

Schedule 2g

additional terms for IP VPN service

1. **SERVICE DESCRIPTION**

Interoute's IP VPN Service provides an MPLS based private, fully managed, and dedicated IP network.

2. **DEFINITIONS**

"ADSL / SDSL" means Asymmetric Digital Subscriber Line or Symmetric Digital Subscriber Line service

"Availability" means ability to exchange IP Traffic with the assigned Customer Port and the Interoute IP Network on a 24 hours basis, as measured over a Monthly Review Period.

"Billing Model" means the specified customer billing mechanism for the any usage based charges as detailed on the Purchase Order for Customer-generated Traffic exchanged with the Interoute IP Network via the Customer Port.

"Co-location and Co-location Services" means the provision and maintenance of space within a facility provided by Interoute for the sole purpose of accommodating Customer provided and operated telecommunications equipment as ordered under a Purchase Order. Co-location Services are provided on the terms and conditions contained in Interoute Additional Terms for Co-location Services.

"Critical Traffic" means traffic specifically designated and queued as such within the IP VPN service where the Customer purchases the QoS feature as an additional service.

"Customer Port" means the provision of a physical or logical connection into the Interoute IP Network that is dedicated solely for the use of the Customer for exchange of Customer Traffic and is the interface between a third party Local Access, ADSL / SDSL network, or direct link to Customer Premise Equipment.

"Customer Port Charges" means the Customer Port monthly recurring charges detailed in the applicable Purchase Order(s).

"Eastern Europe" means the region of the Interoute Network including those Core IP Nodes in Czech Republic, Romania, Hungary, Poland, Bulgaria, and Slovakia.

"Firewall Policy" means the document provided to Interoute which states the Customer required rules for Interoute to implement in the Internet Central Services.

"Fully Managed" means a business model where Interoute provides and manages on behalf of the customer, specific CPE relevant to the operation of the IPVPN service.

"Hub site" means a site that is essential to the operation of the IPVPN of the Customer where, for example central applications are hosted that are required at other locations.

"Indirect Access" means a connection to the Interoute IP Network via a third party network. Indirect Access methods include, and are not limited to, ADSL or SDSL network interconnections, MPLS network interconnections between MPLS providers, specifically excluding a public Internet based connection.

"Internet Access" means the provision and supply of connectivity to the Internet via the Interoute IP Network. Internet Access is provided on the terms and conditions contained in Interoute Additional Terms for Internet Services.

"Internet Central" means an optional feature of the IP VPN service ordered on the applicable Purchase Order comprising Internet Access and a Managed Firewall co-located within one of the Interoute Core IP Nodes.

"Interoute Core IP Node" means physical facility that is used to accommodate Interoute IP Network and the various Interoute owned IP routing and switching Equipment that comprise the Interoute IP network.

"Interoute Demarcation Point" means the edge of the Interoute IP Network that signifies the physical boundary between Interoute's service presentation points and the Customer Equipment. For sites where managed CPE is provided, Interoute's Demarcation Point is the local area network (LAN) interface presented to the Customer on Interoute's managed CPE. For Sites where no managed CPE is

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provided, the Interoute Demarcation Point is the wide area network (WAN) interface presented to the Customers' CPE)

"Interoute hub" means a website Customer may use to view online service reports.

"Interoute IP Network" means the Interoute owned Pan-European network equipment monitored and managed by the Interoute Network Management Systems for the purpose of transporting Customer IP Traffic.

"IP VPN" means a private IP network separate from the Public Internet.

"Local Area Network" means a computer network that links personal computers and workstations within a limited geographical area, such as a building or several contiguous buildings. Linked by cables such as coaxial cables or twisted pair, the computers connected to the LAN can access resources on other computers and shared peripheral devices.

"Local Access Charges" means Local Access installation and monthly recurring charges or ADSL / SDSL installation and monthly recurring charges as detailed on the applicable Purchase Order(s).

"Managed Firewall Equipment" means the Equipment, systems, cabling and facilities provided by Interoute or Interoute's Associated Company's at an Interoute co location Site in order to make available the Internet Central Service to the Customer.

"Middle East" means the region of the Interoute network including the IP Core Node in the United Arab Emirates owned by Du.

"Network Termination Equipment" or "NTE" means the equipment provided on the customer premises by Interoute or an authorised third party supplier to terminate the physical Wide Area Network connection. Unlike the CPE, the NTE does not contain intelligence necessary to operate the service and must be connected to a CPE to provide that is provided by either Interoute or the customer to serve this function.

"Nordic Region" means the region of the Interoute network including those IP Core Nodes in Sweden, Norway, Denmark and Finland.

"Packet Delivery" means a sampled measure, expressed as a percentage ratio, of the number of IP packets successfully received at a designated Interoute Core IP Node on the Interoute IP Network.

"Packet Jitter" means the delay variation experienced by test packets when sent across the Interoute network at regular time intervals. The Packet Jitter value shall specifically be the difference between the shortest transit time and the longest transit time in milliseconds.

"Premium Traffic" means traffic specifically designated and queued as such within the IP VPN service where the Customer purchases the QoS feature as an additional service.

"Priority Traffic" means traffic specifically designated and queued as such within the IP VPN service where the Customer purchases the QoS feature as an additional service.

"Quality of Service (QoS)" means an additional feature of the IP VPN service allowing customers to prioritise traffic based upon its type, source or destination. Customers purchasing QoS may designate traffic up to four levels: Priority, Critical, Premium and Standard.

"Round Trip Packet Delay" or "RTD" means a sampled measure of the time taken to transmit and receive at the same Interoute Core IP Node an IP packet of a defined size "Ping Packet" to any other Interoute Core IP Node on the Interoute IP Network.

"Service or Services" means the provision and supply of MPLS based, private, managed, and dedicated IP connectivity including any optional services specified on the applicable Purchase Order.

"Southern Europe" means the region of the Interoute network including those IP Core Nodes in Spain and Italy.

"Spoke site" means a site not specifically designated as a hub site

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“Third Party Local Access”, “Local Access”, “Leased Lines”, “Private Circuits” and “Access” means short haul physical connections that are provisioned between the Customer’s premises and the nearest feasible Interoute point of presence and are based on SDH technology.

“Third Party Internet Connection / IPSec Access” means a connection to the Interoute IP Network via the public Internet.

“Traffic” means all IP packets that are transmitted and received at the Customer Port.

“Usage Charges” means the usage charges incurred by the Customer in any Monthly Review Period calculated in accordance with the Billing Model detailed on the Purchase Order.

“USA” means the region of the Interoute network including those IP Core Nodes in the United States of America

“Western Europe” means the region of the Interoute network including those IP Core Nodes in the United Kingdom, Belgium, Luxembourg, Netherlands, Germany, France, Switzerland and Austria.

“Wires Only” means a business model where Interoute does not provide any CPE as part of the IPVPN service. In such instances the Interoute demarcation point on the customer premise is the Network Termination Equipment (NTE) installed by the local access provider and the customer is responsible for the supply, installation and management of any equipment which connects to this NTE.

Other capitalised words have the meanings set out in Schedule 1.

3. IP VPN TERMS

The following terms and conditions shall apply when Interoute provides IP VPN Service(s) to the Customer.

3.1. Service Initial Term

- a. Each Service will have an initial term equal to that stated on the Purchase Order which commences on the Ready for Service Date

3.2. Hub and Spoke site

- a. Unless a Customer IPVPN site is declared a Hub site, it shall be deemed agreed between the Parties that the IPVPN service can be used from the time that two sites have been delivered and each subsequent site shall delivered as soon as it is ready and shall be invoiced immediately (subject to current rules on customer acceptance periods etc.)
- b. Customer has the option to nominate one or more Hub sites. All Hub sites are to be stated on the applicable Purchase Order. If no additional hub sites are stated on the Purchase Order, then all sites shall be deemed as a Spoke site.
- c. If the Customer nominates a Hub site Interoute agrees not to commence billing for any other Sites until the hub location(s) is/are complete. Interoute will not to set a Customer Committed Date for a Spoke site that is before the Customer Committed Date of the Hub site.
- d. The Customer agrees that it is possible for some Spoke sites to be delayed due to the fact that they will be ordered after the Customer Committed Date of a Hub site is known and therefore there may be a ten to fifteen (10-15) working day gap between ordering Hub and ordering Spoke sites.
- e. The Customer agrees that once the Hub site is installed, or if no Hub site is nominated, that Interoute will deliver Spoke sites as soon as they are ready to be delivered (unless otherwise agreed in writing between the Parties, as part of a project plan).

3.3. Access and Permissions

- a. The Customer agrees to provide Interoute, its employees, representatives and authorised agents, with access to the Customer Premise(s) to enable Interoute to carry out its obligations to deliver Services (where applicable).

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- b. Prior to the installation of any Service at Customer Premise(s) the Customer will ensure that all necessary consents, licences approvals and permissions have been obtained, and that all necessary preparation work has been carried out at its Site in accordance with any instructions that Interoute have provided. Such work is at the Customer's sole expense.
- c. If the Customer purchases ISDN backup as an option for their VPN service, the Customer shall be responsible for the provision of a suitable ISDN line within one (1) meter of the proposed location of CPE equipment where Interoute is responsible for providing the CPE. In such case the Customer shall be responsible for all costs associated with the installation and rental of this ISDN line along with all associated call charges.
- d. Customer will at all times provide Interoute, its employees, representatives and authorised agents, as may be reasonably required, access to the Customer Premise Equipment via the Interoute IP Network, or otherwise, in order to enable Interoute to carry out management of the Customer Premise Equipment. Interoute will notify the Customer in advance where it requires Customer to make such access available.
- e. At any time, Interoute may require that Customer Equipment be disconnected from the Interoute IP Network for the purpose of any inspection, maintenance, adjustment, repair, replacement or testing of the Customer Premises Equipment on the Interoute IP Network.
- f. The Customer hereby agrees with Interoute not to replace the Customer Premise Equipment, to make any modification alteration or connection to the same other than by prior agreement in writing with Interoute nor to make any disconnection therefrom otherwise than in accordance with such terms and conditions as Interoute shall from time to time stipulate.
- g. Ownership and title in any Equipment including CPE provided by Interoute under this Agreement shall at all time belong to Interoute, unless stated otherwise in the applicable Purchase Order. The Customer shall prevent third parties from asserting any rights in relation to such Equipment.
- h. During the continuance of this Agreement it shall be the Customer's responsibility to insure, and keep insured, Customer Premise Equipment with a reputable insurer against loss, theft, damage or destruction howsoever arising (unless such damage or destruction is caused by Interoute or its agents). Such Equipment shall at all times be at the Customer's risk.
- i. Following suspension of the provision of any Services, or termination of the Agreement by Interoute and where Interoute subsequently agrees to re-connect the Customer Premise Equipment or re-commence the Services, Interoute shall be entitled to claim, and Customer shall pay upon demand, the costs (as set forth in Interoute's prevailing price list, or specified from time to time) of any reconnection charges charged by Interoute in so agreeing to re-connect or re-commence the provision of the Services.
- j. Interoute and /or its sub-contractors will install its own NTE within the telecommunications room at the point where the physical cabling enters the building in each customer site.
- k. Where Interoute provides managed CPE as part of the Service, the Customer is solely responsible for providing the wiring to connect the CPE to the NTE unless the CPE is located within 3 metres of the NTE following an unobstructed route, in which case Interoute will provide the wiring to connect the NTE to the CPE.
- l. The Customer is solely responsible for the internal cabling that is required to connect the customer Local Area Network to the CPE (in the case of a Managed CPE service), or to the NTE (in all other cases).

3.4. Firewall Policy

- a. Where Internet Central is ordered on the applicable Purchase Order the Customer hereby agrees and warrants to at all material times own, maintain and keep a Firewall Policy and undertakes to keep Interoute fully informed of the Firewall Policy and any changes (without delay) and where requested by Interoute, the Customer shall to provide a copy of the said

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Firewall Policy to Interoute. The Customer acknowledges and accepts that Interoute shall not be responsible or liable for any security breach or failure resulting from the Customer Firewall Policy and Interoute shall not be obliged to supply, advise or comply with the Customers Firewall Policy. Customer acknowledges that it has assessed for itself the suitability of Internet Central for its requirements based on the Firewall Policy to which the Customer owns and maintains at all material times. Interoute does not warrant that Internet Central will meet such requirements or that Internet Central will operate in the particular circumstances in which it is used by the Customer or that any use will be uninterrupted or error free.

- b. The Parties acknowledge that it is technically impracticable to provide the Services free of faults. However, without prejudice to the generality of the foregoing, Interoute shall endeavour to provide the Services in accordance with the relevant service levels detailed below. Interoute endeavours to carry out maintenance work, updating, remedy, repair or re-connection of Customer Equipment, and the Services in accordance with the provisions contained within the Agreement and to maintain Customer Premise Equipment in good working order.

4. CHARGES

4.1. Charges payable by the Customer

- a. Charges for IP VPN Service(s) (per Site) shall comprise an Installation Charge, a Monthly Charge and (where applicable) a Usage Charges. Interoute reserves the right to invoice the Installation Charges upon installation of each IP VPN Site and in respect of 3.2 of this Schedule 2g.
- b. Unless otherwise agreed between the Parties in the Purchase Order, Charges for IP VPN Service(s) and any applicable cancellation charges will be invoiced in accordance with the terms specified in Schedule 1 for the amounts detailed in the Purchase Order or Change Order.
- c. Any additional provisioning costs including but not limited to 3rd Party Local access may be invoiced to the Customer on a cost incurred basis.

5. SERVICE LEVEL AGREEMENT

Interoute will provide the Customer with service credits (where applicable), as set out below, for the failure to meet the service levels.

Subject to the applicable service level, the Customer shall be eligible for a credit when the relevant Service fails to meet stated service levels.

5.1. Service Levels

Service levels are defined for the following Service performance measurements:

- a. Service Installation
- b. Site Availability
- c. Packet Delivery
- d. Round Trip Delay
- e. Packet Jitter
- f. Time to Repair

5.2. Service Installation

- a. For each Site Interoute will agree with the Customer a Customer Committed Date based upon supplier availability for any Equipment and successful installation of Third Party Local Access or ADSL/ SDSL (where applicable).

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- b. Target Service installation lead time is forty-five (45) Working Days per Site from Interoute's acceptance of a signed Purchase Order for Sites connected using ADSL / SDSL. Where Third Party Local Access circuits need to be provided, lead-times will be specified by Interoute on a case-by-case basis.
- c. Service installation covers the installation and provision of the Customer Port, Equipment, applicable Customer Premise Equipment and the Third Party Local Access or ADSL/ SDSL circuit, where provided and maintained by Interoute to the Interoute Core IP Node.
- d. If only part of an order is delayed, valid credits will be payable only in respect of those Service(s) that are not delivered by the Customer Committed Date for that particular Site. On completion of the service installation of each Service, Interoute shall deliver to Customer an acceptance certificate in respect of the Service. Following receipt of acceptance certificate Customer shall have a period of five (5) working days to either accept the Service or to notify Interoute of any material non-compliance of the Service as described in Schedule 1.
- e. Where the Customer Committed Date for a IP VPN Site is not met by Interoute, the following Service credits will apply:

Number of full Working Days by which Interoute fails to meet Customer Committed Date for the applicable Site:	Service Credits as % of Installation Charge in respect of the applicable Site:
1 to 5 days	10%
6 to 10 days	20%
11 to 20 days	30%
> 21 days	50%

5.3. Site Availability

Site Availability means ability to exchange IP Traffic between the assigned Interoute Demarcation Point and the directly connected Interoute Core IP Node on a 24 hours basis, as measured over a Monthly Review Period, and is based on the number of minutes that exchange was not available as determined by Interoute based on the conditions of "Unavailability" stated below.

Any delays to, interference with, loss or degradation of service resulting directly or indirectly (including but not limit to) the following events will not be deemed as service unavailability included in the calculations of unavailability:

- a. Access to any Customer Premise Equipment was denied,
- b. Incompatibility or failure of Customer Equipment, facilities or applications, or

Target Site Availability is dependant on the method of access to the Interoute IP Network and is defined as follows:

Connection type used when connecting to the Interoute IP Network	Target Site Availability
Internet Central	99.95%
Single Private Circuits (also known as Leased Lines or Ethernet)	99.5%
Dual Private Circuits (SDH Leased Lines or Ethernet)	99.95%
Resilient Dual Access (SDH Leased Lines or Ethernet with ISDN or xDSL backup)	99.90%
Indirect Access (including ADSL / SDSL)	98.5%
Third Party Internet Connection / IPSec Access	0%

For customer locations where Dual Private Circuits or Resilient Dual Access is employed, the Target Site Availability is based upon at least one of the Circuits being operational and thereby making the site available.

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Percentage Site Availability is calculated per Monthly Review Period using the following formula:

$$P = \frac{(H - U)}{H} \times 100$$

Where:

P is the percentage availability;

U is the total amount of minutes a Customer Site during that Monthly Review Period for which the Service was unavailable;

H is the total number of minutes in that Monthly Review Period;

Where Site Availability falls below the applicable Target Site Availability during any Monthly Review Period, the Customer will be entitled to Service credits as follows:

Site Availability for each applicable Site during Monthly Review Period falling below target Availability by:	Service Credits as % of the applicable Site Monthly Charge:
Up to 1%	5%
Up to 2%	10%
Up to 3%	15%
More than 3%	20%

5.4. Packet Delivery

For Customers purchasing a Wires Only IP VPN service, Target Packet Delivery is >99.9% as calculated and averaged over all routes between Interoute Core IP Nodes during a Monthly Review Period.

For Customers purchasing a Fully Managed IP VPN service, Target Packet Delivery is measured on an end-to-end basis and calculated during the Monthly Review Period for all traffic within contract. It is dependant upon the QoS class of the particular traffic as specified in the table below:

QoS Class:	Target Packet Delivery percentage:
Priority	99.95%
Critical	99.9%
Premium	99.9%
Standard	99%

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In the event that a Customer does not purchase the QoS additional feature, the Target Packet Delivery shall be as per the Standard QoS Class for all traffic.

Packet Delivery is not applicable to Planned Outage events on the Interoute IP Network and /or the Customer Port.

Average Percentage Packet Delivery is calculated monthly using the following formula:

$$T_{av} = \frac{\sum R_i}{\sum S_i} \times 100$$

Where:

T_{av} the average Percentage Packet Delivery.

R_i the total number of IP packets received by each Core IP Node from an originating Core IP Node; and

S_i the total number of IP packets sent from the originating Core IP Node to each Core IP Node

Packet Delivery will be measured on a per Interoute Core IP Node basis with the results reported for every five (5) minute period on the Interoute hub.

Where average Packet Delivery falls below the applicable Target Packet Delivery percentage stated during any Monthly Review Period, the Customer will be entitled to Service credits as follows:

Packet Delivery during Monthly Review Period falling below 99.9% by:	Service Credits as % of Total Monthly Charges in the applicable Monthly Review Period:
Up to 1%	1%
Up to 2%	2%
Up to 3%	3%
More than 3%	4%

5.5. Round Trip Packet Delay

For Customers purchasing a Fully Managed Service, Target Average Round Trip Packet Delay is measured on an end-to-end basis and is calculated as a combination of three elements, namely Round Trip Delay across the local access circuit from the Customer Premise to the Interoute Core IP Node at each end of the connection and the delay across the Interoute Core Network.

The Target Average Round Trip Packet Delay across the Local Access Circuits is dependant upon both the distance and the type of access circuit used between the Customer Premise and the Interoute Core IP Node. Based upon these two factors the Target Average Round Trip Delay is defined in the table below:

Access Technology:	Target Average Round Trip Delay (per 100km):
Private Circuits (Leased Lines or Ethernet)	3ms
Indirect Access (including ADSL / SDSL)	20ms
Third Party Internet Connection / IPSec Access	no Service Level

The figures quoted for access circuits in the table above shall apply only to circuits that terminate on an Interoute Core IP Node in the same country as the Customer Premise and shall not apply to International Private Leased Circuit (IPLC) access types.

Across the Interoute Core IP Network, the following Target Average Round Trip Delays shall apply, depending upon the region in which the Core IP Nodes being measured are located. The Target Round Trip Delay between each key region are detailed in the table below:

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	Eastern Europe	Middle East	Nordics	Southern Europe	USA	Western Europe
Eastern Europe	30	175	50	40	125	35
Middle East			180	175	215	175
Nordics			20	55	125	35
Southern Europe				25	115	35
USA					10	100
Western Europe						25

Customers may obtain an end-to-end Target Round Trip Delay value for any combination of VPN sites using an appropriate combination of Local Access and IP Core Network values.

For Customers purchasing a Wires Only Service, the Target Round Trip Packet Delay will be based upon the regional Core IP Network values indicated above, and will be measured on a per Interoute Core IP Node basis with the results reported for every five (5) minute period on the Interoute hub.

For Customers purchasing a Fully Managed Service, Round Trip Packet Delay will be measured on an end-to-end basis and results reported for every five (5) minute period on the Interoute hub. The Interoute hub will report upon the total end-to-end Round Trip Delay between any two customer sites as well as providing the individual breakdown of the total figure between Local Access circuits and IP Core Network.

Where Average Round Trip Packet Delay is exceeded during any Monthly Review Period, the Customer will be entitled to a Service Credit equivalent to 5% of the sum of Monthly Charges for all Customer IP VPN Sites, which are affected by the increased Round Trip Packet delay for the Monthly Review Period under consideration. For Customers purchasing the Fully Managed Service model, this Service Credit shall apply if either the IP Core Network or the Local Access Circuit Target Round Trip Delay values are exceeded, or both.

5.6. Packet Jitter

- a. For Customers purchasing the QoS additional feature, Maximum end-to-end Packet Jitter shall not exceed 5ms for traffic within the Priority QoS Class during a Monthly Review Period.
- b. Packet Jitter will be measured across local access circuits and between Core IP Nodes and shall be reported for every five (5) minute interval on the Interoute hub, shown individually for each Local Access Circuit and between the applicable Core IP Nodes across the Interoute Core IP network.
- c. In the case of Local Access Circuits provided over xDSL technology, Packet Jitter guarantees shall only apply across the Core IP network and shall not exceed 3ms.
- d. In the case of a Customer purchasing a Wires Only service, Packet Jitter targets shall only apply across the Core IP network and shall not exceed 3ms.
- e. Where Maximum end-to-end Packet Jitter is exceeded during any Monthly Review Period, the Customer will be entitled to a Service credit equivalent to 1% of the sum of Monthly Charges for all affected Customer IP VPN Sites for the Monthly Review Period under consideration.

5.7. Time to Repair

Interoute aims to resolve faults causing loss of Service within four (4) hours of reporting, providing access to the affected customer Site is available, if required.

Sites that are connected to the IP VPN Service by means of DSL are not eligible for Service Credits under this paragraph 5.7

Where the Time to Repair is exceeded by Interoute for any individual service, the Customer will be entitled to a Service credit equivalent to a percentage of the Monthly Recurring Charge for the affected service that is dependant upon the total amount of time for which the service remains non-

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operational. The Credit for any service (except the IP VPN by means of DSL) is limited during a single monthly period to a maximum of 100% of the Monthly Recurring Charge for that service.

The table below summarises the percentage of the Monthly Recurring Charge that the Customer is entitled to in respect of a failure to meet the Time to Repair guarantee:

Total Time to Repair (within hours of reporting):	Service Credits as % of Total Monthly Charges for affected Site in the applicable Monthly Review Period:
Up to 4 hours	0%
Between 4 hours and 8 hours	25%
Between 8 hours and 12 hours	50%
Between 12 hours and 24 hours	75%
Over 24 hours	100%

5.8. Limitations to Payment of Service Credits

- a. Exclusions of Service Credits are set out in clause 9.6 of Schedule 1.
- b. Service Credits do not apply to Customer requests to terminate or suspend access to the Managed CPE Firewall Service
- c. In respect of any Monthly Review Period, the total amount of any service credit payable in relation to any service level breach shall not exceed 100% of the Monthly Charge for the Services provided in the applicable Monthly Review Period.
- d. Service Credits are not applicable for more than one breach of any Service Level outlined in this Schedule 2 arising from the same occurrence.

6. FAULT REPORTING AND MANAGEMENT

6.1. Fault Handling

Any suspected faults should be reported to the Interoute Customer Service Centre using the procedures detailed in the Service Handover Document to be provided on the Ready For Service Date. When reporting a fault, the Customer should identify the affected Site and provide details of the fault.

6.2. Fault Duration

All faults recorded by the Network Management System will be reconciled against the corresponding fault ticket raised by the Customer Service Centre. The exact fault duration will be calculated as the elapsed time between the fault being reported to the Customer Service Centre and the time when Service is restored.

7. HISTORICAL ARCHIVE AND BACK-UP

While Interoute backs up its servers as a regular part of its internal systems administration, Interoute does not guarantee any storage or backup of Customer data.

8. IPVPN SERVICE CONFIGURATION CHANGES

Should the Customer require changes to be made to the configuration or operation of the service once an IP VPN service has been installed, the Customer must contact Interoute via either Telephone, Fax, email or through the Interoute hub. Configuration and service changes might be carried out free of charge depending on the classification of the change. The following table shows all potential IP VPN service changes and whether they are deemed as chargeable items (Major Changes) or whether they are included within the scope of the service (Minor Changes): All Minor Changes that are applicable to the Fully Managed IP VPN service are shown in the Fully Managed Minor Change column whilst all Minor Changes applicable to Wires Only IP VPN services are shown in the Wires Only Minor Change column.

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Types of Modifications *	Major Change	“Fully Managed” Minor Change	“Wires Only” Minor Change
Add an IPVPN site to an existing network	X		
Delete an MPLS site	X		
Move a MPLS site	X		
Add Internet Central	X		
Add Off-net access	X		
Adding Remote Access	X		
Upgrade of Bandwidth	X		
Downgrade of Bandwidth	X		
Add CoS to existing site(s)	X		
Changes to parameters in existing CoS (per site)		X	X
Adding for Network Address Translations (NAT) (Internet Central)		X	
Changing NAT (Internet Central)		X	
Remove NAT (Internet Central)		X	
Add/Change SNMP Read Access		X	
Add/Change/Remove DHCP		X	
IP Address Change (LAN) (per site)		X	
IP Address Change Remote Access (per site)		X	
Cycling shared security secret for Remote Access users		X	
Adding/changing/removing a static route (per site)		X	X
Add/ Change/ Delete Firewall Rules for existing Internet Central Customer		X	
Providing Firewall Log files to Internet Central customers		X	
DNS registration**		X	X
DNS record change e.g. MX record		X	X
RADIUS changes for Remote Access or Internet Central		X	
Supply additional router cable		X	

Where the Customer requests a minor change to be carried out on their IP VPN Service, and where all of the relevant information is provided by the Customer to Interoute, Interoute will endeavour to complete all minor changes within three (3) working days from receiving such requests. As standard, IP VPN Customers are permitted to request up to three (3) minor change requests per calendar month free of charge. Should a Customer request more than three (3) minor changes during a given month, Interoute reserves the right to charge a one-off fee of €250.

9. RESPONSIBILITY OF CUSTOMER EQUIPMENT AND ASSOCIATED SOFTWARE

Customer provided equipment and associated software-based applications and operating systems may be accommodated within the Co-location Site(s) provided by Interoute on Interoute’s Additional Terms for Co-location.