

Terms for Expereo Services

1. Application, Priority and Defined Terms

- 1.1 This document applies to any Expereo service (or component of any Expereo service) that Nasstar procures (in whole or in part) from a Third-Party Supplier and which are made available to a Nasstar customer (the "**Expereo Services**").
- 1.2 The Expereo Services are Third Party Products, Third Party Services and/or Third Party Software (as applicable) within the meaning of:
 - (i) the Master Services Agreement between Nasstar and the customer;
 - (ii) the Nasstar Professional Service Terms;
 - (iii) the Nasstar Software Terms;
 - (iv) the Nasstar Connectivity Service Terms; and
 - (v) any other terms and conditions made available by Nasstar to the customer collectively the "**Nasstar Terms**".
- 1.3 The terms in this document constitute the "**Third Party Terms**" for the Expereo Services for the purposes of the Nasstar Terms. Capitalised terms used but not defined in this document have the meaning given in the Nasstar Terms.
- 1.4 The terms in this document apply in addition to the Nasstar Terms, and this document is referenced in Nasstar's Third Party Terms & Notices document. In the event of any conflict between the terms in this document and the Nasstar Terms, the terms in this document shall govern the Expereo Services to the extent of the conflict.
- 1.5 This document operates on a pass-through basis. Nasstar resells the Expereo Services as a third-party product. Nasstar's role, obligations and liability in respect of the Expereo Services are limited to those set out in the Third Party Product, Third Party Services and/or Third Party Software (as applicable) provisions of the Nasstar Terms.
- 1.6 In this document:

Billing Currency: means the currency in which the Fees for the affected Expereo Service are invoiced to Customer under the relevant order and/or the Master Agreement;

CDD: means the customer delivery date on which the relevant Expereo Service is planned to be made available;

Customer Delay: has the meaning given in clause 3.2;

Demarcation Point: means the physical or virtual point at which the Expereo Services are delivered to customer;

End-of-Life Service and End-of-Life Date: have the meanings given in clause 8;

ETFs or Early Termination Fees: means the charges payable by customer to Nasstar on early termination of a Expereo Service, being the total sum of the fees for the affected Expereo Service for the remainder of its Service Initial Term or Service Renewal Term (as applicable);

Fees, Nasstar Equipment and Order: have the meanings given in the Master Agreement;

Master Agreement: means (i) the Nasstar Terms between Nasstar and Customer (as applicable to each relevant order), together with any related Service Agreement, Statement of Work or equivalent document;

RFS Date: means the date on which the relevant Expereo Service is ready for service;

Service Initial Term: means the initial term of a Expereo Service, being no less than twelve (12) months from the RFS Date unless a longer period is agreed between Nasstar and the Customer;

Service Renewal Term: means any renewal term for a Expereo Service following expiry of the Service Initial Term;

Supplier Documents: means the Third-Party Supplier's service descriptions, service annexes, service-level targets, service-specific terms and conditions, portal terms, acceptable use policy and any other documents applicable to the Expereo Services and notified or made available to Customer including those outlined at Schedule 1 (below). For the avoidance of any doubt, any references to 'Customer' in Schedule 1 shall be deemed to refer to Nasstar's end customer, unless the context requires it to be deemed to refer to Nasstar itself;

Technical Requirements: means any technical requirements made known to the customer including those specified in the Supplier Documents; and

Third-Party Supplier: means the third-party supplier (including Expereo and its group of companies) supplying the relevant Expereo Services to Nasstar;

Users: means the personnel, contractors, agents and invitees of the Customer that use or access the Expereo Services.

2. Supplier Documents

- 2.1 The Supplier Documents form part of the Third Party Terms applicable to the Expereo Services. The Third-Party Supplier's acceptable use policy is currently available at <https://www.expereo.com/use-policy/> and the Third-Party Supplier's service-specific terms and conditions are currently available at <https://www.expereo.com/terms-conditions/>.
- 2.2 Where the Third-Party Supplier amends any Supplier Document, the amended version shall apply on and from the date it is notified or made available to the customer.

3. Delivery, Cooperation and Customer Delay

- 3.1 Without prejudice to customer's cooperation obligations in the Master Agreement, customer shall ensure that each site at which a Expereo Service is to be provisioned:
 - (a) is prepared with suitable internal cabling, environmental conditions (including temperature, humidity and continuous mains power), rack space and safe access; and
 - (b) meets the applicable Technical Requirements.
- 3.2 If customer, its personnel, contractors or third-party suppliers delay, restrict or preclude Nasstar or the Third-Party Supplier from making a Expereo Service ready by the CDD (including through delayed or lack of site access, missing or incorrect internal cabling, absence of power or environmental conditions, or failure to obtain any necessary consents, licences, permissions or authorisations) (a "**Customer Delay**"), Nasstar shall notify customer in writing. Customer shall have five (5) calendar days from the date of Nasstar's notice within which to remedy the Customer Delay. For the avoidance of doubt, any service delivery (including a CDD) shall not be rescheduled more than once.

If customer fails to remedy the Customer Delay within the applicable cure period:

 - (a) Nasstar may commence charging the Fees for the affected Expereo Service on and from the CDD (or rescheduled CDD, if any) and until the end of the Service Initial Term or Service Renewal Term (as applicable); and
 - (b) Nasstar may recover from customer any additional costs Nasstar and/or the Third-Party Supplier incur as a result of the Customer Delay (including any pass-through supplier charges).
- 3.3 If customer requests Nasstar or the Third-Party Supplier to address a problem with a Expereo Service which is proved to Nasstar's reasonable satisfaction to be caused by a problem with customer's network, equipment, personnel or a customer third-party supplier, Nasstar may charge to customer all expenses incurred in resolving the reported problem.
- 3.4 If any invoice issued by Nasstar under this clause 3 remains unpaid following the expiry of all applicable periods and procedures in the Master Agreement, Nasstar may, by written notice to customer, immediately terminate the affected Expereo Service, and Nasstar shall be entitled to invoice the applicable ETFs, and Customer shall pay such within fourteen (14) days of the invoice date.
- 3.5 Nasstar shall be entitled to a reasonable extension of time for the performance of its obligations at least equivalent to any period of Customer Delay.

4. Changes to Information

- 4.1 Any changes to information provided by customer in respect of a Expereo Service after order placement may result in delayed service delivery and/or additional costs. Nasstar shall be entitled to invoice the Customer for such additional costs, and Customer shall pay such invoice within fourteen (14) days of the invoice date.

5. Demarcation Point, Customer Equipment and Compatibility

- 5.1 Unless agreed otherwise by Nasstar expressly in writing, Nasstar's responsibility for the Expereo Services ends at the Demarcation Point. Beyond the Demarcation Point, customer is solely responsible for the availability, configuration, security, interoperability, monitoring and support of Customer's own network, systems, applications, User equipment and any onward services. Nasstar shall not be responsible for assessing Customer's space, facilities, computer and transmission capacity needs or for the interoperability of the Expereo Services with any customer equipment or other services or User equipment.
- 5.2 Customer warrants, represents and undertakes that any customer equipment used in connection with the Expereo Services:
 - (a) is in good working order and suitable for the purposes for which it is used;
 - (b) meets the applicable Technical Requirements; and
 - (c) conforms to all applicable standards and requirements in the territory in which customer is receiving the Expereo Services.

Where customer fails to comply with the Technical Requirements and such failure affects provision of the relevant Expereo Service, Nasstar and/or the Third-Party Supplier may suspend the affected Expereo Service until such failure is

remedied. Nasstar (or, where relevant, the Third-Party Supplier) may also remove any non-compliant customer equipment and require customer to replace it at customer's sole cost.

- 5.3 If any hardware or equipment (whether Nasstar Equipment, equipment supplied by the Third-Party Supplier, customer equipment or otherwise) is required to be installed to enable delivery of a Expereo Service, customer shall, at its own cost and prior to installation:
- (a) obtain all necessary licences, consents and authorisations, including consents for any necessary alterations to buildings, and comply with all applicable law;
 - (b) prepare and maintain the local environmental conditions and power standards in accordance with all applicable laws and industry standards, and provide power sockets to Nasstar and/or the Third-Party Supplier at the customer premises when and where required; and
 - (c) provide internal cabling between any equipment supplied by the Third-Party Supplier and any customer equipment.
- 5.4 Where any Nasstar equipment or equipment supplied by the Third-Party Supplier is installed at customer premises:
- (a) title to such equipment remains with Nasstar or the Third-Party Supplier (as applicable) and customer shall not do anything to negate or limit that title (including allowing liens to be enacted);
 - (b) customer is solely responsible for such equipment following delivery and shall not, except as expressly instructed or authorised in writing by Nasstar or the Third-Party Supplier, dispose of, use, move, add to, modify or in any way interfere with the equipment, nor allow anyone else to do so; and
 - (c) customer shall be responsible for any loss of or damage to such equipment.
- 5.5 Upon the end of the Service Initial Term or Service Renewal Term (as applicable) for a Expereo Service (for any reason), customer shall, at its own cost, return any equipment supplied by Nasstar and/or Third-Party Supplier to the location notified by Nasstar within fourteen (14) days of receiving Nasstar's return instructions. If customer fails to return equipment within that period, Nasstar may invoice customer for all costs Nasstar incurs (including third party supplier charges, replacement costs excluding fair wear and tear, depreciation or administrative fees).
- 5.6 Nasstar and the Third-Party Supplier may take measures and give instructions to Customer to safeguard the integrity of the network or the provision of the Expereo Services or to prevent or correct deficiencies. Customer shall comply with such instructions.

6. Feasibility, Construction, Termination, and Service Renewal

- 6.1 Each Expereo Service is subject to a feasibility assessment by the Third-Party Supplier. Nasstar shall notify customer if any Expereo Service cannot be provisioned at the ordered specification. Where Nasstar so notifies:
- (a) Nasstar shall use reasonable endeavours to offer an alternative service; and
 - (b) if no alternative is available, customer may cancel the affected Expereo Service by written notice without liability and without incurring any charges in respect of the affected Expereo Service, save that customer shall remain liable for reasonable actual costs Nasstar incurs for work performed and/or services provided prior to cancellation, to the extent Nasstar cannot mitigate such costs.
- 6.2 Customer shall bear all build and construction costs (including wireless or fibre infrastructure construction) required to enable delivery of any Expereo Service. Nasstar and/or the Third-Party Supplier shall not commence any such work until customer has agreed in writing to the scope of work and the associated costs.
- 6.3 Either party may terminate a Expereo Service before its RFS Date by written notice to the other party. If Customer exercises such termination right, Nasstar shall be entitled to invoice, and Customer shall pay within fourteen (14) days of the invoice date:
- (a) the ETFs in respect of the full Service Initial Term and/or Service Renewal Term (as applicable) for the affected Expereo Service; and
 - (b) any supplier or third-party committed costs for which Nasstar is liable,
- in each case in addition to any other termination costs recoverable under the Master Agreement.
- 6.4 Either party may terminate a Expereo Service after its RFS Date by written notice to the other party on not less than three (3) months prior written notice. If Customer exercises such termination right, Nasstar shall be entitled to invoice, and Customer shall pay within fourteen (14) days of the invoice date:
- (a) the ETFs in respect of the full Service Initial Term and/or Service Renewal Term (as applicable) for the affected Expereo Service; and
 - (b) any supplier or third-party committed costs for which Nasstar is liable,
- in each case in addition to any other termination costs recoverable under the Master Agreement.

- 6.5 Following expiry of the Service Initial Term, unless otherwise agreed in the applicable service agreement or order form, the Expereo Services shall automatically renew for successive periods of twelve (12) months, or such other period as agreed in the applicable service agreement or order form.

7. Use Restrictions, Network Integrity and Monitoring

- 7.1 Except where agreed otherwise in writing, customer shall not, and shall ensure Users do not:
- (a) use any Expereo Service to establish permanent servers, relay connections, interconnection services or similar commercial activities;
 - (b) make unauthorised modifications to the Expereo Services or to any Third-Party Supplier and/or Nasstar software, portal, materials or equipment;
 - (c) copy, decompile, adapt, translate, disassemble, modify, correct errors or reverse engineer any Nasstar and/or Third-Party Supplier software, portal, materials or equipment;
 - (d) do anything that impairs, disrupts or damages the Third-Party Supplier's or Nasstar's networks, systems or services;
 - (e) use the Expereo Services in any way that (i) may reasonably be considered to be a nuisance, defamatory, offensive, abusive, obscene or in violation of any person's rights or (ii) is illegal or fraudulent; or
 - (f) resell, distribute, provide or sub-licence any Expereo Service or any equipment provided by the Third-Party Supplier to any third party.
- 7.2 Customer shall notify Nasstar promptly on becoming aware of any breach or suspected breach of security or unauthorised use of the Expereo Services.
- 7.3 Customer acknowledges that Nasstar and/or Third-Party Supplier may monitor customer's and Users' use of the Expereo Services provided that any monitoring shall be limited to what is reasonably necessary for the applicable purpose, including to:
- (a) comply with applicable law, court orders or regulator directions;
 - (b) protect the Third-Party Supplier's or Nasstar's networks or systems from misuse;
 - (c) protect the integrity of the public internet or the Third-Party Supplier's, Nasstar's or their affiliates' networks or systems;
 - (d) determine whether customer or any User has breached this document, the Master Agreement or the Supplier Documents;
 - (e) provide, support and manage the Expereo Services; or
 - (f) take other actions expressly agreed in writing or requested by customer.

8. Service Changes, End-of-Life, Supplier Withdrawal and Regulatory Change

- 8.1 Customer acknowledges that the Third-Party Supplier may make changes to the Expereo Services from time to time. Nasstar shall provide customer with reasonable prior notice of any such change, except where an immediate change is required to comply with applicable law or to address an urgent security or network integrity issue.
- 8.2 If the Third-Party Supplier (or any of its suppliers) ceases providing, marketing, selling or sustaining all or any part of a Expereo Service (including any equipment, hardware or software) or declares it end-of-life (an "**End-of-Life Service**") on a specified date (the "**End-of-Life Date**"), Nasstar shall give customer no less than the notice that Nasstar receives from the Third-Party Supplier of the End-of-Life Date.
- 8.3 Any use of an End-of-Life Service by Customer after the End-of-Life Date shall be entirely at Customer's risk. Nasstar and/or the Third-Party Supplier shall not be liable in respect of customer's continued use of the End-of-Life Service after the End-of-Life Date.
- 8.4 Nasstar and/or the Third Party Supplier may terminate or suspend a Expereo Service (in whole or in part) without liability, where the Third-Party Supplier (or a supplier of the Third-Party Supplier) terminates or withdraws the right to use the underlying service and Nasstar has no reasonable alternative means of continuing to provide the affected Expereo Service. Before terminating or suspending under this clause 8.4, Nasstar shall:
- (a) give customer as much prior written notice as is reasonably practicable; and
 - (b) cooperate with customer to minimise any disruption.
- customer shall not be liable for Fees relating to any affected Expereo Service on and from the date on which Nasstar ceases to provide that Expereo Service.
- 8.5 If any Regulator determines that the provision of the affected Expereo Service is contrary to existing laws, rules or regulations, or a Regulator requests Nasstar or the Third-Party Supplier to cease providing any part of the Expereo

Services, Nasstar may terminate the affected Expereo Service on written notice to Customer and neither Nasstar nor the Third-Party Supplier shall have any liability to customer.

- 8.6 Where Nasstar is unable to provide the affected Expereo Service (or any material part) as a result of legal or regulatory restrictions, Nasstar may terminate the affected Expereo Service without liability.
- 8.7 Where customer wishes to make a change to a Expereo Service, customer may submit a written change request to Nasstar. Nasstar shall use reasonable endeavours to respond within a reasonable period, having regard to the Third-Party Supplier's feasibility and cost. Any agreed change shall be documented in writing and the associated charges shall be communicated to the customer.

9. Warranties and Indemnities

- 9.1 The customer agrees and understands that:
 - (a) the service levels, warranties, service credits and other remedies applicable to the Expereo Services are those set out in the Supplier Documents;
 - (b) Nasstar's obligation to customer is to use reasonable endeavours to pass through the benefit of any such remedies Nasstar actually receives from the Third-Party Supplier;
 - (c) any service credits payable to customer in respect of the Expereo Services shall be discussed and agreed at pre-arranged service review meetings between customer and Nasstar and, once agreed, shall be credited on customer's next monthly invoice. Service credits are customer's sole and exclusive financial remedy in respect of any breach of the applicable service levels; and
 - (d) Nasstar's aggregate liability to customer in respect of any failure of the Third-Party Supplier to meet any service level, warranty or performance obligation, or any breach by the Third-Party Supplier of the Supplier Documents, shall not exceed the sums Nasstar actually recovers from the Third-Party Supplier in respect of the same event.
- 9.2 Customer shall indemnify Nasstar against all losses, damages, costs, charges, claims and expenses (including any Third-Party Supplier charges levied against Nasstar) suffered or incurred by Nasstar to the extent arising out of:
 - (a) any breach by customer or any User of the Supplier Documents, this document, or applicable law relating to customer's or any User's use of the Expereo Services;
 - (b) misuse, unauthorised use, fraud or artificial inflation of traffic in connection with the Expereo Services by Customer or any User; or
 - (c) any third-party claim (including from a User) brought against Nasstar and/or the Third-Party Supplier to the extent attributable to any act or omission of customer or any User in connection with the Expereo Services in breach of the Master Agreement, the Supplier Documents, this document, or applicable law.
- 9.3 The liability caps set out in the Master Agreement shall not apply to the indemnity at clause 9.2 above.
- 9.4 Customer waives the right to bring a claim against Nasstar arising out of or in any way relating to a Expereo Service more than twelve (12) months after the expiry or termination of the Service Initial Term or Service Renewal Term (as applicable) for that Expereo Service.

10. Taxes and Supplier Cost Increases

- 10.1 Without prejudice to any equivalent provisions of the Master Agreement:
 - (a) the Fees for Expereo Services are exclusive of all applicable taxes, levies, duties, surcharges and regulatory charges (including foreign VAT, sales taxes, universal-service fees and telecommunications levies) applicable in the country in which the relevant Expereo Service is provided, all of which shall be added to Nasstar's invoices where applicable and paid by customer. Notwithstanding the foregoing, the customer acknowledges that applicable local taxes may apply to the Expereo Services and that Nasstar is not obliged to identify or advise the customer of such taxes at the point of quotation. Where Nasstar becomes aware of any such applicable taxes, Nasstar will notify the customer as soon as reasonably practicable. The customer shall be responsible for any such taxes;
 - (b) if customer is required by applicable law to withhold any amount from a payment to Nasstar, customer shall gross up the payment so that the net amount received by Nasstar is not less than the amount that would have been received in the absence of the withholding. Customer shall reasonably cooperate with Nasstar in obtaining any available treaty relief or exemption; and
 - (c) where a Expereo Service is sourced in a currency other than the Billing Currency, Nasstar may pass through to customer any increase in the Fees attributable to currency exchange-rate movements between the sourcing currency and the Billing Currency. The applicable exchange rate shall be as provided by Open Exchange Rates (www.openexchangerates.org) on the 24th day of the applicable month (or the last Business Day prior to the 24th, if the 24th is not a Business Day), or such other rate source and methodology as Nasstar may notify to customer from

time to time (such notice being not less than 14 days' prior written notice, save where such change is imposed on Nasstar by the Third-Party Supplier).

- 10.2 In addition to any rights to increase the Fees in the Nasstar Terms, Nasstar may increase the Fees to reflect any increase in the costs payable by Nasstar to a Third-Party Supplier in connection with the Expereo Services, including where the Third-Party Supplier applies an increase by reference to an EU or US inflation index or rate, or where the increase arises as a result of or in connection with any change in applicable law. Nasstar shall notify the customer of any such increase as soon as reasonably practicable after becoming aware of the relevant increase.

11. Suspension

- 11.1 In addition to Nasstar's rights of suspension elsewhere in the Master Agreement, Nasstar may suspend all or part of a Expereo Service without liability to customer where:

- (a) required by applicable law, a Regulator, a court order or an emergency;
- (b) customer fails to comply with applicable law with respect to the use or receipt of the Expereo Services;
- (c) the quality or availability of services provided by or on behalf of Nasstar and/or the Third-Party Supplier to other customers is (or is threatened to be) adversely affected by the conduct of customer, its personnel or Users, or their equipment, hardware or cables;
- (d) the safety of persons or property is (or is threatened to be) adversely affected by the conduct of customer, its personnel or any User;
- (e) customer, its personnel or any User breaches (or is reasonably suspected to be, or threatened to be, in breach of) the Third-Party Supplier's acceptable use policy and such suspension is reasonably necessary to protect the security, integrity or operation of the Expereo Services or the Third-Party Supplier's network;
- (f) the Third-Party Supplier has suspended the corresponding upstream service or requires Nasstar to do so; or
- (g) any other event occurs in respect of which the Third-Party Supplier has a right to suspend the corresponding upstream service under the Supplier Documents.

Except where immediate suspension is required by applicable law, a Regulator, a court order, an emergency or a circumstance where immediate suspension is reasonably necessary to prevent, avoid or mitigate damage, loss or liability, Nasstar shall provide customer with reasonable prior written notice of any suspension and, where practicable, an opportunity to remedy the relevant issue before suspension occurs. Nasstar shall use reasonable endeavours to minimise any disruption arising from any suspension. Customer shall continue to pay Fees throughout the period of suspension.

- 11.2 Suspension shall be lifted as soon as reasonably practicable after the grounds giving rise to the suspension have ceased to exist. If the cause of suspension is attributable to customer, customer shall reimburse to Nasstar any costs incurred in resuming the affected Expereo Service (including reconnection charges and any Third-Party Supplier costs).
- 11.3 Where a circumstance giving rise to suspension under this clause 11 persists for longer than fourteen (14) days (or such longer period as may be reasonably required to remedy the relevant issue), Nasstar may terminate the affected Expereo Service with immediate effect and without liability.

12. Compliance, Export Control and Sanctions

- 12.1 Customer acknowledges that products, software, and technical information provided under the Expereo Services (including any technical assistance and training) may be subject to export laws and regulations of the European Union, the United States and other countries. Any use or transfer of such products, software or technical information by customer or Users shall comply with applicable law. Where reasonably requested by Nasstar, customer shall sign written assurances and other export-related documents as may be required to comply with applicable export regulations.
- 12.2 Customer shall comply with all applicable law relating to the receipt and use of the Expereo Services and shall not do anything that may cause Nasstar or the Third-Party Supplier (or their affiliates or suppliers) to breach applicable law, including any anti-bribery, anti-corruption, modern slavery, sanctions or export control laws.
- 12.3 Customer shall promptly notify Nasstar in writing if it becomes aware of (i) any breach or suspected breach of clause 12.1 or 12.2 in connection with the Expereo Services or (ii) any request or demand for any undue financial or other advantage in connection with the Expereo Services.

13. Force Majeure and Supplier Excusable Events

- 13.1 In addition to any Force Majeure Event under the Master Agreement, Nasstar shall not be liable for any failure or delay in the performance of its obligations in respect of a Expereo Service to the extent caused by:
- (a) any event beyond the reasonable control of the Third-Party Supplier that prevents, hinders or delays the Third-Party Supplier from performing its obligations to Nasstar (excluding payment obligations), including without limitation: (i)

acts of God, flood, drought, earthquake or other natural disaster; (ii) epidemic or pandemic; (iii) terrorist attack, civil unrest, civil war, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo or breaking off of diplomatic relations; (iv) nuclear, chemical or biological contamination or sonic boom; (v) any law or action/intervention by a government or public authority (including export or import restrictions, quotas or prohibitions, or failure to grant a necessary licence or consent); (vi) collapse of buildings, fire, explosion or accident; (vii) any industry-wide labour or trade dispute, strike, industrial action or lockout (excluding any such event confined to the affected party's or its supplier's workforce); or (viii) interruption or failure of utility service, including cable or fibre cuts; or

(b) any withdrawal, suspension, end-of-life, regulatory intervention or lawful direction affecting the corresponding upstream service supplied to Nasstar by the Third-Party Supplier,

(each a "**Supplier Excusable Event**").

- 13.2 Where a Supplier Excusable Event continues for a continuous period of thirty (30) days after the date on which the Expereo Service should have been performed, Nasstar and/or customer may terminate the affected Expereo Service on written notice without liability, save that customer shall pay any Fees accrued to the date of termination. Where the event of Force Majeure is one preventing customer from performing its obligations, Nasstar shall be entitled to pass through any costs (including Third-Party Supplier costs) it incurs as a result of such termination, and customer shall pay such costs within fourteen (14) days of receipt of the relevant invoice.

SCHEDULE 1

Expereo Global SLA Annex

Standard Service Level Agreement (Wholesale)

1 Introduction

This Global Service Level Agreement (SLA) is only applicable to Expereo Global Internet Services and Enhanced Internet Services.

This SLA addresses service level related topics only. All other functional and technical service features are described in respective Service Annexes.

Expereo offers Service Level Targets (SLT) for all Wholesale services and are not creditable.

2 Definitions & Abbreviations

All capitalized terms used but not defined herein will have the meanings given to such terms in the Service Annexes for Global Internet. In the event of any conflict or inconsistency between the definitions provided in this SLA and those provided elsewhere, the definitions set forth herein will prevail for purposes of this SLA to the extent of any such conflict or inconsistency.

Term	Definition
Broadband	Expereo's broadband service including Fixed Wireless Access (FWA), Near/Low-Earth Orbit (NEO & LEO).
Calendar Month	A month that begins at 12:00 AM Greenwich Mean Time ("GMT") on the first day of a calendar month and ends at 11:59 PM GMT on the last day of that same calendar month.
Case	Registration of the reported incident in the Expereo incident management system. The Case will include all relevant data, including the incident description as provided by the Customer.
Connectivity	As described in the Service Annex of the relevant Expereo Service.
Contract Year	Any period of 12 consecutive months (or such shorter period if this Agreement is terminated earlier), commencing on and from the Effective Date (and each anniversary thereof during the term of this Agreement).
Customer	The party who has the contractual relationship with Expereo under the Agreement and who purchases the Services from Expereo.
Dedicated Internet Access or DIA	Expereo's dedicated internet access service.
Emergency Maintenance	Any maintenance performed regarding Services because of an emergency, which Expereo reasonably believes is necessary to remedy a defect which may affect the use or access to the Services.
End of Incident	When Expereo sends the End of Incident notification to inform Customer of clearance of the incident.
Expereo	Expereo International B.V or its affiliate, being the counterparty to the Agreement with the Customer.
Expereo POP	A data center where Expereo has presence.
Incident	A malfunction that materially adversely affects Customer's ability to use and access the Service. Incidents do not include Service unavailability during Scheduled Maintenance or Emergency Maintenance.
ISP	Internet Service Provider is a third party that provides access to the internet.
Lead Time	The time it takes from order placement to product arrival or service delivery at the Site.

Term	Definition
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Managed Service	The maintenance of a Service as specified in a Service Annex, which may include network monitoring, maintenance, and troubleshooting.
Month / Monthly	A Calendar Month.
MRC	Monthly Recurring Charge for the service.
NBD	Next Business Day.
NRC	Non-Recurring Charge for the service.
NTU / CPE	Network Terminating Unit / Customer Premise Equipment respectively, which are connectivity equipment installed on the Customer's premise by Expereo or its Supplier.
RFS or Ready For Service	Ready for service, being the status of a Service when Expereo confirms it is ready to be used by the Customer, and when the billing starts.
RFS Date	Ready-For-Service Date. The date on which a Service is RFS.
Scheduled Maintenance	Maintenance scheduled or planned by Expereo. Expereo will work to schedule this at a time that minimizes disruption and will aim to schedule this in non-business hours (between the hours of 1:00 AM - 6:00 AM local time).
Service Outage	A service outage where the Customer is completely deprived of using the Service at a Site and is measured as the amount of time a Service was completely unavailable at a Site (i.e., full outage of a Service at a Site).
Site	A physical location of the Customer, where a Service is provided and CPE must be installed.
Site Availability	The service at a Site is considered available if at least one means of Expereo (including Supplier) connectivity is available for use.
Site Outage	A service outage where the Site is completely deprived of using all Service(s) e.g., the amount of time all Services at the Site was completely unavailable (i.e., full outage of all Services at a Site).
SLT / Service Level Target	Service Level Target. This is a reasonable effort service with no remedy, financial or otherwise if Expereo fails to achieve the Target. Therefore, Service Credits are not applicable.
SOF	Service Order Form, signed by the Parties, in Expereo's standard form from time to time.
Supplier/Provider	A third party supplier of network services used by Expereo to deliver a Service.
TTR	Time-To-Repair. The time between the creation of a Case and the time Service is restored, minus the time registered due to Exclusions in Appendix A.
Working Day / Business Day	A working day of Expereo, and its Suppliers in the country where the Sites are situated. Depending on the country, Working Days or Business Days are generally Monday to Friday (excluding public holidays), and each Business Day is from 9:00 am to 5:00 pm, unless otherwise specified in the Agreement.

Table 1 - Definitions & Abbreviations

3 Site Availability

3.1 Site Availability Calculation

Expereo offers a Site availability ("Site Availability") service level that is aligned to the deployed level of infrastructure at a Site. The Site Availability percentage offered is technology and location dependent. Values are specified in the quotes and SOFs. Service Availability is calculated on a per Site per Calendar Month basis, according to the following formula:

$$\text{Site Availability} = \frac{(T - PM) - SO}{T - PM} \times 100\%$$

Whereby, "T" is equal to the total number of minutes in a Calendar Month, "PM" is the Scheduled Maintenance and "SO" is equal to the total of all Site Outages minutes in that Calendar Month.

Expereo offers Site Availability SLTs for all services and will provide reasonable efforts to achieve the agreed level of service; Service Credits are not applicable.

The Site Availability service level (including for single service, redundant and high availability) shall commence from the last RFS Date for all Services at a Site, unless otherwise agreed in writing by Expereo, i.e., the Site Availability service level will only apply once all Services at the Site have been RFS and delivered.

Where Customer upgrades services or orders additional services at a Site (e.g., redundant or high availability services), Expereo may upgrade the Site Availability service level for that Site, subject to Expereo's prior written agreement. If Customer cancels or downgrades service(s) at a Site, the relevant Site Availability service level shall be adjusted or downgraded accordingly from the effective date of such cancellation or downgrade.

3.2 Single Service

Expereo offers Site Availability SLTs for Single services. For Sites connected with a single Expereo Internet Access the following site availability service levels apply:

Expereo Single Service	Monthly Site Availability			
	Tier 1	Tier 2	Tier 3	Tier 4
Enhanced & Dedicated Internet.	99.3%	99%	98.5%	98%
Broadband Internet – incl. Fixed Wireless Access (FWA) and Near-Earth Orbit (NEO).	98.3%	97.5%	97%	96.5%

Table 2 - Expereo Single Service Site Availability SLA

Details on which country falls into which Tier can be found in Appendix B. Site Availability is based on Expereo Managed Services on site

3.3 Redundant

For Sites with a redundant setup, we offer an improved service level, based on the multiple access circuits operating simultaneously. There are many possible configurations of accesses at Sites, so the availability service level will be dependent on the final implemented design. The table below provides examples of the configurations possible, as well as the improved Site Availability service level offered

Site Availability	Monthly Site Availability			
	Tier 1	Tier 2	Tier 3	Tier 4
99.5%	DIA + DIA (Technology Diverse Alternate ISPs).	DIA + DIA (Technology Diverse Alternate ISPs).	DIA + DIA (Technology Diverse Alternate ISPs).	DIA + DIA (Technology Diverse Alternate ISPs) + Broadband.

Table 3 - Expereo Multi-Access Site Availability SLA

Details on which country falls into which Tier can be found in Appendix B. Site Availability is based on Expereo Managed Services on site.

3.4 High Availability

For Sites with a high availability setup, we offer an improved service level, based on the multiple access circuits operating simultaneously. There are many possible configurations of accesses at Sites, so the availability service level will be dependent on the final implemented design. The table below provides examples of the configurations possible, as well as the improved Site Availability offered.

Site Availability	Monthly Site Availability			
	Tier 1	Tier 2	Tier 3	Tier 4
99.9%	DIA + DIA Full Path Diversity.	DIA + DIA Full Path Diversity.	DIA + DIA Full Path Diversity + Broadband.	DIA + DIA Full Path Diversity + Broadband.

Table 4 - Expereo Multi-Access Site Availability SLA

Details on which country falls into which Tier can be found in Appendix B. Site Availability is based on Expereo Managed Services on site

3.5 Time to Repair

Expereo will repair Services as a Service Level Target (SLT). The Time to Repair (TTR) is technology and location dependent. The SLT values are specified in the quotes and SOFs. TTR is the total Service Outage minutes, calculated as the period between the creation of a Case and the time Service is restored, minus the time registered due to Exclusions in Appendix A (Exclusions). The TTR SLT shall commence from the RFS Date for each Service.

The table below shows the defined SLT values for services.

Expereo Service	Time to Repair Values			
	Tier 1	Tier 2	Tier 3	Tier 4
Enhanced & Dedicated Internet.	8 Hours.	12 Hours.	24 Hours.	48 Hours.

Broadband Internet – incl. Fixed Wireless Access (FWA) and Near-Earth Orbit (NEO).	24 Hours.	48 Hours.	72 Hours.	96 Hours.
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Table 5 – Expereo TTR SLA

Details on which country falls into which Tier can be found in Appendix B. TTR is based on Expereo Managed Services on site.

Expereo offers support SLTs and they are not guaranteed. The above SLTs are standard, however subject to commercial agreement we can upgrade these to 24x7x4 equipment support depending on country and in line with Supplier policies.

4 Support Service Levels

Expereo provides a comprehensive support process for all Services, with an accompanying SLT, setting out the indicative response times Customers can refer to when incidents arise.

Below is a summary of the Expereo support parameters:

Expereo Support Parameters	
Support Availability.	24 hours a day, 7 days a week.
Incident reporting.	Phone, e-mail, platform (expereoOne).
Case Creation and Acknowledgement.	Immediate (e-mail, phone, expereoOne).
First Response.	Within an hour after Case creation.
Escalation L1, L2, L3.	Escalate when action plan and timelines are not met.
Case Closure/Resolution.	Service level based (Service type and region dependent).

Table 6 - Expereo Support Parameters

Support service levels in this paragraph 4 shall commence from the RFS Date for each Service.

4.1 Case Priority

Depending on the Case type created and nature/subject of the incident or query, the Expereo support team will assign a Case priority, as shown in the table below:

Case Type	Case Priority	Case Subject
Incident.	P1	Service Down or Service Severely Impacted 10% or more Packet Loss.

	P2	Service Intermittent or Service Degraded.
General Request.	P3	RFO Request (as applicable).
	P3	Activation Support.
	P3	Engineer Dispatch.
	P3	Information Request / Utilization Report.
	P3	Software Update.
	P3	Other.

Table 7 - Expereo Case Priority Definitions

The table below shows the response time SLTs we will perform to, according to the Case priority (below) assigned to the Case.

Case Priority	Response Time
P1	Initial update < 1 hour, then every 2 hours until resolution.
P2	Initial update < 1 hour, then every 4 hours until resolution.
P3	Initial update < 1 hour, then every 48 hours until resolution.

Table 8 - Expereo Response Times SLA

5 General Considerations

5.1 Chronic Outage

If the Site Availability SLT for Enhanced or Dedicated Internet Access is not reached in either (i) three (3) consecutive months, or (ii) any four (4) months in any Contract Year, then the Customer may terminate the relevant Service(s) at the relevant Site, on thirty (30) days written notice and shall only be liable for charges up until and including the effective date of the termination.

Notwithstanding the foregoing, the Customer shall not be entitled to exercise such right of termination if Expereo:

- a) identifies and notifies Customer of corrective actions required to remedy the relevant service issues; and
- b) implements such actions as soon as reasonably practicable. If the corrective actions of Expereo do not rectify the conditions which have resulted in Expereo's failure to meet the Site Availability SLTs, the Customer may terminate the relevant Service as stated above in this paragraph 5.1.

The remedies under this paragraph 5.1 for chronic outages shall only apply to Enhanced and Dedicated Internet Single services, unless otherwise agreed in writing by Expereo.

6 Appendices

6.1 Appendix A. Exclusions

The Service Level Targets will not be applicable in relation to any incidents or disruptions to the Service arising out of or in connection with any of the following:

1. The period between the creation of a Case and the End of Incident, in which a Customer action is pending or Customer is causing delays in resolving the Incident (including as indicated by status "Open, Customer Pending").
2. Any Scheduled Maintenance or Emergency Maintenance.
3. Any service outages (including Service Outages, Site Outages), failures and / or delays caused by any Force Majeure Event(s).
4. Customer's failure including regarding Customer's infrastructure, equipment, software and third party services (i.e., in each case not provided by Expereo).
5. Over-utilization by Customer or its users and / or exceeding capacity limits of the Service.
6. Failure to maintain adequate and proper environmental conditions necessary to use Services.
7. Failure to maintain licenses required to use, receive or operate Services.
8. Failure to provide Expereo (or its Supplier) full access to a Site or its (or its Suppliers') equipment or facilities as reasonably required by Expereo (or its Supplier), for the purpose of delivering a Service, investigating or correcting an incident, Service Outage or Site Outage.
9. Any act or omission by Customer, its user or third party which causes Expereo to be unable to meet any of its service level obligations.
10. A failure caused by and/or related to the Customer's non-compliance with its obligations under the Agreement.
11. Site Outage or Service Outage arising from Customer change requests.
12. Site Outage or Service Outage caused by power failure at the Site.
13. Site Outage or Service Outage caused by third party beyond Expereo's reasonable control (e.g., government regulations preventing service operation or restoration effort; a failure that could not have been prevented by reasonable precautions under Customer control).
14. Failure at any point where full diversity is not achievable and Customer has been advised of this lack of full diversity.

6.2 Appendix B. Country Tiering

Subject to applicable law (including sanctions) in force from time to time, below is the list of countries worldwide where Expereo may provide services, divided into the 4 Tiers mentioned in paragraph 3 above.

Tier 1	Tier 2	Tier 3	Tier 4
Australia	Albania	Anguilla	Afghanistan
Austria	Algeria	Antigua and Barbuda	Aland Islands

Belgium	Andorra	Bahamas	American Samoa
Bulgaria	Angola	Barbados	Antarctica
Canada	Argentina	Benin	Bouvet Island
Czech Republic	Armenia	Bermuda	British Indian Ocean Territory
Denmark	Azerbaijan	Bhutan	Central African Republic
Estonia	Bahrain	Bolivia	Christmas Island
Finland	Bangladesh	Bosnia and Herzegovina	Cocos (Keeling) Islands
France	Belize	Brunei Darussalam	Comoros
Germany	Botswana	Burkina Faso	Cook Islands
Greece	Brazil	Burundi	Timor-Leste
Hong Kong	Cambodia	Cape Verde	Eritrea
Hungary	Cameroon	Cayman Islands	Ethiopia
Iceland	Chile	Chad	French Southern Territories
Ireland	China	Congo	Gambia
Israel	Colombia	Congo, Democratic Republic	Guinea-Bissau
Italy	Costa Rica	Djibouti	Heard Island and McDonald Islands
Japan	Croatia	Dominica	Kiribati
Kazakhstan	Cyprus	Dominican Republic	Lesotho
Lebanon	Ecuador	Equatorial Guinea	Libya
Luxembourg	Egypt	Falkland Islands (Malvinas)	Marshall Islands
Macau	El Salvador	Faroe Islands	Mauritania
Malaysia	Georgia	Fiji	Mayotte

Tier 1	Tier 2	Tier 3	Tier 4
Netherlands	Ghana	French Guiana	Micronesia
New Zealand	Gibraltar	French Polynesia	Myanmar
Norway	Guatemala	Gabon	Nauru
Poland	Guernsey	Greenland	Niger
Portugal	Honduras	Grenada	Niue
Romania	India	Guadeloupe	Norfolk Island

Saudi Arabia	Isle of Man	Guam	Northern Mariana Islands
Singapore	Jersey	Guinea	Palau
Slovakia	Jordan	Guyana	Papua New Guinea
Slovenia	Kenya	Haiti	Pitcairn
South Korea	Kuwait	Indonesia	Saint Barthelemy
Spain	Latvia	Iraq	Saint Helena, Ascension, Tristan da Cunha
Sweden	Liechtenstein	Côte d'Ivoire	Saint Kitts and Nevis
Switzerland	Lithuania	Jamaica	Saint Martin
Taiwan	Macedonia	Kosovo	Saint Pierre and Miquelon
Thailand	Malta	Kyrgyzstan	Saint Vincent and The Grenadines
Ukraine	Mauritius	Laos	Samoa
United Arab Emirates	Mexico	Liberia	São Tomé and Príncipe
United Kingdom	Moldova	Madagascar	Sierra Leone
United States	Monaco	Malawi	South Georgia and The South Sandwich Islands
Vietnam	Montenegro	Maldives	Svalbard and Jan Mayen
	Morocco	Mali	Swaziland
	Netherlands Antilles (Aruba)	Martinique	Togo
	Netherlands Antilles (Bonaire)	Mongolia	Tokelau
	Netherlands Antilles (Curacao)	Montserrat	Tonga

Tier 1	Tier 2	Tier 3	Tier 4
	Netherlands Antilles (Sint Maarten)	Mozambique	Turkmenistan
	Nicaragua	Namibia	Turks and Caicos Islands
	Oman	Nepal	Tuvalu
	Panama	New Caledonia	United States Minor Outlying Islands

	Peru	Netherlands Antilles (Saba)	Venezuela
	Philippines	Netherlands Antilles (Sint Eustatius)	Wallis and Futuna
	Puerto Rico	Nigeria	Western Sahara
	Qatar	Pakistan	
	Rwanda	Palestine	
	San Marino	Paraguay	
	Senegal	Reunion	
	Serbia	Saint Lucia	
	Seychelles	Solomon Islands	
	South Africa	Trinidad and Tobago	
	Sri Lanka	Suriname	
	Tajikistan	Uruguay	
	Tanzania	Virgin Islands, British	
	Tunisia	Virgin Islands, U.S.	
	Turkey	Vanuatu	
	Uganda	Zimbabwe	
	Uzbekistan		
	Vatican City State		
	Zambia		

Table 9 - Expereo SLA Country Tiering

6.3 Appendix C. Expereo Enhanced Internet

The table below details the locations of Expereo's Enhanced Internet POPs, and the countries where the service may be available, subject to applicable law (including sanctions) in force from time to time

Region	Country	City
AMER	Canada	Toronto
AMER	USA	Ashburn
AMER	USA	Chicago
AMER	USA	Los Angeles
AMER	USA	Miami
AMER	USA	New York
AMER	USA	San Jose
AMER	USA	Seattle

APAC	Australia	Melbourne
APAC	Australia	Sydney
APAC	Hong Kong	Hong Kong
APAC	Japan	Tokyo
APAC	Malaysia	Kuala Lumpur
APAC	Singapore	Singapore
APAC	Singapore	Singapore2
APAC	Thailand	Bangkok
EMEA	France	Paris
EMEA	Germany	Frankfurt
EMEA	Ireland	Dublin
EMEA	Italy	Milan
EMEA	Netherlands	Amsterdam
EMEA	Poland	Warsaw
EMEA	South Africa	Johannesburg
EMEA	Spain	Madrid
EMEA	Switzerland	Zurich
EMEA	UK	London
EMEA	UK	London2
LATAM	Brazil	Sao Paolo
LATAM	Mexico	Mexico City

Annex 3 - Service Description

Enhanced Internet

Service Description

1 Introduction

This document outlines Expereo's Global Internet Service. This Service Description is only applicable for our Global Internet Service.

This document is not legally binding and is for informative purposes only.

1.1 Connecting people, places & things everywhere

Expereo's mission is to connect people, places and things everywhere. To do so, we offer a variety of solutions to our global customers:

1.1.1 expereoOne

Managing a global network estate is complicated and time-consuming. IT teams need open and clear visibility to truly feel in control of their network infrastructure, while the finance team wants to view and manage invoices, ideally by site. Downtime and poor network performance are business critical, and visibility into both are required so that they can be managed. That is why Expereo is putting visibility, control and security at the fingertips of our customers through our digital self-service platform, expereoOne. With expereoOne customers have real-time visibility in the health of their global network, in a single view.

1.1.2 Global Connectivity

With Global Internet from Expereo, we design, build, and manage a reliable Internet network across all your global locations and teams. We work with you to identify the network and service options required with a service-agnostic approach, whether you need Broadband, Dedicated Internet, Enhanced Internet, Low Earth Orbit, Fixed Wireless Access, or any other connectivity service. With 20 years' experience working in the Internet and managing thousands of networks globally, we understand the Internet better than anyone. We're constantly innovating to enhance the options for businesses and increase the reliability of connectivity.

1.1.3 Secure Connect

With Expereo Secure solutions, we design, implement, and manage a dependable and agile network that connects your global locations and teams seamlessly. Our service-agnostic approach ensures we tailor the right combination of connectivity options—be it SD-WAN or SASE, we have the solution for you. We have expertise in optimizing global networks and have unparalleled insight into that network connectivity. Constant innovation drives us to enhance network performance and deliver the reliability and flexibility businesses demand in today's digital landscape.

1.2 Understanding Customer Challenges

Expereo focuses on solving our Customers' challenges and accelerating their digital transformation. We understand the challenges that come with selecting the right ISP. Here are a few challenges that Expereo solves for every Customer:

- **Coverage:** We ensure your ISP has extensive geographic reach and can provide consistent service quality across all your business locations. We look for providers with a strong infrastructure and the ability to support future expansions
- **Reliability:** Reliable Internet connectivity is crucial for seamless operations. We seek ISPs that offer high uptime guarantees, robust redundancy and failover mechanisms, and strong Service Level Agreements (SLAs) to minimize disruptions.
- **Support services:** Effective support services are essential for maintaining network performance. Before onboarding new partners, they undergo extensive scrutiny of their technical support availability, proactive

monitoring capabilities, automated fault management, and overall Customer service

- **Cost:** While cost is an important factor, it should be weighed against service quality, reliability, and support. Expereo aims for a balance that provides the best value for your investment. Take into consideration the total cost of ownership including setup, ongoing fees, and potential downtime costs.
- **Performance:** Businesses demand high quality levels of service with near instantaneous access to the cloud. Latency (round trip delay) can lead to poor user experience and inefficiencies. Packet loss/congestion is also a challenge for customers leading to incomplete or corrupt data transmission or poor quality of experience.

2 Enhanced Internet by Expereo

2.1 Introduction

Expereo Enhanced Internet services provide connectivity between a Customer site and the public internet. It enables the Customer to browse on the Internet, use cloud services, establish a VPN between various sites and more. However, the standard routing can often be inefficient. The Enhanced Internet service remedies this by using AI to re-route traffic for the optimal performance.

2.2 Service Options

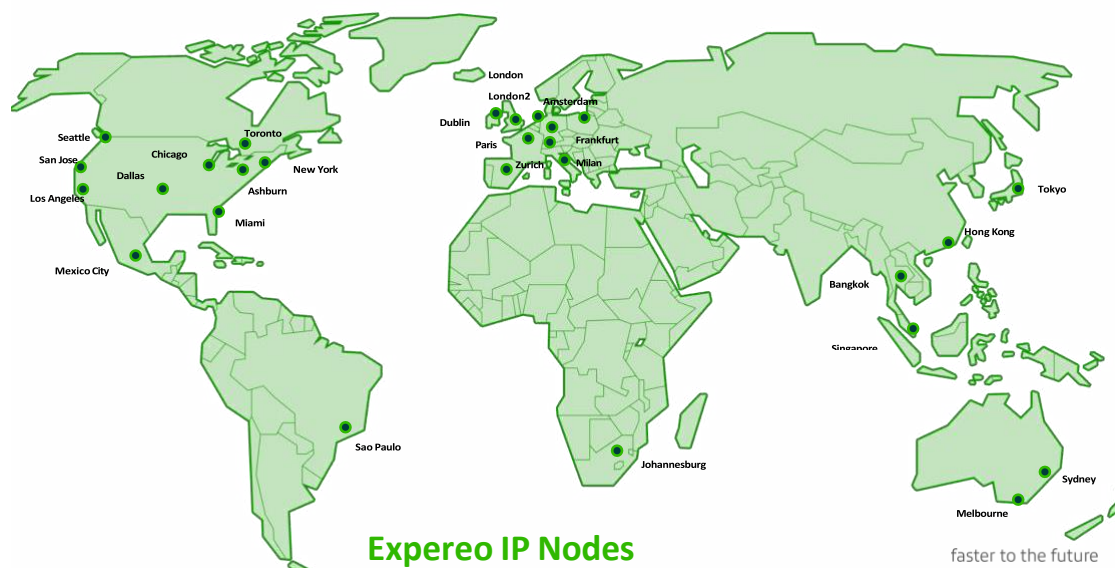
Expereo's Enhanced Internet portfolio allows our Customers to connect people and places globally. Our solutions allow Customers to embrace the power of connectivity with flexible, agile, and resilient global coverage. Our unique global ecosystem means you can experience a host of benefits that support your business expansion and network performance.

Expereo's Enhanced Internet portfolio can be categorized by the following services:

- A. **Enhanced Internet:** Expereo takes the traffic from a Customer site into one of our IP Nodes. From here the traffic will be enhanced to all destinations, resulting in improved performance with a bandwidth guarantee and symmetrical speeds. This service guarantees consistent network performance and has an SLA guarantee for service availability.
- B. **Enhanced IP Core:** Expereo takes the traffic of a customer to one of our IP Nodes and then to another IP Nodes. This will allow for bi-directional improvement of latency and packet loss between the IP Nodes. This is typically used for intercontinental traffic, but can also improve performance over smaller distances. This has a bandwidth guarantee and symmetrical speeds. This service guarantees consistent network performance and has an SLA guarantee for service availability.

2.3 Coverage

Our Enhanced portfolio is available in 29 locations, alongside our 190 countries available through our standard Global Internet. You'll also have access to local teams on the ground who all speak your language and understand your priorities. This is made possible by our local expertise with global reach.



2.4 Internet Speed

Enhanced offers improved performance in terms of packet loss and latency for the service. Upon request, Expereo can provide examples of this upon request.

2.5 Access Type

Expereo provides Enhanced Internet services over any feasible standardized access technology. See below a non-exhaustive list of common access technologies:

- Copper
- Fiber
- Satellite
- Microwave/WLL/Radio

2.6 IP Assignment

Unless otherwise requested, Enhanced Internet is provided with one fixed public IPv4 address for Customer use. A /31 IPv4 may be issued instead of /30.

IPv6 is available upon request and is subject to availability. Where IPv6 is not available through the Provider, Expereo will deliver the IPv6 from the site to the nearest Expereo IP Node. It should be noted that this setup results in a Maximum Transition Unit (MTU) size reduction and/or geo-location inaccuracies with no local IPv6 internet breakout.

Detailed information is included in the Expereo quote and in the Service Order Form.

2.7 Routing

2.7.1 BGP

From a network connectivity standpoint, the Internet is a decentralized global system of interconnected networks known as autonomous systems, exchanging route information to each other using the protocol BGP (Border Gateway Protocol). ISPs deploy BGP capable routers to connect with other participants of a network. Although effective, BGP does not route based on actual latency/delay (RTT – Round Trip Time / RTD – Round Trip Delay) and end-to-end packet loss to the destination network and has no information on how far the actual destination network is geographically.

2.7.2 Enhanced by AI

Recognizing the deficiencies here, Expereo equipped our own IP Nodes around the globe with AI that overrides the BGP routing defaults. This AI-based solution re-routes all traffic based on the real performance and geographical distance to achieve optimal latency and packet loss combination end-to-end. This results in the most optimized connectivity towards business applications and services residing in the public cloud.

2.8 NTU

In our 20 years of experience, we have onboarded thousands of ISPs and have deployed them in some of the biggest companies around the globe. In all this time we have learnt that it is imperative that we ensure uniformity. This is why the NTU device comes as a standard part of Expereo's design.

But how does it work? The NTU connects to the ISP's network (either via Fiber, Cable, or DSL) and translates these signals to a usable, standardized format for the CPE. We use the Customer-facing LAN-interface at the demarcation point which is typically RJ45 or if desired and available a Fiber interface. This setup allows us to provide insight into network health and proactively identify, triage, and remediate potential network issues.

The NTU allows us to accurately pinpoint when and where there is an underlay issue and to pro-actively inform the ISP to resolve it. Additionally, the NTU gives us visibility which in turn allows us to provide visibility through our single pane of glass, expereoOne. With this approach we can show an overview of the entire estate along with the performance of each service per site. This enables business continuity for our Customers and limits fault management.

2.9 Managed Service

All Expereo services are fully managed services. We monitor the network and track Internet traffic and performance continuously to sustain the Customer's network health and efficiency. See below some details on how we do this:

- **Proactive Monitoring:** Expereo uses cloud monitoring tools that enable us to proactively identify and resolve issues before they impact the user. This is achieved through our access to the NTU, enabling us to assess critical analytics to optimize our troubleshooting.
- **Follow the Sun Support:** Our support model is a critical component of this service. We apply a 'follow the sun model' which ensures that someone is available to (proactively) support when needed. Our team also follows a streamlined escalation path that ensures you receive the support that you require.
- **Dedicated Expereo contact:** Every Expereo Customer receives a dedicated Expereo contact who will be available for consultation and deliver data insights and reporting on request.
- **Peace of Mind:** Expereo provides a series of service levels that will provide our Customers peace of mind. Find more details later in the document.

2.10 Service Level Agreement (SLA)

Expereo offers a Service Level Agreement (SLA) which is part of the Agreement and only applicable to Service Order Forms which have been submitted by the Customer and accepted by Expereo in accordance with the terms and conditions in the Agreement. Expereo's global SLA policy applies to the Global Internet Access services and is described in detail in a separate document.

2.11 Benefits of Enhanced Internet from Expereo

Why choose Expereo as your partner for Global Internet?

- **Global connectivity:** We provide connectivity in over 190 countries. So, wherever you do business, you'll have access to local teams on the ground who all speak your language and understand your priorities.
- **Total control:** Every Customer has access to expereoOne, which provides complete visibility, control and support over decisions in real-time, across multiple platforms, applications, and locations at every site.
- **Experience:** We have built relationships in the last 20 years that enable us to design the best solutions for your business. We know the partners, the technology, the regulations and the pricing in the countries where you need to be.
- **Designed for you:** When we design your global network, we only select providers on their ability to meet your specific requirements.
- **Seamless delivery:** Expereo's team design, plan, and deliver your projects worldwide and on time.
- **24/7 care and support:** Our network monitoring service provides proactive round-the-clock vigilance. Regardless of location, our global support team will minimize downtime and ensure uninterrupted business operations by quickly identifying and resolving potential disruptions.
- **Performance:** Our Enhanced portfolio offers increased performance, with a 90% reduction in common customer issues around Internet connectivity. This is measured by the reduction in support tickets about performance. Additionally, we have seen up to 200% reduction in latency and packet loss for several destinations, which is critical for overall performance and its stability

3 Design, Build, Run

3.1 Design

Customers will be assigned a dedicated team who will design the optimal solution for each site. Our Solution Engineers will work with the Customer to better understand the site criticality, the Customer's digital strategy and their future connectivity requirements. This will determine the connectivity design applied to each site. Once the design is agreed upon, the request will move to the build phase.

3.2 Build

The build team will initiate the project with the support of the design team to ensure effective roll-out of the connectivity estate. Each party is expected to assign a project lead who will be the main point of contact for the overarching project. The customer must also assign an LPOC (local point of contact). Expereo's Solution Engineer will prepare a HLD and LLD where applicable. Expereo will also prepare a migration plan to mitigate any risk. Once confirmed, the Expereo Project Manager will prepare a final roll- out plan.

Expereo will coordinate the delivery of the hardware and its installation. We will also activate all services and test them. Once migrated successfully, the service is handed over to Expereo support, including all appropriate documentation, alarming, monitoring, etc.

3.3 Run

expereoOne is the Intelligent Internet Platform that reduces the complexity of managing a global network by offering Customers full visibility and control over their Internet and SD-WAN estate (see further details in the relevant expereoOne Service Description).

Customer's will have access to their Account Manager as well as our global 24/7 support team who provide support in regional time zones and languages. Expereo provides pro-active and reactive support for managing incidents (depending on the service), in addition to requests/queries from Customers. We create a case as soon as a problem is detected, which is then assigned to our support team for analysis and troubleshooting. We provide recurring updates to our Customers to ensure transparency.

It is the role of our Customers to inform Expereo of any important developments related to their business's operations that may affect Expereo's services, e.g., introducing new applications, a new or a change of location and changes in internet connectivity or bandwidth.

4 Appendix

4.1 Definitions and Abbreviations

What	Definition
AI	Artificial Intelligence.
BGP	Border Gateway Protocol is the internet's primary routing protocol, enabling autonomous systems (AS') to exchange routing information and determine the best paths for data across networks.
Case	Trouble Ticket or any Case created where our Support team assists the Customer.
CPE	Customer Premise Equipment.
Customer	The party who has a contractual relationship with Expereo and who purchases the Services and Solutions from Expereo.
Global Internet	Expereo dedicated and/or broadband Internet service; otherwise known as Fixed Internet.
HLD	High-Level Design is a broad overview of a system's architecture, focusing on components, modules, and interactions without delving into implementation details.
IP Node	A POP/ data centre where Expereo has presence.
ISP	Internet Service Provider.
LLD	Low-Level Design is a detailed breakdown of individual components, specifying algorithms, data structures, and implementation specifics.
LPOC	Local Point of Contact.
MSA	Master Service Agreement. The written agreement setting the general terms and conditions for the sale and delivery of the service.

NTU	Network Termination Unit is the terminating equipment for the Global Internet services deployed at the Customer's premises (typically an office building, or data center) by Expereo
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SLA	Service Level Agreement. See the relevant Annex attached to the MSA
Supplier/Provider	A supplier of network services used by Expereo in order to deliver a solution

4.2 Expereo IP Node Locations

Region	Country	City
APAC	Australia	Melbourne
APAC	Australia	Sydney
APAC	Hong Kong	Hong Kong
APAC	Japan	Tokyo
APAC	Malaysia	Kuala Lumpur
APAC	Singapore	Singapore
APAC	Singapore	Singapore2
APAC	Thailand	Bangkok
Europe	France	Paris
Europe	Germany	Frankfurt
Europe	Ireland	Dublin
Europe	Italy	Milan
Europe	Netherlands	Amsterdam
Europe	Poland	Warsaw
Europe	Spain	Madrid
Europe	Switzerland	Zurich
Europe	United Kingdom	London
Europe	United Kingdom	London2
LATAM	Brasil	Sao Paulo
LATAM	Mexico	Mexico-City
Africa	South Africa	Johannesburg
North America	Canada	Toronto
North America	United States	Chicago
North America	United States	Miami
North America	United States	New York
North America	United States	Los Angeles
North America	United States	San Jose
North America	United States	Seattle
North America	United States	Ashburn

Annex 3 - Service Description

Fixed Wireless Access

1 Introduction

This document outlines Expereo Fixed Wireless Access Service (FWA). This is only for our FWA Service.

This document is not legally binding and is for informative purposes only.

1.1 Connecting people, places & things everywhere

Expereo's mission is to connect people, places and things everywhere. To do so, we offer a variety of solutions to our global customers:

1.1.1 expereoOne

Managing a global network estate is complicated and time-consuming. IT teams need open and clear visibility to truly feel in control of their network infrastructure, while the finance team wants to view and manage invoices, ideally by site. Downtime and poor network performance are business critical, and visibility into both are required so that they can be managed. That is why Expereo is putting visibility, control and security at the fingertips of our customers through our digital self-service platform, expereoOne. With expereoOne customers have real-time visibility in the health of their global network, in a single view.

1.1.2 Global Connectivity

With Global Internet from Expereo, we design, build, and manage a reliable Internet network across all your global locations and teams. We work with you to identify the network and service options required with a service-agnostic approach, whether you need Broadband, Dedicated Internet, Enhanced Internet, Low Earth Orbit, Fixed Wireless Access, or any other connectivity service. With 20 years' experience working on the Internet and managing thousands of networks globally, we understand the Internet better than anyone. We're constantly innovating to enhance the options for businesses and increase the reliability of connectivity.

1.1.3 Secure Connect

With Expereo Secure solutions, we design, implement, and manage a dependable and agile network that connects your global locations and teams seamlessly. Our service-agnostic approach ensures we tailor the right combination of connectivity options—be it SD-WAN or SASE, we have the solution for you. We have expertise in optimizing global networks and have unparalleled insight into that network connectivity. Constant innovation drives us to enhance network performance and deliver the reliability and flexibility businesses demand in today's digital landscape.

1.2 Understanding Customer Challenges

Expereo focuses on solving our Customers' challenges and accelerating their digital transformation. We understand the challenges that come with selecting the right ISP. Here are a few challenges that Expereo solves for every Customer:

- **Coverage:** We ensure your ISP has extensive geographic reach and can provide consistent service quality across all your business locations. We look for providers with a strong infrastructure and the ability to support future expansions
- **Reliability:** Reliable Internet connectivity is crucial for seamless operations. We seek ISPs that offer high uptime guarantees, robust redundancy and failover mechanisms, and strong Service Level Agreements (SLAs) to minimize disruptions.
- **Support services:** Effective support services are essential for maintaining network performance. Before onboarding new partners, they undergo extensive scrutiny of their technical support availability, proactive monitoring capabilities, automated fault management, and overall Customer service
- **Cost:** While cost is an important factor, it should be weighed against service quality, reliability, and support. Expereo aims for a balance that provides the best value for your investment. Take into consideration the total cost of ownership including setup, ongoing fees, and potential downtime costs.

2 Fixed Wireless Access by Expereo

2.1 Introduction

Expereo Fixed Wireless Access service provides connectivity between a Customer site and the public internet. It enables the Customer to browse on the Internet, use cloud services, establish a VPN between various sites and more. The service can connect Customers anywhere in the world that you need connectivity with the best possible quality of service.

2.2 Service Options

Expereo delivers agile Fixed Wireless Access (FWA) using low-carbon footprint equipment to provide local access to wireless networks. We offer a fixed mobile solution using a Cradlepoint router and a network agnostic sim to ensure that you get the best performing network wherever you are. Expereo's FWA solution enables Customers to embrace the power of connectivity with flexible, agile, and resilient global coverage. Our unique global ecosystem means you can experience a host of benefits that support your business expansion and network performance.

Expereo's FWA offering is based on data usage and can be categorized by the following services:

- A. **Data Bundle:** A data bundle is allocated to a specific SIM/site, and the data can only be consumed by that SIM. This makes it ideal for remote/small site and rapid deployment use cases.
- B. **Data Pool:** A pool of data that can be shared among multiples sites and countries. The pool size and number of pools is tailored to the needs of the Enterprise. There is no minimum number of sites or data restrictions. All sites consume out of the same data pool and no overage fees apply until the full Pool is depleted. Multiple data pools may be assigned depending on which countries share similar mobile network profiles. If for instance 10 sites share a data pool of 100GB all sites can use 10GB or a single site can consume all the 100GB without any additional costs. This ensures maximum flexibility and efficiency for global enterprises. Ideal for enterprises using FWA as a business continuity solution.
- C. **Overage:** After the data pool or bundle is depleted, the service will continue for enterprise Customers (to ensure business continuity) and Expereo will charge per GB. Costs vary based on country and pool.

2.3 Coverage

Expereo can deliver FWA anywhere in the world that you need connectivity. We use a vendor agnostic (roaming) SIM that ensure we can choose from multiple networks at a

location to ensure the best performance wherever you are. You'll also have access to local teams on the ground who all speak your language and understand your priorities. This is made possible by our local expertise with global reach.

2.4 Internet Speed

Expereo does not throttle the speed (this is possible upon request). The available speed will vary depending on what is available at the site. Interference may lead to lower speeds. If the available speed at a site is too low for proper usability, Expereo will work to resolve. If we find that we cannot improve further, and the performance is still subpar we will discuss with the Customer other solutions.

2.5 Access Type

Expereo provides the FWA service through wireless technology through 3G, 4G, and 4GLTE. 5G is available upon special request. Expereo supports all network technologies and does not limit on anything other than the availability at a specific location. The mobile network availability and quality will always rely on the connection with a cellular tower (and factors that can cause interference).

2.6 IP Assignment

Our FWA solution is provided with a private IP on the LAN side and a public dynamic IP out to the internet. Fixed IP may be available upon request.

2.7 Routing

Mobile network routing works by dividing a region into "cells," each covered by a cell tower, which connects devices to the network. A device will pair with the nearest tower. Cell towers route signals through a central network, which directs data to its destination efficiently.

2.8 NTU

In our 20 years of experience, we have onboarded thousands of ISPs and have deployed them in some of the biggest companies around the globe. In all this time we have learnt that it is imperative that we ensure uniformity. This is why Expereo uses as standard a Cradlepoint device that can support 3G, 4G, and 4GLTE networks. Expereo can offer a 5G solution on request and based on site availability. See more information later in this document.

The NTU allows us to accurately pinpoint when and where there is an underlay issue and to pro-actively inform the network provider to resolve it. Additionally, the NTU gives us visibility which in turn allows us to provide our single pane of glass view, expereoOne.

With this approach we can show an overview of the entire estate along with the performance of each service per site, and the data usage of the FWA service. This enables business continuity for our Customers and limits fault management.

2.9 SIM

Expereo uses multiple suppliers to provide SIMs. As standard Expereo always uses a vendor agnostic (roaming) SIM so we can choose from multiple networks at a specific location. This allows for greater flexibility and optimal network performance.

2.10 Managed Service

All Expereo services are fully managed services. We monitor the network and track Internet traffic and performance continuously to sustain the Customer's network health and efficiency. See below some details on how we do this:

- **Proactive Monitoring:** Expereo uses cloud monitoring tools that enable us to proactively identify and resolve issues before they impact the user. This is achieved through our access to the NTU, enabling us to assess critical analytics to optimize our troubleshooting.
- **Follow the Sun Support:** Our support model is a critical component of this service. We apply a 'follow the sun model' which ensures that someone is available to (proactively) support when needed. Our team also follows a streamlined escalation path that ensures you receive the support that you require.
- **Dedicated Expereo contact:** Every Expereo Customer receives a dedicated Expereo contact who will be available for consultation and deliver data insights and reporting on request.
- **Peace of Mind:** Expereo provides a series of service levels that will provide our Customers peace of mind. Find more details later in the document.

2.11 Service Level Agreement (SLA)

Expereo offers a Service Level Agreement (SLA) which is part of the Agreement and only applicable to Service Order Forms which have been submitted by the Customer and accepted by Expereo in accordance with the terms and conditions in the Agreement.

Expereo's global SLA policy applies to the FWA service and is described in detail in a separate document.

2.12 Special Use Cases

2.12.1 5G

Expereo does not limit or exclude any technology. 5G is a supported solution when requested by the Customer and available at site. This will require a site assessment to validate. However, Expereo does not offer 5G as standard due to the limited global rollout of true 5G networks (standalone).

Standalone 5G represents the full realization of the 5G vision, offering a comprehensive and integrated network architecture optimized for the requirements of next-generation communication services and applications. See below some features of this:

- 5G core network
- New Radio (NR)
- Network slicing
- Enhanced Mobile Broadband
- Ultra-reliable Low-Latency Communication (URLLC)
- Massive Machine-Type Communication (mMTC)

Only a limited number of 5G Standalone networks worldwide have been rolled out so far. Many networks proclaim to have 5G but are still on LTE infrastructure. Expereo will advise our Customers accordingly to ensure the best solution for their needs.

2.12.2 Unlimited

In some use cases Expereo can also offer unlimited bundles. This is only on special request and is not standard. Unlimited offers are based on a fair use policy and can be throttled when the FUP has been reached.

2.13 Benefits of FWA through Expereo

Why choose Expereo as your partner for Global Internet?

- **Business Continuity:** Business cannot happen without being connected. In some locations you need peace of mind that there is a backup option for connectivity in the event of a network outage. FWA from Expereo can be delivered as a second or even third line, to provide a reliable backup that ensures your site will continue to operate.
- **Rapid deployment:** Sometimes a business needs to launch before a fixed line can be deployed. This requires a connection that can be established easily and rapidly. FWA from Expereo can be deployed rapidly making it the ideal solution for connecting temporary locations you need to onboard quickly
- **Small or Remote site:** Establishing branch offices or field locations in hard-to-reach areas can mean wired connections are not available or even possible. FWA from Expereo can be utilised as a primary connectivity option for locations are hard to reach.
- **Vendor Agnostic Sim** - Our solution ensures reliable connectivity by selecting the strongest available signal, without being tied to a single provider. With our vendor-agnostic SIM, you can access the best network wherever you are, ensuring seamless, uninterrupted service in any location.
- **Coverage** - The freedom to reach locations that fixed lines cannot with flexibility and resilience, even to remote sites.
- **Data Pool** - Customers can share data across sites to ensure efficiency of costs. This ensures maximum flexibility and efficiency for global enterprises.

Ideal for enterprises using FWA as a business continuity solution.

- **Total Control** - Complete visibility of your entire network health through expereoOne. Get insights and notifications of your utilization to help you manage how your data is being used.
- **Experience:** We have built relationships in the last 20 years that enable us to design the best solutions for your business. We know the partners, the technology, the regulations and the pricing in the countries where you need to be.
- **24/7 care and support:** Our network monitoring service provides proactive round-the-clock vigilance. Regardless of location, our global support team will minimize downtime and ensure uninterrupted business operations by quickly identifying and resolving potential disruptions.

3 Design, Build, Run

3.1 Design

Customers will be assigned a dedicated team who will design the optimal solution for each site. Our Solution Engineers will work with the Customer to better understand the site criticality, the Customer's digital strategy and their future connectivity requirements. This will determine the connectivity design applied to each site. Once the design is agreed upon, the request will move to the build phase.

3.2 Build

The build team will initiate the project with the support of the design team to ensure effective roll-out of the connectivity estate. Each party is expected to assign a project lead who will be the main point of contact for the overarching project. The customer must also assign an LPOC (local point of contact). Expereo's Solution Engineer will prepare a HLD and LLD where applicable. Expereo will also prepare a migration plan to mitigate any risk. Once confirmed, the Expereo Project Manager will prepare a final roll-out plan.

Expereo will coordinate the delivery of the hardware and its installation. We will also activate all services and test them. Once migrated successfully, the service is handed over to Expereo support, including all appropriate documentation, alarming, monitoring, etc.

3.3 Run

expereoOne is the Intelligent Internet Platform that reduces the complexity of managing a global network by offering Customers full visibility and control over their Internet and SD-WAN estate (see further details in the relevant expereoOne Service Description).

Customer's will have access to their Account Manager as well as our global 24/7 support team who provide support in regional time zones and languages. Expereo provides proactive and reactive support for managing incidents (depending on the service), in addition to requests/queries from Customers. We create a case as soon as a problem is detected, which is then assigned to our support team for analysis and troubleshooting. We provide recurring updates to our Customers to ensure transparency.

It is the role of our Customers to inform Expereo of any important developments related to their business's operations that may affect Expereo's services, e.g., introducing new applications, a new or a change of location and changes in internet connectivity or bandwidth.

4 Appendix

4.1 Benefits of FWA through Expereo

What	Definition
Case	Trouble Ticket or any Case created where our Support team assists the Customer;
Customer	The party who has a contractual relationship with Expereo and who purchases the Services and Solutions from Expereo;
FWA	Fixed Wireless Access, Expereo's fixed connectivity offering utilizing mobile networks;
Global Internet	Expereo dedicated and/or broadband Internet service; otherwise known as Fixed Internet;
HLD	High-Level Design is a broad overview of a system's architecture, focusing on components, modules, and interactions without delving into implementation details;
ISP	Internet Service Provider;
LLD	Low-Level Design is a detailed breakdown of individual components, specifying algorithms, data structures, and implementation specifics;
LPOC	Local Point of Contact;
MSA	Master Service Agreement. The written agreement setting the general terms and conditions for the sale and delivery of the service;
NTU	Network Termination Unit is the terminating equipment for the Global Internet services deployed at the Customer's premises (typically an office building, or data center) by Expereo;
SLA	Service Level Agreement. See the relevant Annex attached to the MSA;
SPOC	Specific Point of Contact;

Supplier/Provider	A supplier of network services used by Expereo to deliver a Service;
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Annex 3 - Service Description

Global Internet - Broadband & DIA

Service Description

1 Introduction

This document outlines Expereo's Global Internet Service. This Service Description is only applicable to our Global Internet Service.

This document is not legally binding and is for informative purposes only.

1.1 Connecting people, places & things everywhere

Expereo's mission is to connect people, places and things everywhere. To do so, we offer a variety of solutions to our global customers:

1.1.1 expereoOne

Managing a global network estate is complicated and time-consuming. IT teams need open and clear visibility to truly feel in control of their network infrastructure, while the finance team wants to view and manage invoices, ideally by site. Downtime and poor network performance are business critical, and visibility into both are required so that they can be managed. That is why Expereo is putting visibility, control and security at the fingertips of our customers through our digital self-service platform, expereoOne. With expereoOne customers have real-time visibility in the health of their global network, in a single view.

1.1.2 Global Connectivity

With Global Internet from Expereo, we design, build, and manage a reliable Internet network across all your global locations and teams. We work with you to identify the network and service options required with a service-agnostic approach, whether you need Broadband, Dedicated Internet, Enhanced Internet, Low Earth Orbit, Fixed Wireless Access, or any other connectivity service. With 20 years' experience working in the Internet and managing thousands of networks globally, we understand the Internet better than anyone. We're constantly innovating to enhance the options for businesses and increase the reliability of connectivity.

1.1.3 Secure Connect

With Expereo Secure solutions, we design, implement, and manage a dependable and agile network that connects your global locations and teams seamlessly. Our service-agnostic approach ensures we tailor the right combination of connectivity options—be it SD-WAN or SASE, we have the solution for you. We have expertise in optimizing global networks and have unparalleled insight into that network connectivity. Constant innovation drives us to enhance network performance and deliver the reliability and flexibility businesses demand in today's digital landscape.

1.2 Understanding Customer Challenges

Expereo focuses on solving our Customers' challenges and accelerating their digital transformation. We understand the challenges that come with selecting the right ISP. Here are a few challenges that Expereo solves for every Customer:

- **Coverage:** We ensure your ISP has extensive geographic reach and can provide consistent service quality across all your business locations. We look for providers with a strong infrastructure and the ability to support future expansions
- **Reliability:** Reliable Internet connectivity is crucial for seamless operations. We seek ISPs that offer high uptime guarantees, robust redundancy and failover mechanisms, and strong Service Level Agreements (SLAs) to minimize disruptions.
- **Support services:** Effective support services are essential for maintaining network performance. Before onboarding new partners, they undergo extensive scrutiny of their technical support availability, proactive monitoring capabilities, automated fault management, and overall Customer

service

- **Cost:** While cost is an important factor, it should be weighed against service quality, reliability, and support. Expereo aims for a balance that provides the best value for your investment. Take into consideration the total cost of ownership including setup, ongoing fees, and potential downtime costs.

2 Global Internet by Expereo

2.1 Introduction

Expereo Global Internet services provide connectivity between a Customer site and the public internet. It enables the Customer to browse on the Internet, use business grade applications in the cloud, run SD-WAN or SASE to secure and optimise your network and more. Expereo partners with local suppliers to offer a portfolio with maximum coverage and choices between bandwidths, quality, and providers.

2.2 Service Options

Expereo's Global Internet portfolio allows our Customers to connect people and places globally. Our solutions allow Customers to embrace the power of connectivity with flexible, agile, and resilient global coverage. Our unique global ecosystem means you can experience a host of benefits that support your business expansion and network performance.

Expereo's Global Internet portfolio can be categorized by the following services:

- A. Dedicated Internet Access (DIA):** A (high) speed dedicated Internet connection with a bandwidth guarantee and symmetrical speeds. This service guarantees consistent network performance and has an SLA guarantee for service availability.
- B. Broadband (BB/BIA/LEO):** A shared form of Internet Access typically with asymmetrical speeds. Low Earth Orbit forms part of this service and is subject to satellite coverage and network conditions. This service does not guarantee performance and has an SLA target for availability (best effort service).

2.3 Coverage

We provide connectivity in over 190 countries. So, wherever you do business, you'll have access to our Global Internet. You'll also have access to local teams on the ground who all speak your language and understand your priorities. This is made possible by our local expertise with global reach.

2.4 Internet Speed

The delivered bandwidth depends on the available bandwidth of a local provider in the given country, taking into consideration limiting factors such as access technology, contention ratio, and distance to the core network. All bandwidths are stated in quotes to the Customer.

The distance between the Customer location and the local provider core network has an impact on the maximum attainable speed. Distance from the core network to the Customer location will result in lower attainable speeds for non-dedicated copper and wireless services. Dedicated services will have a guaranteed speed.

Burstable speeds are only supported for Global Internet Dedicated service based on the site's availability. Expereo can provide more information upon request.

2.5 Access Type

Expereo provides Global Internet services over any feasible standardized access technology. See below a non-exhaustive list of common access technologies:

Dedicated Internet Access (DIA):

- Copper
- Fiber
- Satellite
- Microwave/WLL/Radio

Broadband (BB/BIA):

- LEO
- ADSL
- SDSL
- FTTx
- WiMax
- Microwave/WLL/Radio

2.6 IP Assignment

Unless otherwise requested, DIA and Broadband services are provided with one fixed public IPv4 address for Customer use. A /31 IPv4 may be issued instead of /30. Our mobility solutions are provided with a private IP on the LAN side and a public dynamic IP out to the internet. Fixed IP may be available upon request. LEO is provided with a 'sticky' public IP address. If static IP is required, please contact Expereo for more information.

IPv6 is available upon request and is subject to availability. Where IPv6 is not available through the Provider, Expereo will deliver the IPv6 from the site to the nearest Expereo IP Node. It should be noted that this setup results in a Maximum Transition Unit (MTU) size reduction and/or geo-location inaccuracies with no local IPv6 internet breakout.

Detailed information is included in the Expereo quote and in the Service Order Form.

2.7 Routing

2.7.1 BGP

BGP is available on DIA only, as a means to provide IP redundancy using the Dedicated Internet Provider AS number and Provider Independent IP range.

BGP peering is used to announce a Customer's BGP Autonomous System Number (ASN), and IP prefixes are available upon request. Expereo provides transfer-net IP subnet (/30) and enables BGP configuration at Expereo's end. The Customer is responsible for the administrative and technical work surrounding Customer BGP ASN.

2.7.2 DHCP

DHCP automates the process of configuring devices on IP networks, allowing them to use network services such as DNS, NTP, and any communication protocol based on UDP or UTP.

A DHCP option on the hand-off interface via the NTU is available upon request for Global Internet Services.

2.8 NTU

In our 20 years of experience, we have onboarded thousands of ISPs and have deployed them in some of the biggest companies around the globe. In all this time we have learnt that it is imperative that we ensure uniformity. This is why the NTU device comes as a standard part of Expereo's design.

But how does it work? The NTU connects to the ISP's network (either via Fiber, Cable, or DSL) and translates these signals to a usable, standardized format for the CPE. We use the Customer-facing LAN-interface at the demarcation point which is typically RJ45 or if desired and available a Fiber interface. This setup allows us to provide insight into network health and proactively identify, triage, and remediate potential network issues.

The NTU allows us to accurately pinpoint when and where there is an underlay issue and to pro-actively inform the ISP to resolve it. Additionally, the NTU gives us visibility which in turn allows us to provide visibility through our single pane of glass, expereoOne. With this approach we can show an overview of the entire estate along with the performance of each service per site. This enables business continuity for our Customers and limits fault management.

Typically, there will be no NTU for DIA services deployed at data centers due to limited rack space availability. A fiber cable will be the hand-off for this service.

2.9 Managed Service

All Expereo services are fully managed services. We monitor the network and track Internet traffic and performance continuously to sustain the Customer's network health and efficiency. See below some details on how we do this:

- **Proactive Monitoring:** Expereo uses cloud monitoring tools that enable us to proactively identify and resolve issues before they impact the user. This is achieved through our access to the NTU, enabling us to assess critical analytics to optimize our troubleshooting.
- **Follow the Sun Support:** Our support model is a critical component of this service. We apply a 'follow the sun model' which ensures that someone is available to (proactively) support when needed. Our team also follows a streamlined escalation path that ensures you receive the support that you require.
- **Dedicated Expereo contact:** Every Expereo Customer receives a dedicated Expereo contact who will be available for consultation and deliver data insights and reporting on request.

- **Peace of Mind:** Expereo provides a series of service levels that will provide our Customers peace of mind. Find more details later in the document.

2.10 Service Level Agreement (SLA)

Expereo offers a Service Level Agreement (SLA) which is part of the Agreement and only applicable to Service Order Forms which have been submitted by the Customer and accepted by Expereo in accordance with the terms and conditions in the Agreement. Expereo's global SLA policy applies to the Global Internet Access services and is described in detail in a separate document.

2.11 Benefits of Global Internet from Expereo

Why choose Expereo as your partner for Global Internet?

- **Global connectivity:** We provide connectivity in over 190 countries. So, wherever you do business, you'll have access to local teams on the ground who all speak your language and understand your priorities.
- **Total control:** Every Customer has access to expereoOne, which provides complete visibility, control and support over decisions in real-time, across multiple platforms, applications, and locations at every site.
- **Experience:** We have built relationships in the last 20 years that enable us to design the best solutions for your business. We know the partners, the technology, the regulations and the pricing in the countries where you need to be.
- **Designed for you:** When we design your global network, we only select providers on their ability to meet your specific requirements.
- **Seamless delivery:** Expereo's team design, plan, and deliver your projects worldwide and on time.
- **24/7 care and support:** Our network monitoring service provides proactive round-the-clock vigilance. Regardless of location, our global support team will minimize downtime and ensure uninterrupted business operations by quickly identifying and resolving potential disruptions.

2.12 Low Earth Orbit (LEO)

LEO forms part of our Broadband service as an alternative access type. LEO satellites orbit at altitudes ranging from 500 to 2,000 kilometers above the Earth's surface, significantly closer than geostationary satellites, which are positioned approximately 36,000 kilometers away. This proximity means reduced signal latency and faster data transmission making LEO great for remote locations and business continuity use cases.

2.13 Enhanced Internet

IP traffic that moves between independent network infrastructures and autonomous systems can result in the use of inefficient routes, such as transiting through saturated links of Tier-1 IP transit ISPs, routing through geographically far peering points etc. This in turn can cause increased latency and packet loss. Consequently, critical, and

performance-sensitive applications residing in the public cloud, may experience unacceptable delays and longer loading times, leading to low levels of user satisfaction, and an overall poor Internet experience.

Recognizing the deficiencies in the worldwide Internet routing ecosystem, Expereo equipped our own IP Nodes. We deployed them in many major cities around the globe, with AI that overrides the BGP routing defaults. This AI-based solution will re-route all active destinations based on the real performance and geographical distance to achieve optimal latency and packet loss combination end-to-end. This results in the most optimized connectivity towards business applications and services residing in the public cloud.

3 Design, Build, Run

3.1 Design

Customers will be assigned a dedicated team who will design the optimal solution for each site. Our Solution Engineers will work with the Customer to better understand the site criticality, the Customer's digital strategy and their future connectivity requirements. This will determine the connectivity design applied to each site. Once the design is agreed upon, the request will move to the build phase.

3.2 Build

The build team will initiate the project with the support of the design team to ensure effective roll-out of the connectivity estate. Each party is expected to assign a project lead who will be the main point of contact for the overarching project. The customer must also assign an LPOC (local point of contact). Expereo's Solution Engineer will prepare a HLD and LLD where applicable. Expereo will also prepare a migration plan to mitigate any risk. Once confirmed, the Expereo Project Manager will prepare a final roll- out plan.

Expereo will coordinate the delivery of the hardware and its installation. We will also activate all services and test them. Once migrated successfully, the service is handed over to Expereo support, including all appropriate documentation, alarming, monitoring, etc.

3.3 Run

expereoOne is the Intelligent Internet Platform that reduces the complexity of managing a global network by offering Customers full visibility and control over their Internet and SD-WAN estate (see further details in the relevant expereoOne Service Description).

Customer's will have access to their Account Manager as well as our global 24/7 support team who provide support in regional time zones and languages. Expereo provides proactive and reactive support for managing incidents (depending on the service), in addition to requests/queries from Customers. We create a case as soon as a problem is detected, which is then assigned to our support team for analysis and troubleshooting. We provide recurring updates to our Customers to ensure transparency.

It is the role of our Customers to inform Expereo of any important developments related to their business's operations that may affect Expereo's services, e.g., introducing new applications, a new or a change of location and changes in internet connectivity or bandwidth.

4 Appendix

4.1 Definitions and Abbreviations

What	Definition
AS Number	Autonomous System Number is a unique identifier assigned to each Autonomous System (AS), which is a collection of IP networks and routers under the control of a single organization or entity. Autonomous Systems play an important role in the routing of data across the internet.
BGP	Border Gateway Protocol is the internet's primary routing protocol, enabling autonomous systems (AS') to exchange routing information and determine the best paths for data across networks.
Case	Trouble Ticket or any Case created where our Support team assists the Customer.
CPE	Customer Premise Equipment.
Customer	The party who has a contractual relationship with Expereo and who purchases the Services and Solutions from Expereo.
DHCP	Dynamic Host Configuration Protocol is a network management protocol used on Internet Protocol (IP) networks.
Global Internet	Expereo dedicated and/or broadband Internet service; otherwise known as Fixed Internet.
HLD	High-Level Design is a broad overview of a system's architecture, focusing on components, modules, and interactions without delving into implementation details.
ISP	Internet Service Provider.
LEO	Low Earth Orbit - A satellite orbit close to Earth (160-2,000 km altitude).

LLD	Low-Level Design is a detailed breakdown of individual components, specifying algorithms, data structures, and implementation specifics.
LPOC	Local Point of Contact.

MSA	Master Service Agreement. The written agreement setting the general terms and conditions for the sale and delivery of the service.
NTU	Network Termination Unit is the terminating equipment for the Global Internet services deployed at the Customer's premises (typically an office building, or data center) by Expereo.
SLA	Service Level Agreement. See the relevant Annex attached to the MSA.
Supplier/Provider	A supplier of network services used by Expereo in order to deliver a solution.