

## SCHEDULE N: SERVICE DEFINITION FOR REPORTING SERVICE

### 1. Reporting Service Description

Exponential-e's Reporting Service is a network monitoring system which provides reports to customers through a self-service web portal on their network and Virtual Data Centre environments (if applicable), detailing both service and site performance based on regular polling of devices/services at the Sites. It should not be seen as a real time network/cloud management system. The Reporting Service provides visibility into the performance of the Customer's network. Exponential-e's Reporting Service is accessible to the Customer on a Read-Only basis via Exponential-e's Single Sign-on portal.

The Customer will be provided with multi-factor authentication-based access to Exponential-e's Reporting Service on a read only basis, with the number of users specified on the Order Form.

Exponential-e's Reporting Service has two levels:

- Essentials Plus
- Premium

#### Essentials Plus:

The Essentials Plus option can be purchased as an add-on to Exponential-e managed Customer Premise Equipment (CPE) (EDDs, routers etc) and can provide metrics on these devices, subject to the vendor. These devices must be directly connected to Exponential-e's management domain, in order to collect this data. The number of licences for devices included will be stated on the Order Form.

#### Premium:

The Premium option is designed to provide Exponential-e with the means to securely monitor a number of managed or unmanaged devices and can provide metrics on these devices, subject to the vendor. The number of devices covered by the Service is as set out on the Order Form. Devices are onboarded into the Reporting platform via direct connection or are regularly polled from one or more virtualised collector servers. The number of collectors will be specified on the Order Form.

The collector (s) can:

- (i) be deployed on a dedicated appliance or within a virtual environment hosted by the Customer; or
- (ii) be deployed within a virtual environment hosted by Exponential-e in its Virtual Datacentre (VDC); or
- (iii) be deployed within a virtual environment hosted by a Public Cloud provider.

Where the collector is deployed on a dedicated appliance or within a virtual environment hosted by the Customer or by a Public Cloud Provider unmanaged by Exponential-e, the management of the resources the collector needs will be the responsibility of the Customer. This is how the Reporting Service will be provided unless the Order Form specifies that Exponential-e will provide VDC resource for the collector(s).

Where the collector is hosted by Exponential-e in its VDC: VDC Resource for Collector will appear on the Order Form. It should be noted that this is not a VDC Service being provided to the Customer.

### 2. Target Service Commencement Date

Reporting Service 25 Working Days\*

*\* from order acceptance*

### 3. Reporting Service Level Agreement

#### Service Availability

Exponential-e's Reporting Service availability is defined as the ability to access the portal.

#### Target Availability

	Target Availability
Reporting Service – Essentials Plus and Premium	99.9%

#### Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>1 Below Target	10%

*\* The Service Credit is applied as a percentage of the Monthly Charge for the Reporting Service.*