



# Service Document for Connectivity Services

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Version History		
Version Number	Date Approved	Change/Reason for Change/Comments
1.0	01/10/2012	Initial document creation
1.1	31/01/2013	Update and corrections and Cloud Connect Added In
1.2	05/04/2013	Amazon Connect, SSL VPN and Application Bandwidth Management added in
1.3	08/04/2013	Update to formatting and creation of Schedules, addition of further options to Cloud Connect Service
1.4	11/06/2013	Move certain Additional Terms to General Terms, addition of Voice Connect Service, other minor changes to product descriptions and addition of Acceptance Tests
1.5	20/09/2013	vShield Firewall and Insight Services added. Structural changes.
2.0	02/06/2014	DC Connect Service and Dedicated Firewall Service added. General document edit.
2.1	18/07/2014	Addition of PSTN Service
2.2	12/09/2014	Addition of Off-Net Circuits. Addition of new Smart Wires category D2. Increase to Dedicated Firewall throughput.
2.3	28/05/2015	Removal of Amazon Direct Connect Service and insertion of Cloud Connect (Exchange) Service
2.4	01/10/2015	Changes to Smart Wires (addition of GEA), Insight and Cloud Connect (Exchange) Services. Addition of Managed LAN and WiFi Service. Minor drafting amendments
2.5	11/04/2016	Addition of Render-as-a-Service.
2.6	17/01/2017	Exponential-e retaining ownership of CPE and Firewalls. DDoS Blackholing added to Internet Service.
3.0	14/03/2017	Major restructuring of Services in line with Cloudport tool. Removal of Internet and WAN as separate services. Removal Cloud Connect Services. Voice Connect amended to be to 3 <sup>rd</sup> party voice platform only.
3.1	18/09/2017	Amendment to Dedicated Firewall Service including removal of UTM features.
3.2	18/05/2018	Addition of Wireless Broadband/4G as access technology for Smart Wires. Removal of Bandwidth Management Service. Addition of data processing provisions. Amendment to Additional Terms.
3.3	21/03/2019	Addition of caveats and lead-time for Smart Wires via 4G.

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## 1. Document Purpose

This document describes Exponential-e's Connectivity Services, their service level agreements and the service-specific terms and conditions that apply in addition to Exponential-e's General Terms. Capitalised terms used herein which are defined in the General Terms or the Additional Terms (Section 6) of this Service Document shall be afforded their defined meanings throughout. Each Connectivity Service is set out in a separate Service Definition attached as a Schedule.

## 2. Service Delivery and Acceptance

The Service Delivery Team (SDT) will provide regular progress reporting and on-going support. All activities related to delivery are scheduled within Normal Business Hours. If the Parties agree to re-schedule outside of Normal Business Hours, additional charges will apply. The SDT will notify the Customer by email when a Service is ready to be used. Where applicable, acceptance tests are set out in the relevant Service Definition. All Target Service Commencement Dates herein are estimated and subject to survey.

## 3. Service Support

### 3.1 Fault Management

Save where specified otherwise in the applicable Service Definition, Exponential-e will monitor the Connectivity Services' performance 24 x 7 x 365. In the event of a fault, an incident ticket will be raised by Exponential-e. Information on how to contact Exponential-e's Service Desk can be found in the Customer Support Handbook (available upon request from Exponential-e).

### 3.2 Site Moves

Exponential-e will, if it is technically possible to move the Services from a current Customer Site to a new Customer Site, provide a quotation to the Customer.

### 3.3 Planned and Emergency Works

Exponential-e will aim to provide at least 14 days' notice via email of any planned works. Exponential-e reserves the right to carry out emergency works at any time, without notice. Additional service-specific support and maintenance information is provided in the Service Definition, where applicable.

## 4. Service Commencement Dates and Billing

Except as otherwise agreed in the Contract, the Service Commencement Date for a Service for (i) single-Site contracts is the date on which that Service is handed over and, (ii) multiple-Site contracts is the date on which that Service has been handed over for at least two (2) Sites. For centralised services shared by multiple Sites (i.e. Centralised Firewall, SSL VPN etc.) the Service Commencement Date is the date on which that Service has been handed over and is accessible from at least two (2) Sites.

### Usage Charges

#### Burst Bandwidth

Where burst bandwidth charges apply, Exponential-e will measure bandwidth usage in five minute intervals. At the end of each billing cycle, all data samples will be sorted from highest to lowest and the top five percent (5%) of measurements will be discarded. The highest remaining data sample will then constitute the bandwidth usage level for that particular billing cycle. Burst usage is the amount of bandwidth usage for the particular billing cycle exceeding the committed information rate. The usage charge will be calculated using the rate per Mbps of burst bandwidth shown on the Order Form.

#### Excess Usage

For certain services the Customer may be provided with a maximum amount of usage in return for the Annual Charge, yet retains the ability to use additional resources over and above, subject to Usage Charges. Where this applies it will be specified within the applicable Service Definition along with details on how to obtain a copy of the current Rate Card. Exponential-e shall be entitled to revise the Rate Card on not less than thirty (30) days' notice to the Customer, upon expiry of which the revised Rate Card shall apply in lieu of the previous version.

## 5. Service Credits

### 5.1 Service Availability

The target availability service level for each Service is provided in the relevant Service Definition. Availability is calculated on a calendar monthly basis using a 730 hour month and the following formula:

$$P = \frac{730 \text{ Hours} - A}{730 \text{ Hours}} \times 100$$

P = Percentage availability; A = Sum of all events of unavailable service in that month measured in hours.

Non-availability is measured from the time an incident ticket is raised to the time the service is restored and the incident ticket is closed by Exponential-e.

All references herein to the Monthly Charge are to the Annual Charge divided by twelve (12).

## 5.2 Service Credit Rules and How to Claim

Exponential-e shall have no liability for any failure to meet any target service levels due to, or as a result of, any of the following reasons:

- Any Force Majeure Event.
- Suspension of service in accordance with the Contract.
- Customer default or delay, or any negligent, wilful or reckless act, fault or omission by the Customer (or users of the Service for whom the Customer is responsible pursuant to the Contract), or any of their representatives, employees, agents or sub-contractors.
- Customer-provided or supported equipment.
- Access issues and delays along the route of the Service(s) or at the Customer Sites.

Service credit claims must be submitted to [clientrelations@exponential-e.com](mailto:clientrelations@exponential-e.com) within thirty (30) calendar days of the end of the calendar month in which the failure to meet the target service level occurred. Any service credit claims not raised by the Customer within this period are irrevocably waived. If service credits claimed are rightly due, they shall be calculated in accordance with the relevant Service Definition and this section (such service credits being a genuine pre-estimate of loss, not a penalty and not unconscionable) and shall be applied to the Customer's account. Customers shall not make a double claim under the Contract. Service credits are the Customer's sole and exclusive remedy with respect to any failure to meet any target service levels.

## 6. Additional Terms

The following terms and conditions apply to all Connectivity Services in addition to the General Terms.

### 6.1 DEFINITIONS

6.1.1 In this Service Document, the following terms shall have the meanings assigned to them below:

<b>"Customer Networks"</b>	the networks, equipment and cabling at the Customer Site(s), to which the Service(s), Exponential-e Equipment or Purchased Equipment will be connected.
<b>"Customer Premises Equipment (CPE)"</b>	Exponential-e Equipment located at the Customer Site(s).
<b>"Permissions"</b>	the permissions granted to a telecommunications operator pursuant to the Communications Act 2003 or, in relation to any non-UK services, any regulatory framework applicable to the Service(s) in the country of provision.

### 6.2 SERVICE PROVISION

6.2.1 Provision of Smart Wires Service(s) and Off-Net Circuits and the Charges for Smart Wires Services and Off-Net Circuits are subject to site survey following order placement.

6.2.2 Exponential-e (and/or its suppliers) will conduct Customer Site survey(s) to ascertain whether cabling and/or associated infrastructure is required to be installed at the Customer Site(s) in order to provision the Smart Wires Service(s) and/or Off-Net Circuits and as a result additional costs (known as "ECC's" or "Excess Construction Costs") apply.

6.2.3 Where ECC's apply, Exponential-e will submit to the Customer a Change Order detailing what additional works are required and the Charges payable.

6.2.3.1 Any signed Change Order shall supplement the original Order Form and together they will be considered to comprise one single Order Form (with the details on the Change Order taking precedence in the event of conflict).

6.2.3.2 If the Customer does not sign and return a Change Order detailing ECCs within five (5) Working Days of submission by Exponential-e, the original Order Form in so far as it pertains to the Customer Site(s) that

are the subject of the detailed ECCs will immediately be considered cancelled without liability on the part of either Party.

- 6.2.4 Following the completion of a Customer Site survey and, if required, the signing of a Change Order, Exponential-e will advise any required changes to the Target Service Commencement Date to the Customer.
- 6.2.5 To enable Exponential-e to provide the Smart Wires Service(s) and/or Off-Net Circuits, the Customer shall:
- 6.2.5.1 prepare the Customer Site(s) and the Customer Networks in accordance with Exponential-e's reasonable instructions; and
- 6.2.5.2 (save where the Customer has contracted with Exponential-e for an installation service, such as Smart Install) connect any tail circuits to the CPE in accordance with Exponential-e's reasonable instructions; and
- 6.2.5.3 procure (and be responsible for the cost of procuring) any third party consents that may be required for Exponential-e (and/or its contractors and suppliers) to install and retain the Service(s) and, if applicable, the Exponential-e Equipment at the Customer Site(s), including without limitation, any landlord wayleave consents.
- 6.2.6 Failure or delay of the Customer to install and/or connect any CPE (where the Customer is responsible for doing so) shall not result in any delay to the Service Commencement Date or the Customer's obligation to pay the Annual Charge.
- 6.2.7 Exponential-e and its suppliers, in accordance with best industry practice, operate a two-week network freeze during late December and/or early January and consequently, no Service(s) can be handed-over or changes effected to existing Service(s) during this period and lead-times shall be extended accordingly. For the avoidance of doubt, existing Service(s) will continue to be provided and supported as usual during the network freeze.
- 6.2.8 Exponential-e reserves the right to suspend the Customer's Services temporarily in order to protect the Exponential-e Network in the event that the Customer has been notified of an impending Denial of Service attack or other act of cyber-terrorism.
- 6.2.9 In respect of Smart Wires Services to be provided, the Customer may at any time prior to the handover of the access circuit to Exponential-e by the underlying supplier, request that provisioning of the Service is placed on temporary hold (an "On Hold Request").
- 6.2.9.1 In the event that Exponential-e agrees in writing (including via email) to the On-Hold Request, the relevant Smart Wire Service(s) shall be placed on hold for a period not to exceed ninety (90) calendar days (the "Maximum On Hold Period").
- 6.2.9.2 The Customer may at any time request in writing (including via email) that the Smart Wire Service(s) be taken off hold, whereupon Exponential-e shall continue to provision the same.
- 6.2.9.3 If a Smart Wires Service is not taken off hold pursuant to Clause 6.2.9.2 above prior to the expiry of the Maximum On Hold Period, the order that Exponential-e has placed with the underlying supplier for the relevant access circuit will be automatically terminated and:
- (i) the Customer shall be liable to pay Exponential-e any costs levied on Exponential-e by the underlying supplier as a result of the termination of the order plus one hundred pounds (£100); and
- (ii) Exponential-e shall place a new order with the underlying provided for the relevant access circuit.
- 6.2.9.4 The process set out in Clauses 6.2.9 to 6.2.9.3 above may be repeated without restriction on the number of times, but the Charges set out in Clause 6.2.9.3 at point (i) above will apply on each occurrence.
- 6.2.9.5 Nothing in this Clause 6.2.9 shall oblige Exponential-e to agree to any On-Hold Request.
- 6.2.9.6 The above is without prejudice to Exponential-e's right to invoice the Annual Charges from the Target Service Commencement Date as set out in Clause 2.3 of the General Terms.

### **6.3 ABORTED CUSTOMER SITE VISTS**

- 6.3.1 In respect of Smart Wires Services and Off-Net Circuits, the Customer shall reimburse Exponential-e for

any charges levied on Exponential-e by the relevant tail circuit supplier as a result of that tail circuit supplier not being given access to a Customer Site as previously arranged and agreed with the Customer. The Customer shall be entitled to see reasonable documentary evidence attesting to such incurred charges for aborted Customer Site visits by the tail circuit supplier.

#### **6.4 FEES AND PAYMENT**

- 6.4.1 Where there is a further Non-Recurring Charge (NRC) as a result of a Change Order (such as ECCs) such further NRC shall become invoiceable immediately upon signature of the relevant Change Order.
- 6.4.2 As from the Service Commencement Date, the Annual Charge and the Usage Charges shall, subject to Clause 6.4.3 below, be firm and fixed for the duration of the Initial Term.
- 6.4.3 Exponential-e shall be entitled to increase the Annual Charge where Exponential-e can reasonably demonstrate that such an increase is due to an increased cost of providing the Service(s) solely caused by a legal or regulatory change (including a regulated price increase by a supplier). Exponential-e will provide at least thirty (30) days' notice of any increase in the Annual Charge due to regulated price increases. Any such increase will not exceed the increased cost incurred by Exponential-e in providing the Service(s). Exponential-e will provide reasonable documentary evidence to support such price increase to the Customer, upon request.

#### **6.5 ADDITIONAL CUSTOMER OBLIGATIONS**

- 6.5.1 The Customer shall supply, at its cost, on an on-going basis, all space, power supplies, cables, trunking, electricity and air-conditioning as are required to receive the Service(s) and ensure the correct operation of the CPE.

#### **6.6 TERM AND TERMINATION**

- 6.6.1 With respect to Clause 12.6(b) of the General Terms, any further NRC committed to through a signed Change Order shall be recoverable as part of the Termination Payment. This Clause shall survive termination and continue in full force and effect.

#### **6.7 IMPOSED AMENDMENTS**

- 6.7.1 Exponential-e shall have the right, by serving notice to the Customer, to amend the Contract at any time when this is required to comply with any regulations or requirements imposed upon Exponential-e or its suppliers under its Permissions.

#### **6.8 PORTAL SECURITY**

- 6.8.1 The Customer has the sole responsibility for putting in place and maintaining the controls that they require around the ability of persons to log into Exponential-e portals via the Customer's log-in details. The Customer must use best industry practice for selecting and regularly changing passwords.

#### **6.9 COMPLAINTS PROCEDURE**

- 6.9.1 Details of Exponential-e's complaints process and policy are available at <https://www.exponential-e.com/contact-us> and upon request from [legal@exponential-e.com](mailto:legal@exponential-e.com).