



SCHEDULE J: SERVICE DEFINITION FOR OFF-NET CIRCUITS

1. Off-Net Circuit Service Description

An Off-Net Circuit provide a point-to-point connection between two Customer Sites, without connecting to the Exponential-e network provided using third party Ethernet-over-Fibre (EoF) or Ethernet-over-Copper (EoC) circuits. Unless agreed otherwise in the Contract, Exponential-e will not monitor Off-Net Circuits nor provide Customer Premises Equipment.

2. Off-Net Circuit Service Demarcation Point (SDP)

The Off-Net Circuit SDP is the point up to which Exponential-e's Off-Net Circuit service obligations apply and the Off-Net Circuit Service Level Agreement applies. At the Customer Site, the SDP for the Off-Net Circuit is the network terminating equipment from the relevant third party supplier.

3. Target Service Commencement Date

Off-Net Circuit EoF 60 Working Days*

Off-Net Circuit EoC 45 Working Days*

** From order acceptance. These lead times are for the UK only.*

4. Off-Net Circuit Service Level Agreement

Exponential-e offers the Customer the same service levels as Exponential-e receives from the relevant third party supplier. These can be confirmed prior to Order placement and incorporated into the Contract prior to order placement if required by the Customer.