

## LEASED LINE - SERVICE ANNEX TO THE GENERAL FIXED SERVICE SCHEDULE

### 1. Definitions

The following definitions apply, in addition to those in the General Business Terms and Conditions and the General Fixed Services Schedule.

“**Aggregate Interface**” means an interface to the Customer over which multiple Leased Line Services are or can be provided.

“**Leased Line**” is a point-to-point link providing a dedicated and secure connection for transfer of Customer data with defined performance characteristics emulating traditional time division multiplex (“TDM”) circuits.

“**Local Access Circuit**” refers to the connection between the Customer Premises and a Telecommunications Operator’s nearest network node / point of presence (variously called a PoP, Local Exchange or Central Office)

### 2. Service Description

2.1 Vodafone Leased Lines provide the Customer with a clear channel that can support almost every type of telecommunications, software or IT application between two customer sites (‘A’ & ‘B’).

2.2 The Service offers point-to-point connectivity as an emulation of ITU-T G.703 E1 primary rate integrated services digital network (ISDN) circuits and consists of two key variants: metro and nationwide Leased Lines;

- a) The Metro Leased Line offers customers a dedicated circuit within major cities, e.g. Doha.
- b) The Nationwide Leased Lines offers a customer a dedicated circuit on a nationwide basis in Vodafone serving areas.

**Note:** International Leased Lines (ILL) are a separate product.

2.3 **Service Components:** Leased Lines are provided on an end-to-end basis – they are packaged to include local access at each end (Customer site to Vodafone serving Point of Presence (PoP)) and the connection between Vodafone PoPs.

2.4 **Access:** The Service will provide each Customer site with a fibre local access circuit connecting that site to the Vodafone Network.

2.5 **Customer premises equipment (CPE):** Vodafone will install and commission CPE to provide the service to the Customer. The CPE will have pre-installed circuit emulation boards as circuit emulation is used to:

- a) support a TDM-type service; or
- b) to support an Ethernet type service

2.6 **Core Network Transport:** Vodafone will establish a virtual circuit connecting the two fibre access circuits together to form the end-to-end leased line circuit.

2.7 **Geographic coverage:** The service will be available to customers where Vodafone have fibre access coverage. Availability is subject to survey after the order has been placed, and Additional Charges may need to be applied if line and equipment are not available.

### 3. Service Delivery

3.1 Vodafone will install the core component and the required Local Access Circuits and conduct a series of tests on the Service to confirm that the Service is operational.

3.2 Vodafone will start to monitor the Service and provide repair and reporting in accordance with this Annex when the Customer has called Vodafone and confirmed that all required Customer Equipment has been connected to the Service.

### 4. Vodafone Service Management Boundary (“SMB”)

4.1 The SMB is the physical interface port on the Vodafone CPE which is the Customer’s access point for Vodafone’s service. Vodafone is responsible for provisioning, maintenance and management of all elements up to this SMB.

### 5. The Customer’s Responsibilities

5.1 The Customer acknowledges, and agrees that if no loop-back equipment is fitted, the Customer will assist Vodafone in providing line loops for testing purposes, both during Service delivery and if a fault occurs. If the Customer cannot provide such loop, this may lead to extended outages for which Vodafone will not be liable.

5.2 The Customer is responsible for managing the configuration of its Customer equipment at its Site(s). The Customer must set up local Customer equipment in accordance with Vodafone guidelines for interfacing to the Service which will be provided to the Customer.. The Customer acknowledges and agrees that Service Levels (if they have been agreed) shall not apply and that Vodafone is not liable for any impacts to the Service if the Customer does not implement the interface configurations as set out in the Vodafone guidelines provided to the Customer.

## 6. Charges and Payment Terms

- 6.1 The Service has different tariff levels for Metro and Nationwide and is dependent on distance. The distance parameters are: <31km, 31-40km, 41-50km and >50km.
- 6.2 The tariff varies depending on bandwidth option and resilience option chosen.

## 7. Tariff structure

Type	Frequency	Comments
Set-up/activation fee	One-off	Can be reduced or waived depending on offer or package provided
Recurring monthly rental	Monthly, chargeable in advance	Can be reduced or waived depending on offer or package provided
Deposit charge (if applicable)	One-off, in advance	Refundable and adjustable after service termination
Discounts	Ranging from 0-100%	Linked to customer spend and term commitment
Order cancellation charges	One-off	
Order amendments charges	One-off	Discounts can be linked to customer spend and term commitments
Service modification charges	One-off	
Transfer of service charge	One-off	
Moving premises charge	One-off	
Excess Construction charges (ECC)	One-off	
Time Related Charges (TRCs)	Time based	