

SERVICE DESCRIPTION FOR EQUANT'S MANAGED DIRECT LINK SERVICE

1. Definitions.

All capitalized terms used and not otherwise defined herein will have the meaning ascribed to them in the General Terms and Conditions.

“**Local Loop**” means the connection between the Location and the Equant POP.

“**POP**” or “**Point of Presence**” means the Equant facility where traffic is exchanged and routed.

Special Customer Opportunity Request or “**SCOR**” means the process by which non-standard Customer requirements are submitted to Equant and approved prior to implementation.

2. Service Overview.

Equant Managed Direct Link Service (the “Service”) provides managed, clear-channel Network Services, by allowing Customer to order end-to-end equivalent private lines between designated Locations on the Equant network globally, on a whole-circuit basis (as opposed to bilateral international private lines on a half-circuit basis). The Service is protocol-insensitive and can transport a combination of voice (including compressed voice), data, video, and IP applications, including Local Area Network (LAN)-to-Wide Area Network (WAN) and LAN-to-LAN applications.

Equant will function as the Single Point of Contact (“SPOC”) for ordering, installing, invoicing, and maintaining the Service. The managed aspect of the service is provided between Equant POPs on the Equant Network, and as a transport service, it can be proactively monitored.

Where needed, Domestic Equant Managed Direct Link Service, International Private Lines (“IPLs”), and International Private Line-Extended Digital Access Lines (“IPL-EDALs”) can be used to complete Customer's private network requirements. Domestic Equant Managed Direct Link Service and IPLs must be ordered through the Equant Special Customer Opportunity Request (“SCOR”) approval process.

Equant provides Equant Managed Direct Link services over its global Network. In France, Equant provides this Service in conjunction with France Telecom. Additionally, in certain countries, Equant works with a partner in order to provide the service to that partner's country.

3. Service Availability.

Equant Managed Direct Link can be offered among the countries listed in Annex 1, when a local loop can be set up between the customer premises and the Equant POP/node. In other countries, Equant may be able to provide the Service through partner organizations. When Equant orders the local access line for the Equant Managed Direct Link circuit in these partner countries, the orders are placed with the partners who place the access orders with the actual carrier providing the local access line to the customer premises.

4. Standard and Non-Standard Service Features.

4.1. **Standard Service.** The standard Service includes the following components and features:

- 64 Kbps to 1.984 Mbps (E1) node-to-node connection, including proactive monitoring and network management. E1 service is not standard in Canada, Japan, Taiwan and the U.S. As a result, Equant Managed Direct Link service is available anywhere in the world to these four countries as a standard feature up to 1.536 Mbps.
- Local loops as provided by the PTO or alternate local access provider.
- Local and central Global Customer Support Centers (GCSCs).

- Integrated Services Digital Network (ISDN) back-up access service is optional and priced separately, where available.

4.1.1. **City/Country Pairs.** One of the main considerations of Equant Managed Direct Link pricing and availability is the city pair formed by the two ends of the circuit, between two countries. There are two types of pairs:

- Standard city/country pairs, between which connectivity is available and often requested.
- Nonstandard city/country pairs, where connectivity exists, but at a higher cost for Equant. Capacity is available but may be limited, and subject to an approved SCOR.

4.2. **Nonstandard Services and Features.** Customer must complete the SCOR documentation, which must be approved by Equant prior to the implementation of any non-standard Service element. A SCOR is needed for:

- Speeds below 64 Kbps, including 56 Kbps
- Nonstandard speeds on a standard city pair/country pair route
- City pairs outside of the standard routes
- E1 service in non-E1 countries via an inverse MUX - optional CPE
- Shared Access where new single access line to Customer's premise is to be used by more than one Equant Managed Direct Link circuit thereby sharing use of the access line
- Integrated access where new single access line to Customer's premise is to be used by more than one Equant service offerings including an Equant Managed Direct Link circuit
- IPL-EDALs (Extended Digital Access Lines)
- DPLs
- Managed CPE
- ISDN back-up access service in locations not covered by the standard ISDN offering
- Special SLAs beyond the parameters in the standard program

4.2.1. **ISDN Back-Up Access Service.** ISDN back-up access service provides continuity of communication in case of a failure on the local loop, and will be automatically activated in such an event. Customer may elect to set up the ISDN back-up service based on the status of the user equipment interface circuits or on poor transmission quality. The switch to automatic back-up, and the return to local loop access once the fault has been corrected, occurs without disruption to Customer's service. Equant monitors, and is responsible for all components of the back-up access service.

The ISDN backup service can be included as part of the standard Service offering up to 512 Kbps in most locations where standard ISDN back-up service is provided, and up to 1,920 Kbps (E1) in most European countries. A SCOR is required for any nonstandard speeds.

ISDN backup access service options are not included in the end-to-end Equant Managed Direct Link rate and are priced separately.

4.2.2. **E1 Service in Non-E1 Countries.** Equant Managed Direct Link E1 service is available in the U.S.A., Canada, Taiwan and Japan via an inverse MUX solution with an approved SCOR. The MUX at the Customer site is provided as CPE, and is subject to an additional charge.

4.2.3. **IPL-EDAL.** For countries where Equant does not have a

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network node, an IPL may be leased from the respective TOs and connected to the nearest Equant node to extend the Service to a country not currently part of the Equant network. This type of access is called an IPL-EDAL and requires a SCOR.

5. **Local Access.** Equant Managed Direct Link is provided by using the following access methods:

- **Direct Access.** Direct access is a one-for-one order; for each Equant Managed Direct Link circuit ordered, customers have a specific dedicated local loop at each end, typically ordered at the same bandwidth as the backbone circuit.
- **Shared Access** (requires a SCOR). More than one Equant Managed Direct Link circuit is implemented over a single local loop. A CPE multiplexer is required for this kind of access.
- **Integrated Access** (requires a SCOR). Integrated access can be implemented by ordering one local loop that can support more than one type of Equant service (Equant Managed Direct Link, Equant Frame Relay, etc.). This configuration may be more efficient and may result in lower access costs for customers. A CPE multiplexer is required for integrated access.

The following table summarizes the local access features of Equant Managed Direct Link.

| Standard Local Access (Where Available) | Nonstandard Local Access (SCOR Required) |
|---|---|
| | N x 64 Kbps access (in the U.S. only) |
| 64 Kbps access | |
| N x 64 Kbps access (outside the U.S. & Canada) | 34 Mbps access (E3 access, outside the U.S., Canada only) |
| 1.536 Mbps access (T1 access, in the U.S., Canada, Taiwan & Japan) | 45 Mbps access (T3 access, in the U.S., Canada only) |
| 1.920 Mbps or 1.984 Mbps access (E1 access, outside the U.S., Canada, Taiwan & Japan) | Integrated E1 access partitioning (outside U.S.) |
| Shared T1 access partitioning (in the U.S. only) | Integrated E3 access partitioning (outside the U.S. only) |
| Integrated T1 access partitioning (in the U.S. only) | Integrated T3 access partitioning (in the U.S. only) |

There are three ways to access Equant Managed Direct Link:

- Through a local loop connected to the local Equant POP
- Through a domestic private line or national leased line connected to the nearest Equant POP
- Through an IPL-EDAL connected to the nearest Equant POP in another country.

6. Network Management.

The Equant Managed Direct Link backbone is managed from two Global Network Management Centers ("GNMCs"); one in Reston, Virginia, U.S.A., and the other in Frankfurt, Germany. They are mirror images of each other and are capable of full backup/ immediate disaster recovery. Both locations house multiple primary and secondary network management system (NMS) computers, and are staffed by customer service, engineering, technical operations, and administrative employees. Supporting the GNMCs are Global Customer Support Centers (GCSCs), staffed by telecommunications specialists and available for customer assistance 24 hours a day, 365 days a year.

Supervision centers work according to a set of operational procedures that aim at streamlining fault tracking and trouble ticketing. They also define precise escalation processes in order to provide customers with the best possible quality of service.

Equant's Network Management groups strive to identify network trouble and open trouble reports before customers notice an impact. Equant also strives to contact major customers regarding potential impacting issues before they occur.

The service is proactively monitored on the backbone part of the circuit, from Equant POP/node to Equant POP/node. When a customer has Equant-provided CPE, the circuit will be supervised proactively end-to-end.

6.1. **Service Outage** - This is defined as a complete service outage with a channel down or with constant line errors making the customer application unusable. An outage starts when the customer first reports a fault on the circuit, and ends when the customer verifies that normal functioning of the circuit has been restored.

7. Pricing.

Standard pricing for an Equant Managed Direct Link circuit is made up of the following components:

- Pricing for the local loop in Country A
- Pricing for the node-to-node (backbone) segment
- Pricing for the local loop in Country B

The price is an end-to-end price for the whole circuit, i.e., the local loop charges are added to the node-to-node charge. The above structure applies for non-recurring installation charges, as well as for monthly recurring charges.