

SCHEDULE F: SERVICE DEFINITION FOR DC CONNECT SERVICE**1. DC Connect Service Description**

Exponential-e's DC Connect Service provides a private data communication between the Customer Site and infrastructure in a data centre where Exponential-e is present, allowing the Customer to access data centre services contracted from a 3rd party across Exponential-e's network. When provided to a data centre port, it is the Customer's responsibility to order appropriate cross-connection.

DC Connect Service to Third Party Network to Network Interface (NNI)

Provides a point-to-point VLAN between the Customer Site and a Third Party NNI presented via a dot1q tagged VLAN trunk port, forming a point-to-point layer 2 transparent Ethernet service.

DC Connect Service to a Data Centre User to Network Interface (UNI) Port

Provides a point-to-point VLAN between the Customer Site and a new UNI port in Exponential-e's switch, presented untagged at the Customer Site, forming a point-to-point Layer 2 transparent Ethernet service. Exponential-e can provide a Fast Ethernet or Gigabit Ethernet Port and it will be the Customer's responsibility to request the correct one depending on the type of cross-connect used.

DC Connect Service to dual Third Party NNIs / UNIs

When there is a requirement for the Customer to be connected to multiple NNIs or UNIs, instead of providing a Point-to-Point VLAN, Exponential-e will configure a Point-to-Multipoint VPLS. There is a restriction of 64 MAC addresses across each VPLS instance.

2. DC Connect Service Demarcation Point (SDP)

The DC Connect Service SDP is the point up to which Exponential-e's DC Connect service obligations apply and the DC Connect Service Level Agreement applies. At the Customer Site end, the SDP for the DC Connect Service is the SDP for the underlying Smart Wires Service. At the data centre end, the SDP is the third party-facing Ethernet interface of the nearest Exponential-e switch.

3. Target Service Commencement Date*

DC Connect 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.

4. DC Connect Service Level Agreement**Service Availability**

The DC Connect Service availability is defined, for each particular Customer Site, as the ability to send and receive a data packet to or from Exponential-e's switch which is connected to the third party infrastructure. This is only measured from PoP to PoP, as the availability of the access infrastructure which connects the Customer Site to Exponential-e's PoP(s), falls under the Smart Wires Service SLA.

Target Availability

	Target Availability
DC Connect Service	99.999%

Service Credits

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

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