

**SCHEDULE E: SERVICE DEFINITION FOR VOICE CONNECT SERVICE**

**1. Voice Connect Service Description**

Exponential-e’s Voice Connect Service provides a private IP transport service (VLAN) between the Customer Site and a 3<sup>rd</sup> party provider of voice services. As standard a single non-internet routable public IP will be made available for this service. If the Customer, looking for additional resiliency, orders two Voice Connect Services over two Smart Wires services, Exponential-e will provision the second Voice Connect Service over a diverse gateway. No Voice over IP (VoIP) services are included as part of this service. Voice Connect will support a maximum 1500 byte IP datagram size and is a QoS-conditioned service:

Application	DSCP Markings	Committed Information Rate (CIR)*	Peak Information Rate (PIR)*
Voice	Ef46	90%	90%
Voice Signalling	cs3, af31	10%	10%
Rest	Other markings	0	0

*If traffic is not classified with the appropriate DSCP value, no priority will be assigned to voice media or signalling when additional traffic is transmitted by the Customer or Voice Provider, accidentally or otherwise.*

*\* CIR and PIR as a percentage of the total bandwidth contracted within the Voice Connect Service.*

**2. Voice Connect Service Demarcation Point (SDP)**

The Voice Connect SDP is the point up to which Exponential-e’s Voice Connect service obligations apply and the Voice Connect Service Level Agreement applies. At the Customer Site, the SDP for the Voice Connect Service is the SDP for the underlying Smart Wires Service. At the 3<sup>rd</sup> party voice provider end, the SDP is the voice service provider-facing Ethernet interface of the nearest Exponential-e switch.

**3. Target Service Commencement Date**

Voice 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. Voice Connect Service Level Agreement**

Service Availability

The Voice Connect Service availability is defined, for each particular Customer Site, as the ability to send and receive a data packet to or from the selected voice service provider. This is only measured to the PoP where the Customer Site is connected, 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
Voice Connect Service	99.999%

Service Credits

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

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