

PUBLICATION 1 SERVICE LEVEL AGREEMENT FOR VENDOR MANAGED SERVICE INTERNET

1.1 Definitions

All capitalized terms used but not defined herein will have the meanings given to such terms in the Service Description for Vendor Managed Service Internet 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.

"**24x7**" means 24 hours per day and 7 days per week.

"**Automation**" means the Orange proprietary systems and processes that detect Incidents at the Customer's Location and create Incident Reports. Automation is only available if Customer subscribes to the Proactive Monitoring option described in the Service Description for Service Management. For clarity, Service Management is a separate service from VMS Internet.

"**Broadband Internet Access**" or "**BIA**" is an Internet Access, as described in the Service Description for Vendor Managed Service Internet.

"**CE Router**" means: (a) in the context of the VMS Internet's Fully Managed option, the CPE router supplied, managed, maintained, and installed by Orange at the Location and that will be used as the customer edge ("**CE**") router for the VMS Internet, and (b) in the context of the VMS Internet's Access Only option, the Customer-Managed Router that will be used as the CE router for the VMS Internet.

"**Customer-Managed Router**" or "**CMR**" means the router that is supplied, managed, maintained, and installed by Customer at the Location and that will be utilized as the CE Router for the Access Only option of VMS Internet.

"**Dedicated Internet Access**" or "**DIA**" is an Internet Access, as described in the Service Description for Service Description for Vendor Managed Service Internet.

"**Device-Time-To-Repair**" or "**DTTR**" means the time beginning when either the GCSC (after its receipt of an Outage notification from Customer) or the Automation creates the Incident Report for an Outage caused by a malfunctioning Orange-Managed Router and ends when the GCSC closes such Incident Report after informing Customer that the Network Service is restored.

"**Dual Access Circuits**" will have the meaning defined in the Service Description for Vendor Managed Service Internet.

"**Guaranteed-Time-To-Repair**" or "**GTTR**" means the time beginning when either the GCSC (after its receipt of an Outage notification from Customer) or the Automation creates the Incident Report for an Outage caused by Orange-provided Dedicated Internet Access or a malfunctioning Orange-Managed Router and ends when the GCSC closes such Incident Report after informing Customer that the Network Service is restored.

"**GCSC**" means the Orange Global Customer Support Center.

"**Incident**" means a VMS Internet malfunction. Incidents do not include Service unavailability during Scheduled VMS Internet Maintenance.

"**Incident Report**" means the documentation created by the Automation when an Incident is reported by Customer to the GCSC or detected by the Automation.

"**Internet Network**" means the global communication system comprised of interconnected autonomous networks.

"**ISP**" will have the meaning defined in the Service Description for Vendor Managed Service Internet.

"**ISP Router**" means a router that is provided, managed, maintained, and installed by an ISP listed in Table 4 (Table 4VPN Gateway – to – ISP Router RTD) in Exhibit A (Tables) to this Service Level Agreement, and which router is connected to the Orange-Managed Router.

"**Last Mile Diversity**" or "**LMD**" means the last-mile diversity option for Dual Access Circuits, as described in the Service Description for Vendor Managed Service Internet.

"**Month**" or "**Monthly**" means a calendar month.

"**Monthly Recurring Charge**" or "**MRC**" means the monthly recurring charge for the Internet Access and Orange-Managed Router (if any). For clarity, MRC excludes all Charges for any VMS Internet optional features.

"**Network Service**" means the VMS Internet.

"**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.

"**Orange-Managed Router**" or "**OMR**" will have the meaning defined in the Service Description for Vendor Managed Service Internet.

"**Orange VPN Gateway**" will have the meaning defined the Service Description for Vendor Managed Service Internet.

"**Outage**" means the Users cannot send or receive data using the VMS Internet.

"**RTD KPI Target**" will have the meaning defined in Clause 1.6.1 (VPN GW – to – ISP Router Round Trip Delay KPI).

"**Scheduled VMS Internet Maintenance**" means maintenance scheduled by Orange or the ISP to occur during low network traffic periods several times per year and lasting typically up to 5 minutes each, in order to implement changes to, or version updates of, the Internet Access infrastructure or the OMR.

"**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.

"Site Availability" means: (a) in the context of the VMS Internet's Fully Managed option, the combined uptime of Internet Access and the Orange-Managed Router, and (b) in the context of the VMS Internet's Access Only option, the Dedicated Internet Access uptime.

"SLA" means this Service Level Agreement for the VMS Internet.

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

"VMS Internet" means the Vendor Managed Service Internet, as described in the Service Description for Vendor Managed Service Internet.

"VPN GW City" means the Orange VPN Gateway city listed in Table 4 (Table 4VPN Gateway – to – ISP Router RTD) in Exhibit A (Tables).

1.2 Overview

This SLA sets forth the Service Levels for the VMS Internet. Non achievement of a Service Level may entitle Customer to receive credits against Monthly Recurring Charges or to terminate the Service, as set out in this SLA.

1.3 Service Levels for Site Availability

1.3.1 Site Availability. Actual Site Availability is calculated on a Monthly basis and expressed as a percentage using the following formula:

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

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

The Site Availability Service Levels for the VMS Internet are set forth Table 2 (Site Availability Service Levels for Regions A, B, C, D & E Locations[†]) in Exhibit A to this Service Level Agreement.

Subject to the limitations, conditions and exclusions described in this Clause 1.3 and in Clause 1.7 (Conditions and Exclusions), if the actual Site Availability is less than the applicable Site Availability Service Level, then Customer will be entitled to receive a credit against the Monthly Recurring Charge for the Location where the Outage occurred. The credit will be calculated as one thirtieth (1/30th) of the Monthly Recurring Charge for each full hour of Outage exceeding the Outage time allowed under the applicable Site Availability Service Level, up to a cumulative maximum credit of 100% of the Monthly Recurring Charge. All credits will be pro-rated on a per minute basis.

1.3.2 Site Availability Service Level Conditions. Notwithstanding the foregoing or anything to the contrary in the Agreement, the Site Availability Service Level is subject to the following conditions:

- (a) Site Availability Service Level does not apply to Locations that have Access Only option that utilizes Broadband Internet Access.
- (b) For Locations with Access Only option, all Outages caused by a faulty CMR will not be included in the measurement of t_{Outage} and, therefore, such Outages will be excluded from the calculation of the actual Monthly Site Availability.
- (c) For Locations that only have one Orange-Managed Router, if the OMR failure caused the Outage and the Location is outside Normal Service Condition, then the travel time of the Orange field engineer to the Location will not be included in the t_{Outage} .
- (d) If Customer has not ordered Automation for the Location with Orange-Managed Router, then Customer must report the Outage to the GCSC so that Orange can diagnose and verify the existence and cause of the Outage and create the Incident Report. For the Location with Access Only option only the Outages reported by the Customer to the GCSC will be included into the measurement of t_{Outage} .
- (e) If a Location has Dual Access Circuits or dual Orange-Managed Routers, neither Internet Access and neither Orange-Managed Router is designated as a backup/secondary Internet Access or a backup/secondary CE Router. Therefore, if only one of the Internet Access circuits or only one of the Orange-Managed Routers fails, but the remaining Internet Access circuit or Orange-Managed Router, as the case may be, is still operational, then such failure is not an Outage. For clarity, the VMS Internet configuration does not include continuity switching between either Internet Access circuit or between either Orange-Managed Router in case the other Internet Access or Orange-Managed Router fails.
- (f) Site Availability Service Level for "2X DIA Connections With LMD" set out in Table 2 (Site Availability Service Levels for Regions A, B, C, D & E Locations[†]) in Exhibit A only applies if a Location has Dual Access Circuits which are DIA circuits provided by the same ISP, as described in the Service Description for Vendor Managed Service Internet.
- (g) Subject to Clause 1.3.2(f) above, if Customer orders Dual Access Circuits with Last Mile Diversity and the ISP ceases to provide Last Mile Diversity at a Location, then the Site Availability Service Level for such Location will automatically convert from "2x DIA Connections With LMD" to the "2x DIA Connections Without LMD" Service Level retroactive to the beginning of the Month when the ISP ceased to provide Last Mile Diversity.
- (h) The Site Availability Service Level does not apply unless Customer orders the Service Optimize feature of the Service Management in respect to the VMS Internet, and for clarity Service Management is a separate service from VMS Internet and is described in the Service Description for Service Management.

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

- (a) cancel the Service at the Location if the 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
- (b) cancel the Service at all Locations if the cumulative maximum Site Availability Service Level credit 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.

1.3.4 For purposes of this Clause 1.3.3, 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, 2022 through May 31, 2023, then the next 12-Month cycle will start on June 1, 2023 and end on May 31, 2024, and so on.

1.4 Service Level for Guaranteed Time To Repair

1.4.1 **GTTR Service Level.** Subject to the limitations, conditions and exclusions described in this Clause 1.4 and in Clause 1.7 (Conditions and Exclusions), Orange will restore a faulty VMS Internet within the applicable Guaranteed-Time-To-Repair Service Level indicated in Table 3 (GTTR and DTTR Service Levels for Regions A, B, C, D & E Locations[†]) of Exhibit A to this Service Level Agreement. The Network Service is considered restored when the GCSC closes the Incident Report in the Incident case management system after notifying Customer that the Network Service is restored; however, the GCSC will keep the Incident Report open if Customer informs the GCSC that the VMS Internet is still out of service. Orange will report the achievement or non-achievement of the GTTR Service Level on a Monthly basis.

If the actual repair time exceeds the applicable GTTR Service Level, then Customer will receive a cumulative maximum credit equal to 10% of the Monthly Recurring Charge for 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 to Customer under Clause 1.3 or this Clause 1.4.1.

The GTTR Service Level only applies if all of the following conditions are satisfied:

- (a) The Outage was reported by Customer to the GCSC or detected by the Automation;
- (b) The Outage, as verified by the GCSC, was caused by a fault in the Orange-provided DIA or a fault in the Orange-Managed Router;
- (c) Customer gives Orange all information reasonably required to restore the VMS Internet Access(es), and gives Orange remote and physical access to the Orange-Managed Router; and
- (d) Customer ordered the Service Optimize optional feature of the Service Management in respect to the VMS Internet.

1.4.2 **GTTR Limitations.** In addition to the conditions set forth in Clause 1.4.1 (GTTR Service Level) and in Clause 1.7 (Conditions and Exclusions), the following conditions apply:

- (a) GTTR Service Level applies only to Locations with at least one Orange-provided DIA Internet Access.
- (b) GTTR Service Level does not apply to Locations that have Access Only option.
- (c) If the Location has an Orange-provided BIA and an Orange-provided DIA, the GTTR Service Level only applies if the Outage was caused by either a fault in the Orange-provided DIA or the Orange-Managed Router. The GTTR Service Level does not apply if the Outage was caused by a fault in the BIA (whether Orange-provided or Customer-provided), the Customer-provided DIA, or the Customer-Managed Router.
- (d) If the Outage was caused by a faulty Orange-Managed Router, then Orange will repair or replace such router during its maintenance service hours in the country where such router is situated. If Orange does not have 24x7 maintenance service hours in the country, then calculation of the actual time-to-repair will stop at the end of each day's maintenance hours and will resume at the start of the next maintenance hours.
- (e) If Customer does not order the Service Management's Proactive Monitoring option in respect to the VMS Internet, then only the Outages that Customer reports to the GCSC will be covered by the GTTR Service Level.
- (f) GTTR Service Level does not apply if there is no Outage to the VMS Internet.

1.5 Service Level for Device Time To Repair

1.5.1 **DTTR Service Level.** Subject to the limitations, conditions and exclusions described in this Clause 1.5 and in Clause 1.7 (Conditions and Exclusions), Orange will either fix or replace the faulty Orange-Managed Router that caused an Outage, within the applicable Device-Time-To-Repair Service Level indicated in a Table 3 (GTTR and DTTR Service Levels for Regions A, B, C, D & E Locations[†]) of Exhibit A to this Service Level Agreement. The Orange-Managed Router is considered fixed or replaced when the GCSC closes the Incident Report in the Incident case management system after notifying Customer that the Service is restored; however, the GCSC will keep the Incident Report open if Customer informs the GCSC that the VMS Internet is still out of service. Orange will report the achievement or non-achievement of the DTTR Service Level on a Monthly basis.

If the actual repair time exceeds the applicable DTTR Service Level, then Customer will receive a cumulative maximum credit equal to 10% of the Monthly Recurring Charge for 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 to Customer under Clause 1.3 or this Clause 1.4.1.

The DTTR Service Level only applies if all of the following conditions are satisfied:

- (a) The Outage was reported by Customer to the GCSC or detected by the Automation;
- (b) The Outage, as verified by GCSC, was caused by a fault in the Orange-Managed Router;
- (c) Customer gives Orange all information reasonably required to restore the VMS Internet, and gives Orange remote and physical access to the Orange-Managed Router; and
- (d) Customer ordered the Service Optimize feature of the Service Management in respect to the VMS Internet.

1.5.2 **DTTR Limitations.** In addition to the conditions set forth in Clause 1.5.1 (DTTR Service Level) and in Clause 1.7 (Conditions and Exclusions), the following conditions apply:

- (a) DTTR Service Level applies to Locations with Orange-provided BIA only.
- (b) Orange will repair the faulty Orange-Managed Router during its maintenance service hours in the country where the Location is situated. If Orange does not have 24x7 maintenance service hours in the country, then calculation of the actual time-to-repair will stop at the end of each day's maintenance hours and will resume at the start of the next maintenance hours.
- (c) If Customer has not subscribed to Automation by not ordering the Service Management's Proactive Monitoring Option in respect to the VMS Internet, then only the Outages that Customer reports to the GCSC will be covered by the Device-Time-To-Repair Service Level.
- (d) DTTR Service Level does not apply if the Outage was not caused by a fault in Orange-Managed Router.
- (e) DTTR Service Level does not apply if there is no Outage to the VMS Internet.

1.6 Round Trip Delay

1.6.1 **VPN GW – to – ISP Router Round Trip Delay KPI.** The RTD KPI Targets apply only to the Fully Managed option of the VMS Internet and does not apply to the Access Only option. Table 4 (Table 4 VPN Gateway – to – ISP Router RTD) in Exhibit A to this Service Level Agreement lists the expected round-trip delay performance indicators ("RTD KPI Targets") of packets that are transmitted (as measured on a round-trip basis – i.e. there and back) between the Orange VPN Gateway located within a one of the listed VPN GW Cities and the ISP Router operated by a selected ISP, as itemized in Table 4. The achievement or non-achievement of the RTD KPI Targets is not reported to Customer, and there is no penalty or remedy (financial or otherwise) if any RTD KPI Target is not met. Orange may make changes to the RTD KPI Targets at its discretion. The RTD KPI Targets only apply if: (a) the Internet Access at the Location is provided by an ISP listed in Table 4, and (b) the ISP Router and the Orange-Managed Router are both installed within the same Location.

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:

- (a) 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 the Service Management's Service Optimize feature plus the Availability SLA option, the GTTR Service Level option, and the DTTR Service Level option. The Service Optimize feature and the aforementioned options are described in the Service Description for Service Management. Notwithstanding anything to the contrary contained in this SLA, if Customer cease to purchase all such Service Optimize options, then all Service Levels will automatically convert into, and will be treated as SLO, and all remedies, financial or otherwise, associated with non-achievement of any Service Level will be null and void.
- (b) Scheduled VMS Internet Maintenance or emergency maintenance of the VMS Internet service or the other Orange Services (e.g. DNS and DHCP associated with the Network Service that are under imminent malicious attack), 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 VMS Internet in accordance with the Agreement.
- (c) 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 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.
- (d) In no event will Customer be entitled to receive Service Level credits for any failure to meet the Site Availability Service Level, GTTR Service Level, or DTTR Service Level arising from or related to the same Outage Incident.
- (e) The cumulative and total Service Level credits 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 Monthly Recurring Charges for the affected Location. For clarity, Monthly Recurring Charges exclude any and all one-time Charges (including, but without limitation, Charges for installation, project management and professional services) amortized into monthly payments by the agreement between Orange and the Customer.

- (f) All Service Levels and SLO will begin on the first full Month following the Date of Acceptance of the VMS Internet at the Location. Unless otherwise expressly stated in this SLA, the measurement period for all Service Levels and SLO will start on the first day of the Month and will end on the last day of the Month.
- (g) 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 VMS Internet 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 ISPs, or by any act or omission of Customer or any User.
- (h) With respect to the IPv6 communication protocol:
 - (i) no Site Availability Service Level is offered in relation to the usage of the IPv6;
 - (ii) no GTTR Service Level or DTTR Service Level is offered in relation to the usage of the IPv6; and
 - (iii) Incidents related to or caused specifically by the usage of the IPv6 are excluded from this SLA.

EXHIBIT A TABLES

Table 1: Service Levels Applicable to VMS Internet Service

Owner	Service Levels for VMS Internet Grades	
	Broadband Internet Access	Dedicated Internet Access
Orange Managed Router	Site Availability Service Level DTTR Service Level	Site Availability Service Level DTTR Service Level
Customer Managed Router	No Service Levels and SLO will apply	Site Availability Service Level

Table 2: Site Availability Service Levels for Regions A, B, C, D & E Locations[†]

Region	Internet Access	Service Levels					
		1x BIA Connection	2x BIA Connections	1x DIA Connection	DIA Connection Plus BIA Connection	2x DIA Connections	2x DIA Connections with LMD
Region A	Orange Managed Router	99.30%	99.55%	99.30%	99.55%	99.55%	99.86%
	Customer Managed Router	–	–	99.30%	99.55%	99.55%	99.86%
Region B	Orange Managed Router	99.05%	99.30%	99.05%	99.30%	99.30%	99.81%
	Customer Managed Router	–	–	99.05%	99.30%	99.30%	99.81%
Region C	Orange Managed Router	98.50%	98.70%	98.50%	98.70%	98.70%	99.70%
	Customer Managed Router	–	–	98.50%	98.70%	98.70%	99.70%
Region D	Orange Managed Router	–	–	98.00%	98.20%	98.20%	99.60%
	Customer Managed Router	–	–	98.00%	98.20%	98.20%	99.60%
Region E	Orange Managed Router	–	–	95.00%	95.30%	95.30%	99.00%
	Customer Managed Router	–	–	95.00%	95.30%	95.30%	99.00%

[†] The countries associated with Regions A, B, C, D, and E are listed in Exhibit B (Regions) to the Service Level Agreement.

Table 3: GTTR and DTTR Service Levels for Regions A, B, C, D & E Locations[†]

Region	Internet Access	Service Levels		
		BIA Internet Access (1x or 2x)	DIA Internet Access & BIA Internet Access	DIA Internet Access (1x or 2x)
Region A	Orange Managed Router	DTTR Next Business Day	GTTR Next Business Day	GTTR Next Business Day
Region B	Orange Managed Router	DTTR Next Business Day	GTTR Next Business Day	GTTR Next Business Day
Region C	Orange Managed Router	DTTR Next Business Day	GTTR Next Business Day	GTTR Next Business Day
Region D	Orange Managed Router	DTTR Next Business Day + 1 Day	GTTR Next Business Day + 1 Day	GTTR Next Business Day + 1 Day
Region E	Orange Managed Router	DTTR Next Business Day + 1 Day	GTTR Next Business Day + 1 Day	GTTR Next Business Day + 1 Day

[†] The countries associated with Regions A, B, C, D, and E are listed in Exhibit B (Regions) to the Service Level Agreement.

Table 4: VPN Gateway – to – ISP Router RTD

VPN Gateway City & Country Pair		ISP	RTD KPI Target (milliseconds)
VPN Gateway City	ISP Router Location		
Amsterdam	Belgium	COLT Technology Services	30
	Belgium	Proximus	30
	Belgium	Telenet	40
	Israel	Bezeq International	90
	Jordan	Jordan Telecom Group	90
	Luxembourg	Cegecom	40
	Netherlands	Tele2 Netherlands NV	60
	Netherlands	COLT Technology Services	30
	Netherlands	Eurofiber Netherlands B.V.	40
	Egypt	Orange Egypt for Telecommunications SAE	110
Atlanta New York San Jose	United States	American Telephone and Telegraph Company	80
	United States	CenturyLink	80
	United States	GTT	80
	United States	Verizon Business	80
	United States	Zayo Bandwidth	80
Frankfurt	Albania	Neterra	60
	Algeria	ICOSNET SPA	140
	Armenia	UCOM LLC	80
	Austria	A1 Telekom Austria AG	50
	Austria	COLT Technology Services	70
	Austria	Hutchison Drei Austria GMBH	70
	Bosnia & Herzegovina	Softnet D.O.O.	60
	Bulgaria	Neterra	50
	Bulgaria	Vivacom	60
	Croatia	Neterra	50
	Czech Republic	Ceska Telekomunikacni Infrastruktura A.S.	40
	Czech Republic	T-Mobile Czech Republic A.S.	40
	Germany	COLT Technology Services	40
	Germany	Plusnet GMBH	40
	Germany	Vodafone D2 GMBH	40
	Hungary	Invitech Solutions ZRT	40
	Hungary	Magyar Telekom	70
	Italy	COLT Technology Services	50
	Italy	Fastweb	80
	Italy	Infracom Italia SPA	60
	Italy	Retelit S.P.A.	40
	Italy	Telecom Italia	40
	Montenegro	Softnet D.O.O.	60
	Northern Macedonia	Softnet D.O.O.	60
	Poland	Orange Poland	60
	Romania	GTS Telecom	60
	Romania	Orange RO	50
	Romania	Telekom Romania Communications S.A.	60
	Serbia	Softnet D.O.O.	50
	Slovakia	Benestra	60
	Slovakia	Orange SK	40
	Slovenia	Telekom Slovenije UNLTD	70
	Switzerland	COLT Technology Services	50
Switzerland	Sunrise Communications	50	
Tunisia	Orange Tunisie	70	
Ukraine	Datagroup	60	

VPN Gateway City & Country Pair		ISP	RTD KPI Target (milliseconds)
VPN Gateway City	ISP Router Location		
	Ukraine	Infocom	110
	Ukraine	Volz	50
Hong Kong	Hong Kong	PCCW	40
	Hong Kong	HKBN Enterprise Solutions HK Ltd	30
	Hong Kong	Hong Kong Broadband Network Ltd	30
	Philippines	Converge Information and Communications Technology	90
	Philippines	Globe Telecom	110
	Vietnam	FPT International Telecom Company Ltd	70
Johannesburg	South Africa	CMC Networks	70
	South Africa	Metro Fiber Networx (PTY) Ltd	70
	South Africa	Vodacom	70
	South Africa	Liquid Telecommunications South Africa PTY Ltd	70
London	Cote D'Ivoire	Orange Cote d'Ivoire	120
	Ghana	Internet Solutions Ghana Ltd	120
	Greece	Vodafone Greek Telecommunications Company	90
	Iceland	Siminn	70
	Ireland	BT Ireland	70
	Ireland	COLT Technology Services	40
	Ireland	E-Net	40
	Kenya	Liquid Telecom	200
	Madagascar	Orange Madagascar	250
	Mali	Orange Mali	110
	Mauritius	Mauritius Telecom	240
	Morocco	Mediatecom	80
	Niger	Orange Niger	230
	Portugal	MEO - Servicos de Comunicacoes e multimedia S.A.	70
	Portugal	NOS Comunicacoes S.A.	70
	Rwanda	Liquid Telecom	200
	Senegal	Sonatel	120
	Spain	COLT Technology Services	60
	Spain	Orange Spain	70
	Tanzania	Liquid Telecom	200
	Uganda	Liquid Telecom	200
	United Kingdom	BT Wholesale	30
	United Kingdom	COLT Technology Services	40
	United Kingdom	Talk Telecommunications Ltd	40
United Kingdom	Vodafone Carrier Services	60	
Manama	Bahrain	VIVA	20
	United Arab Emirates	Emirates Integrated Telecom Company PJSC (DU)	50
Mumbai	India	Bharti Airtel Ltd	80
	India	TATA Teleservices Ltd	80
	India	TATA Communications Ltd	80
Santiago	Chile	GTD Teleductos	50
	Chile	Telefonica Chile	50
	Chile	Entel Chile	30
Sao Paulo	Argentina	Centurylink	80
	Brazil	CEMIG Telecomunicacoes S.A.	80
	Brazil	Unitelco - Universal Telecom S/A	80
	Brazil	Vogel Telecomunicacoes	80
	Brazil	Wireless Comm Services Ltda	80
	Brazil	Algar Telecom	80
	Brazil	Centurylink	100

VPN Gateway City & Country Pair		ISP	RTD KPI Target (milliseconds)
VPN Gateway City	ISP Router Location		
	Paraguay	Tigo	70
	Uruguay	Antel	100
Singapore	Indonesia	PT Lintasarta	70
	Indonesia	Telin	70
	Malaysia	Telekom Malaysia	50
	Malaysia	Time Telekom SB	50
	Singapore	Singapore Telecommunications Ltd	30
	Singapore	Starhub PTE Ltd	30
	Sri Lanka	Dialog Broadband Networks (PVT) Ltd	70
	Thailand	CAT Telecom Public Co. Ltd	60
	Thailand	Jastel Network Company Ltd	70
	Thailand	True Corporation Public Company Ltd	70
Stockholm	Denmark	GlobalConnect	50
	Denmark	TDC	60
	Estonia	GlobalConnect	40
	Finland	IP Only Networks AB	40
	Finland	GlobalConnect	40
	Latvia	GlobalConnect	40
	Lithuania	GlobalConnect	40
	Norway	GlobalConnect	40
	Norway	Telenor	40
	Sweden	GlobalConnect	40
Sydney Melbourne Perth	Australia	AAPT Ltd	80
	Australia	Telstra	80
	Australia	Optus	80
Tokyo	Japan	KDDI Corporation	40
	Japan	NTT Communications Corporation	50

EXHIBIT B 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

Key	Country	Region	Key	Country	Region	Key	Country	Region
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
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 VENDOR MANAGED SERVICE INTERNET