

INTERNATIONAL 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.

“International Leased Line” (ILL) are point-to-point international circuits that enable businesses in Qatar to have dedicated and secure links carrying voice, data and video streams to major cities/locations around the world. The service can be provided using submarine cable, terrestrial cable or satellite, or a combination.

“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)

“Partner Operator” any other Telecommunications Operator with which either the Customer or Vodafone Qatar has a commercial relationship for the delivery of a service. Partner Operators are generally geographically based therefore multiple Partners may be involved in the delivery of an international service.

1 Service Description

1.1 Vodafone’s International Leased Lines (ILL) provide the Customer with a clear channel that can support almost every type of telecommunications, software or IT application, between two sites (A + B). ILLs will either be an emulation of a legacy time division multiplexing (TDM) service (E1, STM-1) or an emulation of a point to point ethernet circuit.

1.2 Vodafone International Leased Line Services are delivered in conjunction with a number of Partner Operators who provide appropriate services in various geographical locations.

- a) For a full ILL service Vodafone undertake full responsibility for the delivery and operation of the service between customer site A and customer site B.;
- b) On a Half circuit ILL (Option A) Vodafone will take full responsibility for the delivery and Operation of the ILL between One customer site and the point of Interconnect;
- c) On a Half circuit ILL (Option B) in addition to Option A, Vodafone will provide a Single Point of Contact for the management of the service and a combined invoice for both parts of the circuit.

2 Service Components

2.1 There are three main service components:

- a) Local Access Circuit, in Qatar;
- b) International connectivity (backhaul) between Qatar and the destination country;

c) Local Access circuit, in destination country;

2.2 Actual bandwidth, source and destination address are specified on the order form.

2.3 For a “half circuit” the component parts are:

- a) Local Access Circuit, in Qatar;
- b) International connectivity (backhaul) between Qatar and an intermediate interconnect point;
- c) Interconnection between Vodafone & Partner Operator.

2.4 Actual bandwidth, source and destination address are specified on the order form (for a ‘half circuit the ‘B end’ address is the interconnect point.)

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 based service

2.6 **Geographic coverage:** The service will be available to customers where Vodafone have fibre access coverage in Qatar. 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.

2.7 **Resilience:** Local access circuits for ILLs are delivered in Qatar over fibre local access circuits with resilience options for critical applications. Within Qatar, standard and protected resilience options are offered in respect of local access, as follows:

- a) The Standard resilience configuration gives a single circuit and a single physical path from the customer site to the nearest Vodafone Point of Presence (PoP) and on to the second customer site.
- b) The protected resilience configuration gives a single circuit with dual diversely routed fibre paths (primary and secondary) from the Customer premises to the Vodafone PoP. The primary path will carry the Customer’s traffic under normal conditions and the secondary acts as a backup path. In the event of a failure on the primary path, traffic will automatically be switched onto the secondary path. The two paths on a protected link are planned so that they are as diverse as possible from each other and are proactively monitored to ensure the diversity, thus ensuring that a single fibre loss will not result in a total loss of service. However, there is no assurance against duct failure.

2.8 For the international segment, route diversity will provide resilience against extended service outages and single points of failure

- a) Standard resilience - provides a single route between Qatar and either the second customer site or the point of interconnect for a Half circuit.
- b) Protected Resilience – provides two diversely routed international circuits between Qatar and either Site B or the point of interconnect for a Half circuit.

2.9 For the remote end Local Access Circuits then ILLs will be delivered over the appropriate media (generally fibre or copper) and with similar resilience options as per 2.8 a) and b) above. (Further details on Order Form).

2.10 **Service Limitations:** Any outages or interruptions to service caused by incidents on submarine cables will not qualify as downtime for the calculation of SLAs or Service Credits (if SLAs or Service Credits have been agreed).

5 Tariff structure

Type	Frequency	Comments
Connection fee	One-off	Can be reduced or waived depending on offer or package provided (to include cost of ONT and CPE)
Recurring monthly rental, non-restorable circuits	Monthly, chargeable in advance.	Can be reduced or waived depending on offer or package provided
Recurring monthly rental, restorable circuits	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	
Service cease (Early Termination Charges)	One-off	
Transfer of service charge	One-off	
Moving premises charge/local loop relocation	One-off	
Excess Construction charges (ECC)	One-off	
Time Related Charges (TRCs)	Time based	

3 Vodafone Service Management Boundary (“SMB”)

- 3.1 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 includes provisioning, maintenance and management of all elements up to this SMB.

4 Charges and Payment Terms

- 4.1 Charges and Payment Terms will be specified in the Order Form, as agreed with the Customer.