and configured to access a secondary Orange-Managed CE router of the same Customer located in the same country via an IPsec encrypted tunnel over the public Internet. As an option, this Orange-Managed CE router can act as the VPN gate. Orange provides an IPsec encrypted tunnel through the Internet between the Orange-Managed CE Router and the Orange VPN gate so that the Orange-Managed CE Router is accessible from Orange's network management platform, allowing Orange to manage the Vendor Managed Service Internet. An additional IPsec encrypted tunnel is configured between Customer's remote Location using Vendor Managed Service Internet and the VPN gate to enable the remote Location to connect and to exchange data with any other Locations connected on Customer's VPN. Customer also may order local internet browsing as an optional feature, which may be subject to additional charges. Orange will provide either the Standard or Premium Service Desk Service as described in Clause 1.3.1.1 above.
- 1.3.2 Technical Characteristics**
- 1.3.2.1 ISP Internet Access Service.** Generally, the ISP Internet access service includes one (1) public static or dynamic IP address and an ISP CPE (router or modem-router) with Ethernet hand-off. If more than one dynamic or static IP address is specifically required by Customer, then Customer must notify Orange in writing prior to Orange sourcing the Internet services from the ISP(s). Any additional IP address(es) provided by Orange may be subject to additional charges. Also, because many retail ISP offers do not include more than one static IP address or may not include a static IP address, higher grade services may be required and will be subject to additional charges.
- Access technology used by the ISP (e.g. xDSL, leased line, Ethernet, Wireless Local loop, etc.) will be transparent to an Orange-Managed CE Router. Different technologies can feature different quality of service (e.g. uptime or transit delay); the access technology information will be known to Orange and provided to Customer if/as needed. Customer is responsible for securing and maintaining at its own expense any local approvals needed or required for installation of Managed Vendor Service Internet, including any approvals from the relevant building owner.
- The underlying access media (e.g. PSTN, Fiber, copper pair) is included with the ISP service when possible. However where this is not possible due to local regulations, Orange will identify such in the applicable quotation or Order for Vendor Managed Service Internet, and Customer will be responsible for providing and maintaining a suitable underlying access media service.
- If an ISP service has a traffic cap and incurs excess data charges, then Customer is responsible for the cap and additional charges, which will be charged by Orange on periodic basis, except as otherwise mutually agreed upon by the Parties in writing. Notwithstanding the foregoing, Orange will only provide a service with a traffic cap in exceptional circumstances (e.g. no other Internet access service is available, etc.).

- 1.3.2.2 **Orange-Managed CE Router with IPSec Tunnel(s).** If an Orange-Managed CE Router is provided, it will connect back-to-back with the ISP CPE via a straight Ethernet cable on the WAN side and to Customer's LAN on the other side. In terms of routing, the Orange-Managed CE Router is used as a default gateway on Customer's LAN, while on the Orange-Managed CE Router; the default route will be used to reach any destination on the Internet.
- As the Customer LAN will normally support a private IP address range, for Users to reach the global Internet, a PAT configuration will be used to translate all packets sourced from the Customer LAN (private Address) to the IP address of the Orange-Managed CE Router (as assigned by the ISP).
- A management IPSec tunnel using 3DES or AES encryption is configured between the Orange-Managed CE Router and the VPN gate. The management loopback IP address of the Orange-Managed CE Router is reachable from Orange's management platform via that IPSec tunnel.
- For Internet VPN, a second IPSec tunnel is built to a secondary loopback address to carry Customer's traffic and onward to Customer's VPN. Shared secret keys are used for the encryption. PKI (digital certificates) are not available.
- 1.3.2.3 **VPN Gate.** Orange provides a VPN gate only if the Vendor Managed Service Internet includes an Orange-Managed CE Router. The VPN gate location can be selected from the following locations (speed dependent): Amsterdam, London, Frankfurt, New York, San Francisco, Atlanta, Santiago de Chile, Sao Paulo, Manama, Mumbai, Tokyo, Singapore, Johannesburg, Stockholm, Sydney, and Hong Kong. The VPN gate location can be chosen by Customer, subject to Orange's written approval.
- 1.3.3 **Charges.** The Charges applicable to Vendor Managed Service Internet include one-time Charges (e.g. installation of ISP, CPE, etc.), monthly recurring Charges (which may be based on the applicable bandwidth and location), as well as Charges applicable to any Orange-Managed CE Router that is provided. Additional Charges will apply for multiple IP addresses, optional service features, and any traffic capped offers agreed upon by Orange.

**END OF SERVICE DESCRIPTION FOR VENDOR MANAGED SERVICE INTERNET**