SCHEDULE C: SERVICE DEFINITION FOR CLOUD CONNECT EXCHANGE SERVICE

1.   Cloud Connect Exchange Service Description

Exponential-e provides a point-to-point private data connection over the Smart Wires Service(s) between the Site and the Cloud Connect Exchange or Exponential-e provides a centrally-delivered connection via a new or existing WAN VPLS instance to allow access to the selected Public Cloud provider. It should be noted that Exponential-e provides only the connection to the Cloud Connect Exchange and are not the provider of the actual cloud service itself.

2.   Cloud Connect Exchange Service Demarcation Point (SDP)

The Cloud Connect Exchange SDP is the point up to which Exponential-e's Cloud Connect Exchange service obligations apply and the Cloud Connect Exchange Service Level Agreement applies. The SDP for the Cloud Connect Exchange Service is the SDP of the underlying Smart Wires Service(s).

3.   Target Service Commencement Date

Cloud Connect Exchange Service   25 Working Days*

from order acceptance if provisioned over an existing Smart Wires Service / from date of provision of any new Smart Wires Service required & with confirmation that the customers CSP port is in place.

4.   Cloud Connect Exchange Service Level Agreement

Service Availability

The Cloud Connect Exchange Service availability is defined as the ability to send and receive a data packet to or from the selected public cloud provider to the Customer's VPLS instance or the Customer Site (as applicable). This is only measured from PoP to PoP, as the availability of any access infrastructure which connects the Customer Site to Exponential-e's PoP(s), falls under the Smart Wires Service.

Target Availability

	Target Availability
Cloud Connect Exchange Service	99.999%

Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>0.5 Below Target	10%

* The Service Credit is applied as a percentage of the Monthly Charge for the Cloud Connect Exchange Service for the affected Customer Site only.