SCHEDULE A: SERVICE DEFINITION FOR CARRIER NNI

1.   Carrier NNI Service Description

Exponential-e's Carrier Network to Network Interface (NNI) Service is an interface that connects Exponential-e and a carrier Customer to each other's network. It defines signalling and management processes allowing the 2 networks to communicate with each other. It supports the ability to provide a single or multiple private virtual network (VLAN) Transparent Layer 2 Ethernet service between the 2 parties.

2.   Service Demarcation Point

The Carrier NNI SDP is the point up to which (i) Exponential-e's service obligations apply and (ii) the Carrier NNI Service Level Agreement covers. The Customer-facing physical port on the Exponential-e equipment that connects to the Customer's network is the SDP.

3.   Target Service Commencement Dates [*]

Carrier NNI   25 Working Days

* From Order acceptance.

4.   Carrier NNI Service Level Agreement

Service Availability

Availability is calculated on a calendar monthly basis using a 730 hour month and the following formula:

$$P = \frac{730\ Hours - A}{730\ Hours} x100$$

P = Percentage availability; A = Sum of all events of unavailable service in that month measured in hours.

Non-availability is measured from the time an incident ticket is raised to the time the service is restored and the incident ticket is closed by Exponential-e.

All references herein to the Monthly Charge are to the Annual Charge divided by twelve (12). Service availability is defined as the ability to send/receive a data frame to or from Exponential-e's aggregation or access switch which is connected to the Customer's infrastructure and is measured as time elapsed in hours from fault call logged by Exponential-e to fault cleared logged by Exponential-e.

Target Service Levels

Service	Target Availability
Carrier NNI	99.9%

Service Credits

Service Credits will be paid out against affected Carrier EPL Services as provided for in the Carrier EPL Service Definition at Schedule C.