

## SCHEDULE F: SERVICE DEFINITION FOR INSIGHT SERVICE

### 1. Insight Service Description

Exponential-e's Insight Service is a network and cloud 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 system provides historical and projected visibility into the performance of the Customer's network. The portal is accessed by means of a secure https URL or using a dedicated IP address range coupled with username and password protection. The service is not available on broadband access mechanisms. A basic version of Insight may be provided free of charge to show basic bandwidth usage only. The basic version is not subject to the service levels below.

### 2. Target Service Commencement Date

Insight 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.*

### 3. Insight Service Level Agreement

#### Target Availability

The Insight Service availability is defined as the ability to access the portal.

|                 | Target Availability |
|-----------------|---------------------|
| Insight Service | 99.5%               |

#### 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 standard Insight Service for the affected Customer Site only.*