SCHEDULE P: SERVICE DEFINITION FOR DIRECT INTERNET ACCESS (DIA) SERVICE

1.   DIA Service Description

The Exponential-e DIA Service provides an Internet connection at the End User Site, without connecting to the Exponential-e network. This is provided using various third party connectivity options. The type of connectivity can be confirmed prior to Order placement and incorporated into the Contract prior to order placement if required by the Partner. Unless agreed otherwise in the Contract, Exponential-e will not monitor DIA Services nor provide End User Premises Equipment.

2.   DIA Service Demarcation Point (SDP)

The DIA SDP is the point up to which Exponential-e's DIA Service obligations apply and the DIA Service Level Agreement applies. At the End User Site, the SDP for the DIA Service is the network terminating equipment from the relevant third party supplier.

3.   Target Service Commencement Date

Exponential-e offers the Partner a target lead-time equal to the lead-time that Exponential-e receives from the relevant third party supplier plus ten (10) Working Days. This can be confirmed prior to Order placement and incorporated into the Contract prior to order placement if required by the Partner.

4.   DIA Service Level Agreement

Exponential-e offers the Partner the same service levels as Exponential-e receives from the relevant third party supplier. These can be confirmed prior to Order placement and incorporated into the Contract prior to order placement if required by the Partner.