

SCHEDULE G: SERVICE DEFINITION FOR MANAGED LAN AND WI-FI SERVICE

1. Managed LAN and Wi-Fi Service Description

The Exponential-e Managed LAN and Wi-Fi Service comprises one or more of the following optional components, to the extent set out in the Order Form:

- Provision of LAN Equipment;
- Provision of Wi-Fi Equipment;
- Vendor Licensing; and/or
- Provision of Orchestration Platform

Plus the following core component:

- Exponential-e Implementation
- Exponential-e Management

2. Managed LAN and Wi-Fi Service Components

2.1 LAN Equipment

Exponential-e will provide the Customer with Ethernet LAN switch(s) located at the Customer Site to provide connectivity between compatible, hard-wired Ethernet LAN devices. The Ethernet LAN Switches are Exponential-e Equipment. The Order Form will specify the make and model of LAN switch to be provided. The Customer is referred to the relevant vendor for specification details on the specific make and model.

2.2 Wi-Fi Equipment

Exponential-e will provide the Customer with Wi-Fi access point(s) (AP) located at the Customer Site to provide connectivity between compatible wireless Ethernet LAN devices. The Wi-Fi Access Points are Exponential-e Equipment. The Order Form will specify the make and model of Access Point to be provided. The Customer is referred to the relevant vendor for specification details.

2.3 Vendor Licensing

Licensing of LAN Equipment and Wi-Fi Equipment is provided as set out on the Order Form. The period of licensing set out on the Order Form is a fixed period calculated from the date of license activation set forth by the vendor (which can be confirmed upon request by the Customer to sales@exponential-e.com). Upon expiry of this period, licensing will need to be renewed to cover the remainder of the Initial Term or such longer period that the Customer may elect. The Customer shall be responsible for renewing vendor licensing and it is recommended that the Customer contacts their account manager not less than thirty (30) days prior to expiry to discuss renewal options. With respect to vendor licensing, Exponential-e's obligation shall be limited to putting the relevant licensing in place.

2.4 Orchestration Portal

Exponential-e uses an Orchestration Portal provided via the vendor, to allow for a central control and management plane for the management of networking across the Managed LAN and WiFi Service, the changing or adding of sites, modification of security policies and reporting. The Orchestration Portal can be a dedicated appliance, located at a Customer Site, or in Exponential-e Data Centres, or can take the form of a SaaS-based platform hosted by the Vendor. By default, Exponential-e fully manages configuration, and provides 'read only' access to the features and reporting metrics in-built within the Orchestration Portal. The Customer will be provided with multi-factor authentication-based read-only access to the Orchestration Portal for the number of users specified on the Order Form (if any).

2.5 LAN & Wi-Fi Implementation

Exponential-e shall work remotely to complete the configuration of the Managed LAN & Wi-Fi Service, this comprises of the following tasks:

- Scoping workshop to agree on low-level design.
- Pre-configure LAN Equipment and/or Wi-Fi Equipment and set up the Orchestration Portal.
- Remotely migrate the LAN Equipment and/or Wi-Fi Equipment into the Orchestration Portal as it becomes live.



- Set up reporting and monitoring of the LAN Equipment and/or Wi-Fi Equipment into Exponential-e systems.
- Solution testing including connectivity between site and orchestration platform and LAN & Wi-Fi functionality.

If requested, Exponential-e shall work remotely to perform migration activities on a Working Day but outside of Normal Business Hours (“Out of Hours Migration”) for additional charge. The number of Customer Sites that are included for Out of Hours Migration shall be as stated on the Order Form.

2.6 Management

Exponential-e management comprise of:

- 24x7x365 remote support from the Exponential-e Service Desk
- Remote hardware monitoring of the in-scope LAN Equipment and Wi-Fi Equipment.
- Change Management

The Customer shall undertake reasonable on-site troubleshooting activities as requested by Exponential-e.

If a fault is identified as being with equipment or service which does not form part of this Service e.g third-party connectivity service, computer, printer or tablet then it will be the Customer’s responsibility to resolve the issue with the equipment, unless the Customer has a valid support contract in place for that equipment with Exponential-e. Charges for Management shall apply from the date that the first Customer Site is handed over to the Customer.

A total of 10 hours of engineering time per calendar month to effect changes shall be provided at no additional charge, with each change accounting for at least 1 hour of engineering time. For additional engineering hours or priority changes that sit outside change request target lead times, the Exponential-e Service Desk will advise the cost and will need Customer acceptance via email that the cost has been accepted before proceeding with the change. Changes requested will normally only be carried out during Normal Business Hours.

Change request target lead times as follows:

- Standard and Normal changes – 48 hours
- Emergency – 24 hours*

**Emergency Changes should be reserved to restore service, prevent a service impact, or restore a degraded service as determined by Exponential-e acting reasonably.*

2.7 Full-Stack Solutions

A full stack solution provided by Exponential-e is defined as a deployment in which both SD-WAN Edge Devices and Managed LAN and WiFi Service hardware are provided by Exponential-e under the same Contract and the SD-WAN Edge Devices and LAN/WiFi equipment are provided by the same vendor and are deployed and managed via the same orchestration portal. For full-stack deployments, the implementation details set out in section 2.5 of this Service Definition and the management details set out in Section 2.6 of this Service Definition shall not apply; Sections 3 and 4 of the SD-WAN Service Definition (Schedule M) shall apply instead.

3. Target Service Commencement Date

Managed LAN and Wi-Fi Service 30 Working Days*

**from order acceptance*

The Target Service Commencement Date is subject to equipment vendor lead times where LAN/Wi-Fi Equipment is in scope.

4. Service Level Agreement

No Service Levels apply in respect of this Service.