

**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.