

SCHEDULE F: 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

Target Availability

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

	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.*