

SCHEDULE I: SERVICE DEFINITION FOR PSTN SERVICE

1. PSTN Service Description

Exponential-e's PSTN Service provides a fixed analogue telephone line. This will be a new-provide telephone line unless the Order Form stipulates it is a "Transfer PSTN" in which event the Customer shall arrange for its existing PSTN line to be transferred to Exponential-e. This can be provided with outgoing call barring (including 999 numbers) to prevent all outgoing calls. Where outgoing calls are not barred, the then-current Business – PSTN/ISDN rate card will apply (copy available from sales@exponential-e.com).

The following care packages can be provided (Care Level 1 is included at no additional charge by default).

Care Level	Details
1	End of Next Working Day +1 Working Day, fix Monday – Friday
2	End of Next Working Day, fix Monday – Saturday
3	Report AM fix PM. Report PM fix next AM. Monday-Sunday
4	6 Hour Repair

2. PSTN Service Demarcation Point (SDP)

The PSTN SDP is the point up to which Exponential-e's PSTN service obligations apply. At the Customer Site, the SDP for the PSTN Service is the network terminating equipment.

3. Target Service Commencement Date

PSTN Service 25 Working Days*

** From order acceptance.*

4. PSTN Service Level Agreement

There is no service level agreement available for the PSTN Service.