

## **SCHEDULE L: SERVICE DEFINITION FOR SMART WIRES UNLIMITED**

### **1. Smart Wires Unlimited Service Description**

The Exponential-e Smart Wires Unlimited Service is Exponential-e's Smart Wires Services (see Schedule A to this Service Document) with the following configuration applied:

- Access Mechanism: EoF (Ethernet Over Fibre)
- Circuit Bandwidth: 10 Gbps
- Presentation: Optical
- Port Speeds: 10Gbps.

Smart Wires Unlimited is delivered into the Customer Site over Exponential-e owned fibre, thereby negating the need for a local tail circuit provider to provide "last mile" connectivity. Levels of resiliency can be applied as per the Smart Wires Service (see Schedule A to this Service Document).

Smart Wires Unlimited is a statically routed service and does not support any routing protocols like BGP that are designed to meet requirements for a multi-homed design.

Smart Wires Unlimited service is provided with 8 IP addresses as standard with an option of up to 16 IP addresses with an additional charge.

The Smart Wires Unlimited service is a single premise solution, i.e., it is not available to customers providing any form of hosted or aggregated services to their clients.

The following Smart Wires Unlimited Fair Usage Policy applies to this service:

- o The Smart Wires Unlimited Service is intended for normal business activities. Exponential-e does not apply any usage cap, restriction or traffic shaping policies. However, Exponential-e monitors the Smart Wires Unlimited internet consumption to ensure customers aren't making any inappropriate usage of the Service such as frequent download or upload of very large files using file sharing software or peer-to-peer platforms, or disproportionate large amounts of video files / streaming.
- o If inappropriate usage of the Service is detected, Exponential-e's service desk will contact the Customer to inform and try to remedy the situation. If the inappropriate use of the Service is not corrected, Exponential-e reserves the right to limit the customer bandwidth and propose the migration to a different type of service more appropriate for the Customer's specific needs.

### **2. Smart Wires Unlimited Service Demarcation Point (SDP)**

The Smart Wires Unlimited SDP is as per the Smart Wires Service (see Schedule A of this Service Document)

### **3. Target Service Commencement Date**

As per the Smart Wires Service (see Schedule A to this Service Document).

### **4. Service Level Agreement**

The Smart Wires service level agreement (see Schedule A to this Service Document) applies.