

PUBLICATION 1 SERVICE LEVEL AGREEMENT FOR INTERNET DIRECT SERVICE (FOR SERVICE WITH ORANGE-MANAGED ROUTERS)

1.1 Definitions

All capitalized terms used but not defined herein will have the meanings given to such terms in the Service Description for Internet Direct Service or elsewhere in the Agreement. In the event of any conflict between the definitions provided in this SLA and those provided elsewhere in the Agreement, the definitions set forth herein will control for purposes of this SLA.

"Automation" means the Orange proprietary systems and processes that detect Incidents on the Network and create Incident Reports.

"Back-Up" means a redundant Access Circuit with automatic switching capability on a separate circuit path to the Access Circuit. Back Up for hub or host Locations must include equivalent levels of service and diverse routing.

"CE" or **"CE Router"** means the CPE customer edge router (including its cables, connectors, and software) supplied and installed by Orange at the Location.

"Dual Access" means that there is totally diverse routing from the Customer CPE router(s) at a Location to the Orange backbone so that there is no single point of failure.

"GTR" or **"Guaranteed Time To Repair"** means the time beginning when Orange creates the Incident Report for an Outage caused by a malfunctioning CE Router or Orange provided Access Circuit and ends when Orange closes such Incident Report after informing Customer that the Internet Direct Service is restored.

"Month" means a calendar month.

"Monthly Recurring Charges" or **"MRC"** means all monthly recurring Charges for the Service excluding all one-time Charges, such as installation, project management, and professional services Charges.

"Node" means a node of the Network to which Customer is connected via an Access Circuit or into which Customer dials. Nodes are deployed at such times and places as determined by Orange.

"Normal Service Condition" means that: (a) the Location requiring a repair service is situated within a 50-kilometer radius of the nearest Orange service center, and (b) both the Orange service center and the Location are located in the same country.

"Outage" means that Users cannot send or receive data using the Internet Direct Service at a Location.

"PE Router" means Provider Edge router.

"PLR" or **"Packet Loss Ratio"** means the ratio between the number of IP packets sent by a source PE Router and the number of packets actually received by the destination PE Router in a Location pair. The Packet Loss Ratio is expressed as a percentage.

"RTD" or **"Round Trip Delay"** means the elapsed time (expressed in milliseconds) for the two way transmission of a packet between two PE Routers used by the Internet Direct Service to connect the source and destination Locations that comprise a Location pair.

"SA" or **"Site Availability"** means the virtual communication link availability, expressed as a percentage, between a Location's CE Router and the Node to which the managed CE Router is connected, including the availability of the Access Circuit(s) and CE Router.

"Service Level Objective" or **"SLO"** means a performance level objective. For clarity, an SLO is not a Service Level, and there is no remedy, financial or otherwise, if Orange fails to achieve any Service Level Objective; Orange also does not provide any reporting for SLOs.

"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 five minutes each in order to implement generic changes to, or version updates of, the Network.

"Third Party Intervention" means intervention by any person not authorized by Orange.

1.2 Overview

The Specific Conditions for Network Services apply to the Internet Direct Service, and this SLA sets forth the Service Levels for the Internet Direct Service. Non achievement of a Service Level may entitle Customer to receive credits against Monthly Recurring Charges or terminate the Internet Direct Service, as set out in this SLA. This SLA applies only to the Internet Direct Service with Orange-managed CE Routers.

1.3 Service Levels for Site Availability

Site Availability is calculated on a Monthly basis using the following formula:

$$SA = (1 - t_{\text{Outage}} / t_{\text{max}}) * 100$$

- SA = percentage representing Site Availability
- t_{max} = total number of hours for the applicable Month
- t_{Outage} = total number of hours that Internet Direct Service was unavailable due to Orange during the relevant Month

The following Site Availability Service Levels apply.

Table 1: Site Availability Service Levels

Region	Site Availability (%) Service Level for specific Site Topologies		
	Single CE Router, Single Tail Circuit	Dual Access With Single CE Router, Dual Access Circuits & Nodes	Dual Access With Dual CE Routers, Dual Access Circuits & Nodes
Region A	99.80%	99.90%	99.95%
Region B	99.50%	99.80%	99.90%
Region C	99.00%	99.50%	99.80%
Region D	98.30%	99.00%	99.50%
Region E	-	98.30%	99.00%

The countries associated with regions A, B, C, D, and E are listed in Exhibit A (Regions)

If the actual Site Availability is less than the Site Availability Service Level, then Customer will receive a credit against the Monthly Recurring Charges for the Location where the Outage occurred, calculated as follows:

Total Outages in excess of the committed availability percentage.	One thirtieth (1/30th) of the MRC for each full hour of Outage exceeding the Outage time allowed under the SA Service Level, up to a cumulative maximum credit of 100% of MRC for the Location.
All credits will be pro-rated on a per minute basis.	

Notwithstanding the foregoing, the Site Availability Service Level is subject to the following conditions:

- (a) The Site Availability Service Levels apply only to Access Circuits ordered by Customer and provided by Orange as part of the Internet Direct Service. Accordingly, for Locations with dual Access Circuits, Customer must order and Orange must provide both Access Circuits as part of the Internet Direct Service.
- (b) For any Location where there is only one CE Router, if the CE Router failure caused the Outage and the Location is outside Normal Service Condition, then the travel time needed by the Orange field engineer to get to the Location is excluded from the calculation of the total Outage time.
- (c) For Locations that have dual CE Routers or dual Access Circuits, the failure of one of the CE Routers or one of the Access Circuits does not constitute an Outage.
- (d) Customer must purchase either (i) Service Select - Extended Service Support and Service Select - Extended Service Delivery, or (ii) Service Optimize with Availability SLA option (as described in the Service Description for Service Management) for the Internet Direct Service.

In addition to the credits provided above for non-achievement of the Site Availability Service Level, Customer will be entitled to:

- Cancel the Internet Direct Service at a Location if the cumulative maximum credit for such Location's Site Availability Service Level is due in 2 consecutive Months, or in any 4 Months during 12 Month rolling period, by giving Orange at least 30 days prior written notice; or
- Cancel the Internet Direct Service at all Locations if the cumulative maximum credit for the Site Availability Service Level is due in 2 consecutive Months, or in any 4 Months during a 12 Month rolling period for more than 50% of the total number of Locations, by giving Orange at least 30 days prior written notice.

For purposes of this Clause 1.3, a "**12 Month rolling period**" means a period of 12 consecutive Months determined on a rolling basis, with a 12 Month period starting anew immediately after the end of the preceding 12 Month cycle. For example, if the first 12 Month rolling period is from June 1, 2020 through May 31, 2021, then the next 12-Month cycle will start on June 1, 2021 and end on May 31, 2022, and so on.

1.4 Service Levels for Guaranteed Time To Repair ("GTTR")

Subject to the limitations, conditions and exclusions described in this Clause 1.4 and in Clause 1.7 (Conditions and Exclusions) below, Orange will meet the GTTR Service Levels provided in Table 2. Orange will report on GTTR Service Levels on a Monthly basis.

Table 2: Guaranteed Time To Repair Service Levels

Region	Single Access Circuit	Dual Access Circuits
Region A	Next Business Day	Next Business Day
Region B	Next Business Day	Next Business Day
Region C	Next Business Day	Next Business Day
Region D	Next Business Day +1	Next Business Day +1
Region E	Next Business Day +1	Next Business Day +1
The countries associated with regions A, B, C, D, and E are listed in Exhibit A (Regions)		

If the GTTR Service Level is not achieved, Customer will receive a cumulative maximum credit equal to 10% of the MRCs for the affected Internet Direct Service at the Location where the Outage occurred; provided however, if Customer is entitled to receive any Service Level credit under Clause 1.3 (Service Levels for Site Availability) in connection with the same Outage, then Customer will only receive the greater of the credits due and owing under both this Clause 1.3 and this Clause for the same Outage.

The GTTR Service Levels are subject to the following conditions, limitations, and exclusions:

- If Customer has not ordered Automation for the Location, then Customer must report the Outage to Orange in accordance with the applicable Service Select or Service Management Service Description so that Orange can create the Incident Report, and Orange must verify the Outage to create the Incident Report manually.
- If a malfunctioning Access Circuit caused the Outage, then the Access Provider will repair the malfunctioning Access Circuit during its maintenance service hours. If the Access Provider does not provide 24x7x365 maintenance support, then calculation of the actual time-to-restore will stop at the end of the Access Provider's maintenance hours and will resume at the start of the Access Provider's next maintenance hours.
- Customer must purchase either (i) Service Select - Extended Service Support and Service Select - Extended Service Delivery, or (ii) Service Optimize with Guaranteed Time To Repair SLA option (as described in the Service Description for Service Management) for the Internet Direct Service.
- The GTTR Service Level does not apply if Customer does not give Orange or the Access Provider (as the case may be): (i) information that is needed to restore the Internet Direct Service, or (ii) remote or physical access to the CPE(s) and Location.

1.5 Service Level for Round Trip Delay ("RTD")

RTD is measured on a Monthly basis. RTD Service Level does not apply when Customer's traffic enters the peering point and beyond and does not include any Access Circuits or third party networks (or time attributable thereto).

The RTD Service Level is limited to 50 pairs of Locations, which will be identified in an attachment or exhibit to the Agreement, and such attachment/exhibit will be deemed an addendum to this SLA and subject to all of the terms and conditions set forth in this SLA.

Orange samples a Location pair's PE-to-PE RTD by sending packets from one PE Router to the other PE Router, and the average PE-to-PE RTD value sample is calculated at the end of the Month. If the Location pair's actual Monthly average PE-to-PE RTD value sample is greater than the RTD Service Level, then Customer will be entitled to receive a credit equal to 5% of the MRCs for both Locations in the pair.

1.6 Service Level for Packet Loss Ratio ("PLR")

PLR is measured on a Monthly basis. PLR Service Level does not apply when Customer's traffic enters the peering point and beyond and does not include any Access Circuits or third party networks (or packets lost with respect thereto).

The PLR Service Level is limited to the Locations identified in an attachment or exhibit to the Agreement, and such attachment/exhibit will be deemed an addendum to this SLA and subject to all of the terms and conditions set forth in this SLA. The following PLR Service Levels apply.

Table 3: Packet Loss Ratio Service Levels

Locations Pairs	Service Level (%)
All Locations	≤0.5

If the Location pair's actual Monthly average PE-to-PE PLR value of samples is greater than the PLR Service Level, then Customer will be entitled to receive a credit calculated as follows.

Actual PE-to-PE PLR higher than Service Level by less than or equal to 0.01%.	No credit.
Actual PE-to-PE PLR higher than Service Level by more than 0.01%.	Cumulative maximum credit equal to 5% of the MRCs for both Locations in the pair.

1.7 Conditions and Exclusions

Notwithstanding anything to the contrary set forth in this SLA, this SLA and Customer's entitlement to the remedies set out in this SLA are subject to the following conditions and exclusions:

- The remedies contained in this SLA are Customer's sole and exclusive remedies for any failure by Orange to meet the Service Levels under this SLA. Customer will not be entitled to any remedies set out in this SLA, and the Service Levels will not apply, if Customer does not purchase either (i) Service Select – Extended Service Support and Service Select – Extended Service Delivery or (ii) Service Optimize with the Availability SLA option and Guaranteed Time to Repair SLA option (as mentioned in Clause 1.3 (Service Levels for Site Availability) and Clause 1.4 (Service Levels for Guaranteed Time to Repair (GTTR)) above. Notwithstanding anything to the contrary contained in this SLA, if Customer does not purchase Service Select – Extended Service Delivery or all such Service Optimize options, then all Service Levels will automatically convert into, and will be treated as an SLO, and all remedies, financial or otherwise, associated with non-achievement of any Service Level will be null and void.
- The Orange Scheduled Maintenance or emergency maintenance of the Internet Direct Service or the Network, if provided in a proper, non-negligent manner and in accordance with standard industry practices, will not be deemed to be a failure by Orange to provide the Internet Direct Service in accordance with the Agreement.
- Customer must submit claims for credits for unachieved Service Levels in writing to Orange within 60 days following the end of the Month in which the alleged Service Level failure occurred. Within 30 days following receipt of the claim, Orange will confirm in writing to Customer the amount of the credit, if any, from reports generated by Orange and will issue all undisputed credits within 90 days from the date of its receipt of Customer's written claim.
- Customer must exercise any Internet Direct Service termination right specified in this SLA within 60 days from the date of the Service Level failure that gave rise to such termination right. If Customer does not notify Orange in writing of its election to terminate the Service within the 60-day period, then such termination right shall lapse.
- The exercise by Customer of the Service termination right under this SLA will be without financial liability to Customer, except that Customer will be liable to pay for the Internet Direct Service provided up to the date that the Internet Direct Service is actually disconnected by Orange.
- The cumulative and total Service Level credit that Customer will be entitled to receive per Location per Month for non-achievement of any and all Service Levels applicable to the Location during such Month will not exceed 100% of such Month's MRCs for the affected Location(-s).
- Unless otherwise expressly stated in this SLA, the measurement period for all Service Levels will start on the first day of the Month and will end on the last day of the Month.
- All Service Levels or SLAs will begin on the first full Month following the Date of Acceptance of the Internet Direct Service at the relevant Location.
- In no event will Customer be entitled to receive any credits or other remedies for non-achievement of any Service Level if such non-achievement was caused by a Force Majeure Event, Scheduled Maintenance, Third Party Intervention, environmental condition failure (e.g. air conditioning failure in the equipment room where the CE Router is installed), power outages, disruption to Access Circuits not caused by Orange or Access Providers, or by any act or omission of User or Customer-authorized user of the Internet Direct Service.
- The Service Levels do not apply to a Location unless the Parties expressly identify the Location (in the case of the Site Availability and GTTR Service Levels) or the Location pair (in the case of the RTD and PLR Service Levels) in an attachment or exhibit to the Agreement. Such attachment/exhibit will be deemed an addendum to this SLA and subject to all of the terms and conditions set forth in this SLA.

EXHIBIT A REGIONS

Key	Country	Region	Key	Country	Region	Key	Country	Region
AF	Afghanistan	E	GA	Gabon	E	NG	Nigeria	E
AL	Albania	E	GM	Gambia	E	MP	Northern Mariana Is.	E
DZ	Algeria	E	XX	Gaza Strip	E	NO	Norway	A
AD	Andorra	B	GE	Georgia	D	OM	Oman	D
AO	Angola	E	DE	Germany	A	PK	Pakistan	E
AI	Anguilla	C	GH	Ghana	E	PA	Panama	D
AG	Antigua & Barbuda	E	GI	Gibraltar	B	PG	Papua New Guinea	E
AR	Argentina	D	GR	Greece	C	PY	Paraguay	C
AM	Armenia	D	GD	Grenada	C	PE	Peru	E
AW	Aruba	C	GP	Guadeloupe	C	PH	Philippines	D
AU	Australia	A	GU	Guam	E	PL	Poland	B
AT	Austria	A	GT	Guatemala	D	PT	Portugal	A
AZ	Azerbaijan	D	GN	Guinea	E	PR	Puerto Rico	D
BS	Bahamas	D	GY	Guyana	E	QA	Qatar	C
BH	Bahrain	C	HT	Haiti	E	RE	Reunion	C
BD	Bangladesh	E	HN	Honduras	D	RO	Romania	B
BB	Barbados	C	HK	Hong Kong	A	RU	Russian Federation*	B
BY	Belarus	C	HU	Hungary	B	RW	Rwanda	E
BE	Belgium	B	IS	Iceland	A	KN	Saint Kitts & Nevis	D
BZ	Belize	D	IN	India*	D	LC	Saint Lucia	D
BJ	Benin	E	ID	Indonesia	C	WS	Samoa, Ind. State of	E
BM	Bermuda	C	IR	Iran, Islamic Rep. of	E	SM	San Marino	D
BT	Bhutan	E	IQ	Iraq	E	SA	Saudi Arabia	C
BO	Bolivia	E	IE	Ireland	B	SN	Senegal	D
BQ	Bonaire	D	IL	Israel	A	CS	Serbia & Montenegro	C
BA	Bosnia & Herzegovina	C	IT	Italy	B	SC	Seychelles	C
BW	Botswana	E	JM	Jamaica	D	SL	Sierra Leone	E
BR	Brazil	C	JP	Japan	A	SG	Singapore	A
BN	Brunei Darussalam	D	JO	Jordan	B	SK	Slovakia	A
BG	Bulgaria	B	KZ	Kazakhstan	C	SI	Slovenia	A
BF	Burkina Faso	E	KE	Kenya	E	SB	Solomon Islands	E
BI	Burundi	E	KR	Korea, Republic of	A	SO	Somalia	E
KH	Cambodia	D	KW	Kuwait	C	ZA	South Africa	C
CM	Cameroon	E	KG	Kyrgyzstan	D	ES	Spain	B
CA	Canada	A	LA	Lao Pple's Dem. Rep.	E	LK	Sri Lanka	C
CV	Cape Verde	E	LV	Latvia	A	VC	St Vincent & The Grenadines	E
KY	Cayman Islands	C	LB	Lebanon	D	SD	Sudan	E
CF	Central African Rep.	E	LS	Lesotho	E	SR	Suriname	E
TD	Chad	E	LR	Liberia	E	SZ	Swaziland	E
CL	Chile	D	LY	Libya, State of	E	SE	Sweden	A
CN	China	B	LI	Liechtenstein	B	CH	Switzerland	A
CO	Colombia	C	LT	Lithuania	B	SY	Syrian Arab Republic	E
KM	Comoros	E	LU	Luxembourg	B	TW	Taiwan	A
CG	Congo, Rep. the of	E	MO	Macau	D	TZ	Tanzania	E
CD	Congo, The Dem. Rep.	E	MK	Macedonia	C	TH	Thailand	C
CK	Cook Islands	E	MG	Madagascar	D	TG	Togo	E
CR	Costa Rica	C	MW	Malawi	E	TO	Tonga	E

Service Level Agreement for Internet Direct Service (for Service with Orange-Managed Routers)

Key	Country	Region	Key	Country	Region	Key	Country	Region
CI	Cote d'Ivoire	E	MY	Malaysia	C	TT	Trinidad & Tobago	C
HR	Croatia	B	MV	Maldives	C	TN	Tunisia	D
CU	Cuba	E	ML	Mali	E	TR	Turkey	C
CY	Cyprus	C	MT	Malta	B	TM	Turkmenistan	E
CZ	Czech Republic	A	MQ	Martinique	C	TC	Turks & Caicos Is.	E
DK	Denmark	A	MR	Mauritania	E	UG	Uganda	E
DJ	Djibouti	E	MU	Mauritius	C	UA	Ukraine	B
DM	Dominica	E	MX	Mexico	C	AE	United Arab Emirates	B
DO	Dominican Republic	D	MD	Moldova, Republic of	C	GB	United Kingdom	A
EC	Ecuador	D	MC	Monaco	A	US	United States	A
EG	Egypt	E	MN	Mongolia	C	UY	Uruguay	C
SV	El Salvador	D	MA	Morocco	C	UZ	Uzbekistan	C
GQ	Equatorial Guinea	E	MZ	Mozambique	E	VU	Vanuatu	E
ER	Eritrea	E	MM	Myanmar	E	VE	Venezuela	E
EE	Estonia	A	NA	Namibia	E	VN	Viet Nam	C
ET	Ethiopia	E	NP	Nepal	E	VG	Virgin Islands, British	E
FO	Faroe Islands	B	NL	Netherlands	A	VI	Virgin Islands, U.S	E
FJ	Fiji	E	AN	Netherlands Antilles	C	EH	Western Sahara	E
FI	Finland	A	NC	New Caledonia	B	YE	Yemen	E
FR	France	A	NZ	New Zealand	A	ZM	Zambia	E
GF	French Guiana	D	NI	Nicaragua	D	ZW	Zimbabwe	E
PF	French Polynesia	B	NE	Niger	E			

*main cities

END OF SERVICE LEVEL AGREEMENT FOR INTERNET DIRECT SERVICE (FOR SERVICE WITH ORANGE-MANAGED ROUTERS)