

**SCHEDULE G: SERVICE DEFINITION FOR INSIGHT SERVICE****1. Insight Service Description**

Exponential-e's Insight Service is a network and cloud monitoring system which provides reports to customers through a self-service web portal on their network and Virtual Data Centre environments (if applicable), detailing both service and site performance based on regular polling of devices/services at the Sites. It should not be seen as a real time network and cloud management system. The system provides historical and projected visibility into the performance of the End User's network. The portal is accessed by means of a secure https URL or using a dedicated IP address range coupled with username and password protection. The Service is not available on broadband access mechanisms. A basic version of Insight may be provided free of charge to show basic bandwidth usage only. The basic version is not subject to the service levels below.

**2. Target Service Commencement Date\***

Insight Service

25 Working Days

*\* from order acceptance if provisioned over an existing Smart Wires Service / from date of provision of any new Smart Wires Service required.*

**3. Insight Service Level Agreement****Service Levels**

The Insight Service availability is defined as the ability to access the portal.

**Service Availability**

	Target Availability
Insight Service	99.5%

**Service Credits**

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>1 Below Target	10%

*\* The Service Credit is applied as a percentage of the Monthly Charge for the standard Insight Service for the affected End User Site only.*

**4. Data Processing Details**

When providing the Insight Service, Exponential-e may Process Partner Personal Data as per the table below:

Requirement	Details
Subject Matter of Processing	Username, email addresses and passwords used in conjunction with the Service
Nature of Processing	Collection, logging, storage
Location of Processing	EEA and/or UK