

SCHEDULE Q: SERVICE DEFINITION FOR SD-WAN SERVICE

1. SD-WAN Service Description

The SD-WAN service provides a fully managed overlay service, configured on SD-WAN edge devices which terminate the data plane for network services delivered to the Customer Sites. SD-WAN overlay services depend on underlying connectivity provided either by Exponential-e through Smart Wires Service (see Schedule A), Smart Wires Unlimited Service (see Schedule P) DIA Services (see Schedule M) or Off-net Circuits (see Schedule J) or by a third-party Dependent on the solution design, the SD-WAN Edge Device may act as the Network Terminating Equipment (NTE).

2. SD-WAN Service Components

The Exponential-e SD-WAN Service comprises one or more of the following components, to the extent set out on the Order Form:

- Provision of the SD-WAN Edge Device (in the form of Hardware, Software and/or Licensing);
- Exponential-e Implementation (Configuration and Migration);
- Exponential-e Management

2.1 SD-WAN Edge Device

Exponential-e will provide the Customer with physical SD-WAN Edge device(s) located at the given location, or virtualised devices within Public or Private Cloud. The SD-WAN devices are Exponential-e Equipment. The Order Form specifies the make and model of SD-WAN device to be provided. The Customer is referred to the relevant vendor for specification details.

2.2 SD-WAN Edge Device Vendor Licensing

Licensing of SD-WAN Edge Devices is provided as set out on the Order Form. The period of licensing set out on the Order Form is a fixed period calculated from the date of license activation set forth by the vendor (which can be confirmed upon request by the Customer to sales@exponential-e.com). Upon expiry of this period, licensing will need to be renewed to cover the remainder of the Initial Term or such longer period that the Customer may elect. The Customer shall be responsible for renewing vendor licensing and it is recommended that the Customer contacts their account manager not less than thirty (30) days prior to expiry to discuss renewal options. With respect to vendor licensing, Exponential-e's obligation shall be limited to putting the relevant licensing in place.

2.3 SD-WAN Features

2.3.1. Application Steering

Application steering allows SD-WAN Edge Devices to route traffic across multiple logical paths, enhancing QoE of applications. This is based on pre-defined application performance and prioritisation metrics. The extent to which application steering can be applied is subject to capabilities dependent on vendor, licensing and solution design.

2.3.2. SaaS Offload

SaaS offload allows the SD-WAN Service to intelligently select the most direct logical path for SaaS services, enhancing Quality of Experience (QoE) for these types of application. The extent to which SaaS offload can be applied is subject to capabilities dependent on vendor, licensing and solution design.

2.3.3. Automatic Failover

Where dual access mechanisms are provided to a Customer Site, the SD-WAN Edge Devices will allow for automatic failover and traffic management between circuits.

2.3.4. Zero Touch Provisioning

Zero Touch Provisioning may be available. Through Zero Touch Provisioning, SD-WAN Edge Device will be delivered to the Customer's Site(s) with a base configuration. SD-WAN Edge Devices undergo full remote provisioning by Exponential-e to connect to the relevant centralized orchestration platform. Availability of Zero Touch Provisioning is subject to solution design.

2.3.5. Orchestration Portal

Exponential-e uses a SD-WAN Orchestration Portal provided via the vendor, to allow for a central control and management plane for the management of networking across the SD-WAN service, the changing or adding of sites, modification of security policies and reporting. The portal can be a dedicated appliance, located at a Customer Site, or in Exponential-e Data Centres, or can take the form of a SaaS-based platform hosted by the Vendor. By default, Exponential-e fully manages configuration, and provides 'read only' access to the features and reporting metrics in-built



within the Portal. The Customer will be provided with multi-factor authentication-based read-only access to the SD-WAN Orchestration Portal for the number of users specified on the Order Form (if any).

3. SD-WAN Implementation

Exponential-e shall work remotely to complete the configuration of the SD-WAN Service, this comprises the following tasks:

- Scoping workshop to agree on low-level design.
- Pre-configure SD-WAN Edge Devices and set up the Orchestration Platform.
- Remotely migrate the SD-WAN Edge Devices into the Orchestration Platform as it becomes live.
- Set up reporting and monitoring of the SD-WAN Edge Devices into Exponential-e systems.
- Solution testing including connectivity between site and orchestration platform and SD-WAN functionality.

Out of Hours Migration

If requested, Exponential-e shall work remotely to perform SD WAN implementation activities on a Working Day but outside of Normal Business Hours (“Out of Hours Migration”) for additional charge. The number of Customer Sites that are included for Out of Hours Migration (if applicable) shall be as stated on the Order Form.

4. Management

Exponential-e management comprises of:

- 24x7x365 remote support from the Exponential-e Service Desk;
- Remote hardware monitoring of the in-scope SD-WAN Edge Devices;
- Change Management.

The Customer shall undertake reasonable on-site troubleshooting activities as requested by Exponential-e.

If a fault is identified as being with equipment or service which does not form part of this Service e.g third-party connectivity service, computer, printer or tablet then it will be the Customer’s responsibility to resolve the issue with the equipment or third-party service, unless the Customer has a valid support contract in place for that equipment with Exponential-e. Charges for Management shall apply from the date that the first SD-WAN Edge Device is handed over to the Customer.

Change Management

A total of 10 hours of engineering time per calendar month to effect changes to the SD-WAN Edge Devices shall be provided at no additional charge, with each change accounting for at least 1 hour of engineering time. For additional engineering hours, the Exponential-e Service Desk will advise the cost and will need Customer acceptance via email that the cost has been accepted before proceeding with the change. Changes requested will normally only be carried out during Normal Business Hours.

Change request target lead times as follows:

- Standard and Normal changes – 48 hours
- Emergency – 24 hours*

**Emergency Changes should be reserved to restore service, prevent a service impact, or restore a degraded service as determined by Exponential-e acting reasonably.*

5. Service Demarcation Point (SDP)

The SDP is the point up to which Exponential-e’s SD-WAN service obligations apply. This can vary based on the environment and type of device deployed: either physical or virtual appliance.

For physical appliances, the SDP at a Customer Site is the LAN port of the SD-WAN Edge Device. In the case that SD-WAN is delivered over a third-party circuit, the underlying connectivity is also considered beyond the SDP.

For virtual appliances, hosted in cloud environments, the SDP is the Orchestration Portal, with ongoing hosting and availability of VMs being the responsibility of the customer/cloud services provider. The exception to this is when Exponential-e manages the relevant VMs and provides the underlying cloud infrastructure.

6. Target Service Commencement Date

SD-WAN Service 30 Working Days¹²³

¹From order acceptance

²The Target Service Commencement Date is subject to equipment vendor lead times where physical SD-WAN Edge Devices are in scope.

³ This lead time does not include the underlying connectivity.



7. Service Level Agreement

No Service Levels apply in respect of this Service, however where SD-WAN Edge device(s) are provided and the SD-WAN service is overlaid onto Exponential-e Smart Wires or Smart Wires Unlimited Service, the Smart Wires Service Level Agreement (see Schedule A to this Service Document) will extend to the SD-WAN Edge device(s).

8. Full-Stack Solutions

A full stack solution provided by Exponential-e is defined as a deployment in which both SD-WAN Edge Devices and Managed LAN and WiFi Service hardware are provided by Exponential-e under the same Contract and the SD-WAN Edge Devices and LAN/WiFi equipment are provided by the same vendor and are deployed and managed via the same orchestration portal. For full-stack deployments, the implementation details set out in section 3 of this Service Definition and the management details set out in Section 4 of this Service Definition shall apply to both the SD WAN Devices and the Managed LAN and WiFi hardware instead of any implementation and management details in the Managed LAN and WiFi Service Definition.