SCHEDULE C: SERVICE DEFINITION FOR DC CONNECT SERVICE

1.   DC Connect Service Description

Exponential-e's DC Connect Service provides a private data communication between the End User Site and the Partner's or a third party's infrastructure in a data centre where Exponential-e is present, allowing the Partner and/or a 3rd party to provide services to the End User across Exponential-e's network. When provided to a data centre port, it is the Partner/End User's responsibility to order appropriate cross-connection.

DC Connect Service to a Partner or Third Party Network to Network Interface (NNI)

Provides a point-to-point VLAN between the End User Site and a Partner or Third Party NNI presented via a dot1q tagged VLAN trunk port, forming a point-to-point layer 2 transparent Ethernet service.

DC Connect Service to a Data Centre User to Network Interface (UNI) Port

Provides a point-to-point VLAN between the End User Site and a new UNI port in Exponential-e's switch, presented untagged at the End User Site forming a point-to-point Layer 2 transparent Ethernet service. Exponential-e can provide a Fast Ethernet or Gigabit Ethernet Port and it will be the Partner's responsibility to request the correct one depending on the type of cross-connect used.

DC Connect Service to dual Partner (or Third Party) NNIs / UNIs

When there is a requirement for the End User to be connected to multiple NNIs or UNIs, instead of providing a Point-to-Point VLAN, Exponential-e will configure a Point-to-Multipoint VPLS. There is a restriction of 64 MAC addresses across each VPLS instance.

2.   DC Connect Service Demarcation Point

The DC Connect Service SDP is the point up to which Exponential-e's DC Connect service obligations apply and the DC Connect Service Level Agreement applies. At the End User Site end, the SDP for the DC Connect Service is the SDP for underlying the Smart Wires Service. At the data centre end, the SDP is the third party-facing Ethernet interface of the nearest Exponential-e switch.

3.   Target Service Commencement Date *

DC Connect 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.

4.   DC Connect Service Level Agreement

Service Availability

The DC Connect Service availability is defined, for each particular End User Site, as the ability to send and receive a data packet to or from Exponential-e's aggregation or access switch which is connected to the Partner/third party infrastructure. This is only measured from PoP to PoP, as the availability of the access infrastructure which connects the End User Site to Exponential-e's PoP(s), falls under the Smart Wires Service SLA.

Target Availability

	Target Availability
DC Connect Service	99.999%

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 DC Connect Service for the affected End User Site only.