Business

PUBLICATION 1 SERVICE DESCRIPTION FOR SERVICE MANAGEMENT

1.1   Definitions

All capitalized terms used and not otherwise defined herein will have the meanings ascribed to them elsewhere in the Agreement. In the event of any conflict between the definitions provided in this Service Description and those provided elsewhere in the Agreement, the definitions in this Service Description will control for purposes of this Service Description.

"**Business Hours**" means the normal Orange working hours applicable to the relevant Location.

"**Change**" means a modification (i.e. move, add, change, or deletion) to the Software configuration of a Device, or a modification to a Supported Service parameter or feature, that does not affect the monthly recurring Charge for such Supported Service.

"**Change Catalog**" means the Orange schedule of the Changes that may be provided as part of the Service, which schedule may be modified by Orange from time to time. A copy of the Change Catalog will be made available at a URL defined by Orange. The Change Catalog will identify the applicable and available categories and priorities for Changes.

"**Chronic Incident**" means more than 5 closed Incident Reports of any Severity Level are reported during the previous 4 consecutive weeks for Customer, for the same Device, including Severity Level-1 Incident Reports opened by Proactive Monitoring with a Mean Time To Repair of more than 20 minutes but excluding all other Incident Reports opened by Proactive Monitoring.

"**Device**" means the equipment (e.g. routers, switches, servers, etc.) provided by Orange as part of a Supported Service, and for which Orange provides Service Management.

"**Incident**" means a failure or malfunction of a Supported Service. Incidents do not include unavailability of Supported Services during Scheduled Maintenance.

"**Incident Owner**" means an Orange representative who (i) answers Customer's initial or escalation telephone call, or (ii) responds to the reporting or escalation of an Incident reported by My Service Space. The Incident Owner will be responsible for coordinating Orange personnel necessary to resolve the Incident.

"**Incident Report**" means the document prepared by Orange when an Incident is reported, which may include the set of actions taken or to be taken by Orange to remedy an Incident. Incident Reports are opened reactively when Customer reports an Incident, or proactively when Proactive Monitoring is activated.

"**Key Performance Indicator**" or "**KPI**" means a measurement/report which is provided by Orange in My Service Space.

"**My Service Space**" or "**MSS**" means the self-service web portal provided by Orange that allows Customer to (i) report and track Incidents, (ii) request and track Changes, (iii) access near real-time dashboards for the Devices, and (iv) obtain information and reports regarding the Supported Services, using a login name and password provided by Orange.

"**Proactive Monitoring**" means the Orange set of systems and processes that detect Incidents or Third-Party Service Incidents on the Devices and that create Incident Reports relating to such Incidents or Third-Party Service Incident Reports related to such Third-Party Incidents.

"**Scheduled Maintenance**" means routine maintenance scheduled by Orange to implement generic changes to, or updates of, the Supported Services or the Orange Network.

"**Severity Level**" means the level of impact an Incident has on the operation of the Supported Service or Customer Solution, as described in Clause 1.3.1.3 below (Incident Report Severity). The Severity Level also may be referred to as the "Incident Priority".

"**Service Level Agreement**" or "**SLA**" means a Service Level Agreement for a Supported Service which will be described in a separate Service Level Agreement attached to the Agreement.

"**Service Management**" means the service management activities described in this Service Description.

"**Service Window**" will have the meaning given to such term in the SLA for the Supported Service if it applies to the Supported Service.

"**Support Team**" means the Orange team in the Orange Support Center which provides Service Management to Customer for Supported Services.

"**Supported Service**" means the Orange Service (as described in a separate Service Description) for which Orange agrees to provide Service Management.

"**Third Party Service**" means an internet or voice PSTN service that is provided to Customer by a third-party telecommunications provider, that terminates on a Device, and for which Orange agrees to provide the MSI Service Desk option described below.

"**Third Party Service Incident**" means a failure or malfunction of the Third-Party Service that is detected on the Device.

"**Third Party Service Incident Report**" means the document prepared by Orange when a Third-Party Service Incident is reported. Third Party Service Incident Reports are opened reactively when Customer reports an Incident, or proactively when Proactive Monitoring is provided activated.

1.2   Overview and Conditions for Use

1.2.1   **Supported Services.** Orange will provide Service Management for the Supported Service(s) identified in the Order for Service Management.

1.2.2   **Service Implementation, Acceptance Testing and Deployment.** Service Management is activated, and the Service Term for Service Management begins, after the first Location or connection of the Supported Service is implemented and has completed the Acceptance Test(s). There are no Acceptance Tests for Service Management other than the Acceptance Tests for the Supported Services.

Technical Management might be subject to the Acceptance Tests and the moment of its activation might be different from Service Management activation.

Once the Service Management is activated, Customer will receive the welcome pack which will describe the activities, contacts, and escalation procedures for the Supported Service.

1.2.3   **Applicable Service Levels.** The Service Levels and Service Windows, if any, applicable to each Supported Service are defined in the Service Level Agreement for that Supported Service. Non-achievement of a Service Level may entitle Customer to receive credits against Charges, or other remedies, each as set out in the SLA. Notwithstanding anything to the contrary contained in the Agreement, including any Service Annex, any such credits or remedies set forth in an SLA for a Supported Service will apply only if Customer receives Service Optimize for that Supported Service.

1.2.4   **Features and Functionality.** Service Management only provides the features and functionality set forth in this Service Description.

1.3   Standard Features of Service Management

Service Management includes the standard service features of Incident Management and Change Management, as described in more detail below.

1.3.1   **Incident Management**

1.3.1.1   **Support Team.** Orange will provide Customer with access to a designated Support Team, which will be Customer's primary point of contact (in English only) regarding Incidents for Incident Management. The Support Team will only address requests and service calls made by authorized Customer personnel (e.g. Customer's service desk), who must be available 24 hours a day, 7 days a week.

1.3.1.2   **Opening an Incident Report.** Customer will report any Incidents to the Support Team via MSS.

1.3.1.3   **Incident Report Severity.** All Incidents are assigned a Severity Level by Orange, which is used to prioritize and establish the restoration timeframes for the Device(s) or Supported Service(s). Incidents are assigned one of the following four Severity Levels, which Orange may modify from time to time:

Severity Level	Outage Type
1	Outage of Service
2	Degradation of Service
3	Service Affected Intermittently
5	Service Not Affected / Chronic Fault
*Note: There is no Severity Level-4.	

1.3.1.4   **On-Site Support.** If Orange determines that on-site technical support is necessary after an Incident Report is opened, a field engineer will be dispatched to the affected Location. Orange targets a 4-hour average period for dispatch and arrival onsite by its field engineers, although the actual time it takes to arrive on-site will depend on several factors, including the proximity of the affected Location to an Orange service center, the time of day in which the Incident occurred and was reported to Orange, the type of Incident and the assigned Severity Level. Upon arrival at the Location, the field engineer will use reasonable efforts to restore the Supported Service to proper operational condition as soon as practicable. Orange typically targets an average restore time of 4 hours after arrival on-site for a Severity Level-1 Incident, although the actual time required to restore the Supported Service will depend on several factors, including the field engineer's ability to access the Location and affected Device/Supported Service, the type of Incident, the assigned Severity Level and availability of necessary Customer or third-party personnel. The on-site support targets referred to in this Clause 1.3.1.4 are objectives only and will not affect any GTTR Service Level that may otherwise be provided in an SLA for a Supported Service.

1.3.1.5   **Information and Documentation.** Customer will have online access through MSS to the following information or such other information made available by Orange: Incident diagnoses, action plans, statuses, updates, referral plans, reasons for outages, and closing note agreements. Also, Customer may track active Incidents through MSS.

1.3.1.6   **Escalation.** By adding a note to an Incident using MSS, Customer may request that an Incident be escalated at any time if there are concerns regarding (i) the quality of the Service Management provided, (ii) how an open Incident is progressing, or (iii) the impact to Customer's business operations. Customer's note to the Incident will generate a notification to the Incident Owner.

If MSS is unavailable, then Customer may escalate by calling the Support Team.

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1.3.1.7   **Incident Closure.** All Incidents will be considered closed (i) upon verbal agreement of Customer (which will not be unreasonably withheld or delayed) or (ii) if Orange is unable to contact Customer, within 3 Business Days from the first attempt by Orange to contact Customer.

1.3.2   Change Management

1.3.2.1   Upon Customer's request, Orange will implement Changes as identified in the Change Catalog. All Changes regardless of the applicable lead-time are chargeable.

1.3.2.2   Customer will submit all requests for Changes via MSS unless My Service Space does not support Change Management for the Supported Service. In such event, Customer will request an Orange Request for Change form ("**RFC**") from Orange. Customer will complete the RFC and will send the completed RFC to the authorized Orange contact person.

1.3.2.3   Orange will accept RFCs and inquiries about Changes only from Customer's authorized designated contacts.

1.3.2.4   Orange reserves the right to reject the RFC submitted by Customer and providing the reason for such reject. However, if Orange approves the RFC submitted by Customer, then Orange will notify Customer thereof. Following Orange's notification of its approval, the Parties will work together in good faith and mutually agree on the actual lead-time and/or maintenance window during which Orange will implement the Change.

1.3.2.5   If Orange objects to or cannot comply with any requested lead time on Customer's RFC for any reason, or if Customer does not identify a lead time or maintenance window on the RFC, then Orange will reasonably determine the applicable lead time or maintenance window based on the nature of Customer's requested Change and will advise Customer of such lead time/maintenance window.

1.3.2.6   Orange will advise Customer if any on-site contact is required to implement a Change and, if so, Customer will ensure that such contact is available on-site at the requested time.

1.4   Optional Features of Service Management

1.4.1   **Service Optimize.** Customer may elect to receive either Service Optimize support level or Service Optimize Essential support level, and these support levels are optional features of Service Management. Service Optimize includes the Customer Operations Guide, Digital Reporting and Analytics Tool, Service Dashboard, and Service Reviews as well as support from a designated Customer Service Manager (CSM). It may include some options such as "a la carte" reporting, Training, Root Cause Analysis, Service Improvement Plan, and Asset and Data Management, as ordered by Customer.

Service Optimize Essential includes the Customer Essential Document, Digital Reporting and Analytics Tool, support from the shared Customer Service Manager team, and a Service Review option.

1.4.1.1   **Operations Document.** If Customer orders Service Optimize, Orange will prepare and maintain an operational document called the Customer Operations Guide ("**COG**"), which will describe the service management processes, authorized designated contacts, and escalation procedures for the Supported Services applicable to Customer. The first version of the COG is approved and signed by both Customer and Orange during the implementation of the Supported Service(s). Updates made to the COG will be submitted to Customer for review, comment, and approval. The COG can be updated following modification to the technical solution of the Supported Services, change to an Orange operating/maintenance procedure applicable to the Supported Services, or as a result of a Service Improvement Plan (as defined in Clause 1.4.1.8 below).

1.4.1.2   If Customer only receives Service Optimize Essential, then in lieu of a COG, Orange will prepare an operational document called Customer Essential Document, which will describe the list of Orange contacts for the service management processes and authorized designated contacts. The first version of the Customer Essential Document is approved and validated by both Customer and Orange at the beginning of the delivery of the Service Optimize Essential.

1.4.1.3   **Digital Reporting and Analytics Tool.** Orange will provide to Customer the Digital Reporting and Analytics Tool for Customers' supported services receiving Service Optimize. The Digital Reporting and Analytics Tool will embed: (i) automated and fixed KPI/SLA reporting on the various processes (incident, change, capacity management) and Service usage; (ii) automated and fixed analytics information providing data exploration capabilities per Service and process. Orange will deliver the Digital Reporting and Analytics Tool data updates once a month, by the 15th day of the month, covering data collected during the previous month.

1.4.1.3.1   "**A la carte**" reporting option. At Customer's request, Orange can enable Customer to customize a limited set of features of the reporting deliverables provided by the Digital Reporting and Analytics tool, as an option of the Service Optimize. The customization features are available on KPI reporting, SLA reporting and on Data Analytics but subject to certain conditions. Each customization request will be subject to a feasibility study and approval by Orange, the results of which and, as the case may be, a Charges quote, will be communicated to Customer.

1.4.1.4   **Service Review.** The Service Review is a meeting between Customer and Orange that takes place at a specified frequency to discuss the Service Management provided. The first Service Review meeting is organized by Orange with Customer after the first Supported Service is implemented. For Service Optimize Essential Customer may elect Service Review as a one-off option.

1.4.1.4.1   **Members and Authority.** Customer and Orange agree to assign competent and appropriate personnel to the Service Reviews. All meetings shall be held in English. In the event that any such personnel cannot attend, a replacement or delegate to attend shall be arranged. Orange and Customer agree that such personnel will have authority to:

- Define and maintain the Customer Operations Guide for Customer,

- Review and approve the Service Dashboard and achievement of Service Levels and other issues in regard to the quality of the Supported Services,

- Escalate opportunities or issues that might result in the addition, deletion, or modification of the Supported Services, irrespective of the initiating party, with the understanding that any changes agreed to may be subject to a written amendment executed by both Parties, and

- Study escalations on severe operational issues and major quality problems of the Supported Service(s).

1.4.1.4.2 **Frequency.** The frequency of the Service Review (i.e. monthly or quarterly) is chosen by Customer in the Order, and the Service Dashboard will be delivered with the same frequency. For Service Optimize Essential the frequency of the Service Review will not exceed once per year and the review will be based on the previous one-month period.

1.4.1.4.3 **Location.** The location of the Service Review will be either "phone only" or in-person (only for Service Optimize) at a location mutually agreed upon by the Parties in writing. If Customer selects the chosen location as "phone only", then all Service Reviews will take place via telephone or video conference. If the Parties agree to meet in-person at a location, then the Parties also will mutually agree in writing on the number of Service Reviews per year at such Customer location, all of which will be specified on the Order. Any Service Review in excess of such number that is requested by Customer and agreed to by Orange is subject to an additional Charge.

1.4.1.4.4 **Chair.** Orange will schedule and chair the Service Reviews.

1.4.1.4.5 **Input.** The Customer Operations Guide or the Customer Essential Document and the Service Dashboard will be prepared by Orange for, and used by the Parties in, the Service Reviews.

1.4.1.4.6 **Output.** Orange will prepare and distribute minutes of the Service Reviews subsequent to such meetings. In cases when the Supported Service(s) fail to meet the applicable Service Levels, Orange will document and explain Orange's performance, including any mitigating circumstances. Orange will propose appropriate preventive actions in order to improve operations and to meet the applicable Service Levels. Some of these actions may be subject to additional Charges (e.g. additional Charges will be applied for training, Root Cause Analysis (as described in Clause 1.7.2 below), and Service Improvement Plans).

1.4.1.5 **Customer Service Manager Support.** Customer will receive support for Service Management from either a designated CSM or a shared CSM team, each as described below. Support will be available during Business Hours. Customer may select the applicable time zone, in the absence of Customer's choice Orange will make the selection.

1.4.1.5.1 **Shared Customer Service Manager team.** This shared team, as part of Service Optimize Essential support level, will be English-speaking and will interact with Customer remotely via mail only. It will respond to a Customer's inquiry within 48 hours. The CSM team will be Customer's point of contact for all inquiries regarding quality of service, procedural or other technical aspects of the Supported Service(s). The CSM team will only accept Customer's requests and inquiries from Customer's authorized designated contacts identified in the Customer Essential document.

1.4.1.5.2 **Designated Customer Service Manager.** As part of the Service Optimize support level, the CSM will be Customer's single point of contact for all inquiries regarding performance, procedural or other technical aspects of the Supported Services. The CSM will interact with Customer either remotely or face to face. The CSM will accept Customer's requests and inquiries from Customer's authorized designated contacts as identified in the COG. The CSM will respond to a Customer's inquiry within 24 hours. The CSM will proactively manage operational performance within Orange and work with Orange's internal operations groups to maintain or improve performance of the Supported Service(s) as needed. When the CSM is not available for a period of more than 2 Business Days, a nominated back up will be provided. Subject to an additional Charge, Customer may require the CSM to be on-call during critical business hours, seasonal peaks or for execution of change requests with clear impact or significant impact.

1.4.1.5.3 The language used by default between Customer and the CSM is English. On Customer demand Customer can choose another spoken language than English among a proposed list of various languages. Note that, in this case, the language used within the digital tools (MSS and Digital Reporting and Analytics Tool) still remains English only.

1.4.1.5.4 Furthermore, on Customer demand, Customer can choose a specific CSM country location among a proposed list of various countries.

1.4.1.6 **Training.** On Customer demand, Orange will train Customer representatives on Orange's support processes and on the use of My Service Space (e.g. for Incident Management, etc.).

1.4.1.7 **Root Cause Analysis.** If Orange fails to meet a GTTR Service Level due to an Orange failure, Orange will provide a detailed report (the "**Root Cause Analysis**") and an action plan for the applicable Incidents listed below, subject to the following qualifications or criteria being met:

- The GTTR Service Level was not met;

- The Incident was assigned a Severity Level-1, and the actual time to repair for the Severity Level-1 Incident was more than 6 hours; and

- Customer must request the Root Cause Analysis in writing no later than 5 Business Days from the date on which the Incident is resolved.

Orange will provide the Root Cause Analysis no earlier than 4 Business Days from the receipt of Customer's request for the Root Cause Analysis. If an Incident that causes Orange to fail to meet the GTTR Service Level is due to Customer, then Orange will review the situation with Customer but will not open or perform a Root Cause Analysis.

1.4.1.8 **Service Improvement Plan.** If Orange's performance is below the applicable Service Levels and either Customer or Orange raises a specific concern regarding Orange's performance for a Supported Service that receives Service

Optimize, Orange will initiate a plan to meet the applicable Service Levels (the "**Service Improvement Plan**" or "**SIP**") and monitor the results of the SIP. The SIP may include (i) actions to be performed by the Parties, (ii) completion dates of milestones and (iii) the target completion date for the SIP. The scope of the SIP and associated Charges will be mutually agreed by the Parties in writing. Once a SIP is closed, Orange will continue to monitor the relevant Supported Service(s) for 3 months from the closure of the SIP.

1.4.1.9 **Asset and Data Management.** Orange will provide data exchange, integrity, and inventory of the service assets eligible to this option that is owned by Orange or by Customer or its contractors, using the Customer Asset & Data Management system.

Basic Asset and Data Management includes the following scope:

- Onboard: data governance and model.
- Manage: delivery of regular reports.
- Additional scope of services might be provided as an option of Asset and Data Management.
- Mitigate: data and asset risk management.
- Optimize: consulting services for the asset and data management.

1.4.2 **Additional Language.** Customer will be able to report an Incident by telephone to the Orange support desk in the language chosen by Customer and supported by the Orange support desk. This option does not apply to electronic communications, which will be in English (e.g. portal status and notifications). MSS is available only in English.

1.4.3 **Premium Support**

1.4.3.1 **Opening an Incident.** Orange will provide Customer with a PIN code that will enable Customer to report an Incident by phone as well as via MSS.

1.4.3.2 **Designated Staff.** Orange will provide access to a Support Team with the specific technical skills mutually agreed upon by the Parties in writing.

1.4.3.3 **Specific Technical Skills.** The Support Team will have the technical skills required to analyze and diagnose Incidents pertaining to the Supported Services without necessarily calling on a level-2 fix representative.

1.4.3.4 **Incident Ownership.** The Support Team may contact the appropriate internal groups or contacts within Orange to perform an analysis and diagnosis but will retain ownership and coordinate the Orange internal teams until the Incident is resolved.

1.4.3.5 **Customer Updates.** The Support Team will update Customer regarding open Incidents via MSS or by telephone at pre-defined intervals based on the applicable Severity Level.

1.4.4 **CMDB and Incident e-bonding.** The Configuration Management Data Base ("**CMDB**") and Incident e-bonding is an automated synchronization of the IT Service Management ("**ITSM**") Customer tool with the Orange ITSM Tool. It includes:

- Bidirectional Incident Management activities such as: Incident reporting, Incident update and Incident closure.
- Uni-directional CMDB synchronization from the Orange ITSM tool to the Customer ITSM tool.

The prerequisites for the use of this service option are:

- Customer is using an ITSM tool provided by ServiceNow® or such other ITSM tool identified and approved by Orange;
- Customer allows firewall access to Orange from the Customer ITSM tool;
- Customer shares the communication channel from Customer's ITSM tool that is acceptable to Orange;
- Customer provides a valid mapping mechanism to Orange for use with the Orange ITSM tool;
- Error handling process is agreed between the Parties; and
- Customer specifies to Orange its security method for authentication on the Customer ITSM tool.

1.4.5 **Optional Features of Service Management for Network Services only.** Orange will make the following optional service features available only for Orange Network Services.

1.4.5.1 **Proactive Monitoring (also known as "Extended Service Support").** The Proactive Monitoring option is available only if Customer also receives the 'Premium Support' optional feature described above. Incident Reports will be created for Severity Level-1 Incidents lasting for at least 14 minutes from the detection of the Incident on the affected Device. In addition, Orange will notify Customer via MSS within 10 minutes from when an Incident Report is created by Proactive Monitoring.

1.4.5.2 **Security Review and Capacity Review.** If it is available with the relevant Supported Service(s) and if Customers also receives Service Optimize, Customer can subscribe to the 'Security Review' option, which includes:

- monthly measurement of security KPIs recorded in the Service Dashboard, including details of blocked security threats;
- rolling twelve-month trend of security KPIs in the Service Dashboard;
- analysis and advice during the Service Review regarding corrective actions if required; and
- access to KPIs through MSS.

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In addition to the Security Review, Customer may elect to receive the Capacity Review option, which provides the following in addition to the Security Review:

- path availability Service Level commitment described in the SLA for the relevant Supported Service(s); and
- path performance Service Level commitments (i.e. RTD, PLR, and jitter Service Levels) described in the SLA for the relevant Supported Service(s).

For the avoidance of doubt, if Customer does not elect to receive the Capacity Review option, then the path availability and path performance Service Levels otherwise set forth in the SLA for the Supported Service(s) are Service Level Objections only, for which Customer will receive no remedy, financial or otherwise, if Orange fails to achieve such Service Level(s).

1.4.5.3 **VPN Owner.** Orange will provide a VPN Owner, who will be available during Business Hours and will be Customer's primary point of contact for, and will proactively manage, Change Management. The VPN Owner will:

(a) monitor implementation of the Changes for adverse effects such Changes may have on the integrity of Customer's VPN;

(b) conduct a bi-annual Customer VPN audit, which may include information regarding security violations, redundancy configuration and testing, and network diagrams;

(c) conduct quarterly non-disruptive testing (i.e. configuration checks) for Customer's VPN;

(d) maintain the technical documentation for the Supported Service(s); and

(e) manage the provisioning and configuration of new Locations to Customer's existing VPN (excluding any (i) new Orange Services, (ii) changes in design, or (iii) transfer of connections), not to exceed 2 connections per month or 10 connections per rolling 6-month period.

1.4.5.4 **Service Level Support.** If Customer receives Service Optimize, then Customer may subscribe to the GTTR, Service Availability, or Extended Service Delivery Service Level Support options described below. If Customer does not receive the GTTR, Service Availability, or Extended Service Delivery Service Level, then the Service Levels for GTTR and Service Availability otherwise set forth in the SLA for the Supported Service(s) are Service Level Objectives only, for which Customer will receive no remedy, financial or otherwise, if Orange fails to achieve such Service Level(s).

1.4.5.4.1 **GTTR (or DTTR) Service Level.** The GTTR (or DTTR) Service Level option includes:

- In relation only to the GTTR commitment described in the relevant SLA for the Supported Service, the remedies for Orange's failure to meet the GTTR Service Level set forth in the SLA for the relevant Supported Service;
- In relation only to the GTTR commitment described in the relevant SLA for the Supported Service, a monthly measurement of GTTR recorded in the Service Dashboard;
- In relation only to the GTTR commitment described in the relevant SLA for the Supported Service, the rolling twelve (12) month trend of the Service Level commitment in the Service Dashboard; and
- In relation only to GTTR commitment described in the relevant SLA for the Supported Service, analysis, and advice from Orange during the Service Review regarding corrective actions if required with respect to such Service Level commitment.

Orange will not provide any monthly measurement of the DTTR described in the relevant Supported Service.

1.4.5.4.2 **Availability Service Level.** The Service Availability Service Level option includes:

- Notice from Orange if Orange reasonably believes that the Scheduled Maintenance will impact the relevant Supported Service(s);
- the remedies for Orange's failure to meet the Service Availability Service Level set forth in the SLA for the relevant Supported Service(s);
- a monthly measurement of Service Availability recorded in the Service Dashboard;
- a rolling twelve-month trend of the Service Level commitment in the Service Dashboard; and
- the analysis and advice of Orange during the Service Review regarding corrective actions if required with respect to the Service Availability Service Level.

1.4.5.5 **Extended Service Delivery.** The Extended Service Delivery option is available only for certain Supported Services, as identified and as may be modified by Orange from time to time. The Extended Service Delivery option includes the Service Availability Service Level option, the GTTR Service Level option and the Capacity Management option, each as described above in this Service Description.

1.4.6 **Customer Problem Management.** If Customer receives more than one Supported Service or a single complex Supported Service, Customer may elect to receive a Customer Problem Management service feature. Orange will provide Customer with an access to a designated Customer Problem Manager, who (i) will be the primary point of contact for the inquiries regarding performance, procedural or other technical aspects of the Supported Services, and (ii) will proactively identify potential service performance issues that might result in future service degradation or failure of the Supported Services.

1.5 Technical Management

1.5.1 Technical Management consists of Technical Excellence, Technical Integration and Technical Operation, each as described below. Technical Management will be provided in English and during Business Hours, provided that Customer may elect to receive 24x7 coverage as an option subject to an additional Charge.

1.5.1.1 **Technical Excellence.** Orange will provide designated technical excellence partner as a point of contact for the technical aspects delivery of the Supported Services. The technical excellence partner will be available during Business Hours and for the Supported Services will:

- verify security and operational compliance;
- manage integration and/or evolution of the provided solutions;
- manage operational readiness;
- provide end-to-end visibility and control on solution's performance and its dependencies; and
- provide improvement recommendations and assessment.

1.5.1.2 **Technical Integration.** Technical Integration will be provided by an Orange technical engineer who will be available during Business Hours and who for the Supported Services will:

- execute solution's configuration deployment and integration;
- support the solution migration during major transformations and/or the solution's evolution;
- carry out Customer's acceptance tests for the implemented solutions and/or requested changes; and
- verify operational readiness and handover to Orange's operations.

1.5.1.3 **Technical Operation.** Technical Operation will be provided by an Orange technical engineer who will be available during Business Hours and who for the Supported Services will:

- provide technical support for Incident Management as described above;
- support the overall solution maintenance in terms of configurations modification and security monitoring; and
- provide solution improvement recommendations.

If multiple technical engineers are assigned to Customer, then Orange might identify a technical lead engineer.

1.5.2 **Technical Management baseline & Options.** Technical Management is provided with different levels of service:

1.5.2.1 **Baseline (Standard):** is the basic level mandatory for configuration deployment for solution's implementation and/or changes, where Technical Integration and Technical Operation are provided as a bundle through shared technical resources.

1.5.2.2 **Gold & Platinum.** Enhanced service level provided through designated resources, where Technical Integration and Technical Operation are provided as a bundle as follows;

- **Gold.** designated resources available in Business Hours, providing configuration deployment, Customer's acceptance tests, change and release deployment, level-4 incident management, problem management, overall performance, and security periodic audits.
- **Platinum:** 24x7 coverage through designated resources providing configuration deployment, acceptance tests, change and release deployment, level-4 incident management, problem management, overall performance, and security periodic audits.

    Technical Excellence is an additional service option (Premium) on top of the Technical Integration/Technical Operation bundles and is available exclusively for the Gold and Platinum service packages.

1.6 Multi-Sourcing Service Integration ("MSI") Service Desk

Customer will benefit from an operational support for the telecommunication services received by Customer from the Third-Party Service providers.

1.6.1 Orange will provide the MSI Service Desk as an optional feature of Service Management only for the Third-Party Services identified in the Order and only in the countries listed in the Order. Prior to Orange providing the MSI Service Desk, however, Customer must execute and provide to Orange a Letter of Authorization, or such other documentation reasonably requested by and acceptable to Orange and as may be required by the Third-Party Service provider that will allow Orange to contact and work with Customer's Third-Party Service provider on Customer's behalf with respect to Third Party Service Incidents. The MSI Service Desk is delivered by the Support Team, which will be responsible for contacting the relevant Third-Party Service provider in the event of a Third-Party Incident. Customer may elect to receive the following options for the MSI Service Desk, each of which is subject to additional charges:

- **Reactive support:** Support Team will open an incident upon Customer's request by phone or by mail. The Support Team will contact the Third-Party Service provider and will follow up until the resolution of the incident.
- **Proactive Support with Monitoring:** Support Team will be notified of a Third-Party Incident automatically by the monitoring systems proactively. Upon receipt of such notice, the Support Team will contact the Third-Party Service provider and will follow up with the Third-Party Service provider until the Third-Party Service provider has resolved the Third-Party Service Incident.
- **Vendor multi-language support:** The Support Team can interact with the Third-Party service providers in the languages that are agreed by the Parties in the Order.

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1.7   Charges

1.7.1   Charges for Incident Management and Change Management are included in the Charges for Supported Service(s).

1.7.2   Additional Charges apply to each of the optional service features described above. The Charge for Service Optimize is based on the expected number of connections/units as stated on the Order. Each time a new Supported Service is added to Service Optimize for Customer, or the volume of the Supported Service is increased, the Charges for Service Optimize will be increased incrementally. Charges for Service Optimize also apply based on the frequency and location of Service Reviews.

1.7.3   Additional Charges will apply to CSM support provided outside Business Hours, based on the estimated level of effort and contracted CSM hourly rate, subject to a minimum charge of 0.5 man-day.

1.7.4   Orange will charge Customer for any additional costs incurred due or related to an Incident caused by Customer.

END OF SERVICE DESCRIPTION FOR SERVICE MANAGEMENT