

SCHEDULE B: SERVICE DEFINITION FOR CARRIER UNI

1. Carrier UNI Service Description

Exponential-e’s Carrier User to Network Interface (UNI) Service is an interface that connects Exponential-e and a carrier Customer to each other’s network. It defines signalling and management processes allowing the two networks to communicate with each other. It provides a dedicated port between the two Parties.

2. Service Demarcation Point

The Carrier UNI SDP is the point up to which (i) Exponential-e’s service obligations apply and (ii) the Carrier UNI Service Level Agreement covers. The Customer-facing physical port on the Exponential-e equipment that connects to the Customer’s network is the SDP.

3. Target Service Commencement Dates *

Carrier UNI - UK 25 Working Days

** From Order acceptance.*

4. Carrier UNI Service Level Agreement

Service Availability

Availability is calculated on a calendar monthly basis using a 730 hour month and the following formula:

$$P = \frac{730 \text{ Hours} - A}{730 \text{ Hours}} \times 100$$

P = Percentage availability; A = Sum of all events of unavailable service in that month measured in hours.

Non-availability is measured from the time an incident ticket is raised to the time the service is restored and the incident ticket is closed by Exponential-e.

All references herein to the Monthly Charge are to the Annual Charge divided by twelve (12). Service availability is defined as the ability to send/receive a data frame to or from Exponential-e’s aggregation or access switch which is connected to the Customer’s infrastructure and is measured as time elapsed in hours from fault call logged by Exponential-e to fault cleared logged by Exponential-e.

Target Service Levels

Service	Target Availability
Carrier UNI	99.9%

Service Credits

Service Credits will be paid out against affected Carrier EPL Services as provided for in the Carrier EPL Service Definition at Schedule C.