

SCHEDULE O: SERVICE DEFINITION FOR CARRIER ETHERNET PRIVATE LINE (EPL) SERVICE

1. Carrier EPL Service Description

Exponential-e’s Carrier EPL Service comprises an Ethernet-over-Fibre (EoF”) or an Ethernet-over-Copper (EoC) access circuit from a remote Site to an access port at an Exponential-e Point of Presence. It also includes a backhaul circuit across the Exponential-e core network to a defined point of handover, either a Network to Network Interface (NNI) or Carrier User to Network Interface (UNI) at a third party carrier-neutral facility (the “Handover Point”), configured to provide a point-to-point service to the Partner. Carrier EPL Services can be provided “Wires-only” or with an Ethernet Demarcation Device (“EDD”).

Access Circuit	Presentation	Port Speeds	VLAN Support via EDD if Provided
Upto 35Mbps EoC EFM	RJ45	Upto 35Mbps EoC EFM in 1Mbps steps	Multiple
10Mbps EOF	RJ45	3 to 10 Mbps in 1 Mbps steps	Multiple
100Mbps EOF	RJ45	11 to 100 Mbps in 1 Mbps steps	Multiple
1000Mbps EOF	SFP (LC)	101 to 1000Mbps in 1 Mbps steps	Multiple

Services have a Maximum Transmission Unit (“MTU”) size of 1526 bytes. (>1526 available on request at additional charge).

End User Premises Equipment (EUPE)

The Carrier EPL Service can be supplied with an Ethernet Demarcation Device (EDD), providing one WAN interface and multiple LAN interfaces depending on the model supplied. The EDD is loaned equipment; ownership will not pass to the Partner/End User. The Partner / End User is responsible for receiving the pre-configured EUPE and is responsible for carrying out installation in accordance with the written instructions provided by Exponential-e. Exponential-e will provide up to one hour of telephone support during installation.

2. Carrier EPL Service Demarcation Point (SDP)

The Carrier EPL SDP is the point up to which (i) Exponential-e’s service obligations apply and (ii) the Carrier EPL Service Level Agreement covers. The LAN port(s) on the EDD is the SDP for the Carrier EPL Service except where the Wires Only option is taken in which case the SDP is the access circuit provider’s Network Terminating Equipment.

3. Target Service Commencement Date

Carrier EPL - UK	60 Working Days*
Carrier EPL - International	100 Working Days*

* From Order acceptance. It is assumed all comms rooms are ready.

4. Carrier EPL Service Level Agreement

Target Availability

Service availability is defined as the ability to send a data packet from the demarcation point of the Carrier EPL Service at the remote Site to the NNI/UNI.

Service Option	Target Availability
Carrier EPL Wires Only (EoC)	99.80%
Carrier EPL with EDD (EoC)	99.85%
Carrier EPL Wires Only (EoF)	99.85%
Carrier EPL with EDD (EoF)	99.9%

Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>0.5 Below Target	10%

* The Service Credit is applied as a percentage of the Monthly Charge for the affected Carrier EPL Service only.