

Managed Internet Connectivity Technology Service Description

Overview

The **Managed Internet Connectivity powered by SPEKTRA Service** is an add-on service feature of NTT's Managed Campus Networking Service.

It provides the Client with access to the Internet from the Client's site using inputs provided by NTT or its providers. NTT provides ongoing management, monitoring and reporting of the Service.

Client Responsibilities and Pre-requisites

The responsibilities and pre-requisites for this offering is described below.

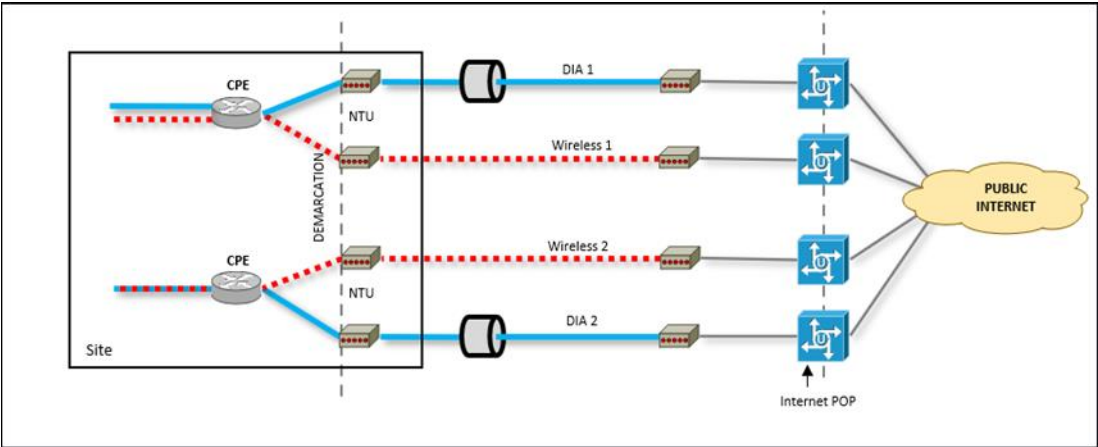
- The Client will provide NTT or its providers with access to any site(s) during Business Hours or as otherwise agreed, to enable NTT or its providers to set up, deliver, manage, maintain, restore or cease the Service;
- Each Client premises, including colocation data centers, must have an onsite contact, responsible for visual inspection in order to confirm any power outages, reconnect any disconnected cables or to address other possible issues and/or requirements related to NTT's ability to perform remote Incident or change management.
- The Client must provide their escalation procedures to NTT in respect to onsite access.
- The Client must complete any preparation activities that NTT may request to enable the Client to receive the Service promptly and in accordance with any agreed timescales. This includes but is not limited to:
 - Providing NTT with any information reasonably required, including information in relation to health and safety and the environment, without undue delay, and the Client will ensure that the information is accurate and complete;
 - Providing, at its own cost, any additional build-out, permissions and licensing, provision of in-house wiring/cabling/cross-connection (including the connection between the Network Termination Unit (NTU) and Customer Premise Equipment (CPE)) and any associated charges imposed, unless otherwise specified in the Order;
 - Providing, at its own cost, necessary consents, licenses, permissions and authorizations that NTT and the Client need and to keep these up to date so that NTT can provide the Service at the sites, including making alternations to buildings; getting into the property; dealing with local authorities, landlords or owners;
- The Client is responsible for all monitoring and maintenance of any Client provided cabling connected to the Service or used in connection with a Service;
- The Client is responsible for resolving faults in any Client provided cabling connected to the Service or used in connection with a Service;
- The Client will provide service assurance support to NTT, where reasonably requested, to progress the resolution of incidents for any NTT equipment installed with a Service that is not being provided by NTT, for example, Client provided cabling.
- The Client is responsible for notifying the Regional Internet Registry of the change to its existing Domain Name(s) if the Client is moving to the Service from another internet service provider.
- The Client will inform NTT of any planned maintenance on any third party provided Service, that may impact the delivery or operation of NTT's Service;
- Where NTT or its providers provides equipment to the Client that is owned by NTT or its provider as part of the provision of the Service, the Client will:
 - keep the NTT equipment safe and secure;
 - only use the NTT equipment, or allow it to be used, in accordance with the instructions that NTT may provide from time to time and only for the purpose for which it is intended to be used;
 - not move the NTT equipment or any part of it from the site(s) without NTT's written consent. Client will pay NTT's costs and expenses reasonably incurred as a result of such move or relocation;
 - not make any alterations or attachments to, or otherwise interfere with, the NTT equipment nor permit any person (other than a person authorized by NTT) to do so, without NTT's prior written consent and, if NTT gives its consent, agree that any alterations or attachments are part of the NTT equipment;
 - not sell, charge, assign, transfer or dispose of, or part with possession of the NTT equipment;

- not allow any lien, encumbrance or security interest over the NTT equipment, nor pledge the credit of NTT for the repair of the NTT equipment or otherwise;
- not claim to be owner of the NTT equipment and to ensure that the owner of the Site(s) upon which the NTT equipment is located will not claim ownership of the NTT equipment, even if the NTT equipment is physically attached to the site(s);
- carry full replacement value insurance against any damage to or theft or loss of the NTT equipment.
- in addition to any other rights that NTT may have, reimburse NTT for any losses, costs or liabilities arising from Client's use or misuse of the NTT equipment or where the NTT equipment is damaged, stolen or lost, except where the loss or damage to NTT equipment is a result of fair wear and tear or caused by NTT and its providers acting on NTT's instructions;
- ensure that NTT equipment appears in NTT's name in the Client's accounting books; and
- in the event that there is a threatened seizure of the NTT equipment, or in the event that an insolvency event applies to the Client, immediately provide NTT with notice so that NTT may take action to repossess the NTT equipment.

Scope of the Service

NTT or its providers, will deliver:

- Coordinate completion of site surveys and subsequent installation and acceptance of the Internet access service.
- The Internet access service comprises:
 - An Access Line delivered to the client's Site. The characteristics (physical type, speed, contention will vary according to the agreed scope, but will be one of the following: xDSL, private leased line circuit, wireless, mobile or cable. The Access Line will be connected to an Internet Point of Presence (PoP) by NTT or its provider.
 - Network Terminating Equipment (often referred to as carrier's NTU/NTE) installed at the client's Site to the agreed scope. The demarcation of the Internet access service is this NTE.
 - An Internet service from a local Internet Service Provider to provide the client with access to the Internet from the Site.
 - Monitoring the Service Feature from an availability and performance perspective.
 - Providing reports and analytics via the NTT Service Portal.
 - Responding to and resolving incidents related to availability or performance.



Technology Specific Operations

Monitors

The following monitoring metrics are available via the NTT Services Portal as part of the Managed Internet Connectivity service.

Monitor	Description	Alerts	Performance Info	Resolution	Poll Interval
---------	-------------	--------	------------------	------------	---------------

Availability	Up/down status of the Internet Access Circuit as reported at the WAN-facing interface of the MCN managed device (CPE) terminating the Circuit at the Client Site.	✓	Alerts generated when availability status of an Internet Access Circuit changes.	Engineering Teams will diagnose and try to solve the issue and escalate to the Carrier and/or Client if needed.	300 seconds
Utilization	Uplink and downlink utilization of the Internet Access Circuit as reported at the WAN-facing interface of the MCN managed device (CPE) terminating the Circuit at the Client Site.	✗	No alerts are generated. Utilization reports are available.	Engineering Teams will diagnose and try to solve the issue and escalate to the Carrier and/or Client if needed in response to a relevant ticket.	300 seconds
Packet Loss	Uplink and downlink packet loss of the Circuit as reported at the WAN-facing interface of the MCN managed device (CPE) terminating the Circuit at the Client Site.	✗	No alerts are generated. Packet loss reports are available.	Engineering Teams will diagnose and try to solve the issue and escalate to the Carrier and/or Client if needed in response to a relevant ticket.	300 seconds

Service Specific Experience

Reporting & Analytics

Reports and analytics are available via the NTT Services Portal.

Supported Environments

The following environments, also referred to as "Sites" or "Locations", are supported:

- Client premises
- Client on-premise data center
- Co-location data center

These can be Client or third party owned.

Limitations

The following limitations apply to this offering:

- The Managed Internet Connectivity service is not in scope if the Service is connected to a non-NTT managed device (CPE).
- HA configurations where a Circuit is connected to a non-NTT managed device (CPE). Such configurations are considered as unsupported. Example: Client's sites may have two or more Circuits terminating onto two different devices to provide high availability. If NTT manages both the Circuits, all relevant network devices (Routers, Firewalls, switches, as supported within the MCN catalogue) must also be managed by NTT (except for the Carrier Network Termination Unit).
- Direct support of local users is not included. A request should always be directed from Client's IT team / Centralized team unless a specific exception is included in the Specific Terms.
- NTT is not responsible or accountable for any link failures due to cabling going through any client's internal infrastructure.
- Monitoring and maintenance of any Client provided cabling connected to the Service or used in connection with a Service;
- Resolving faults in any Client provided cabling connected to the Service or used in connection with a Service.

Service Requests

There are no changes in-scope service requests supported under the Fair Use Policy for the service.

Technology Transition Tasks

As part of the Service, the following tasks are included in the setup fee:

- NTT or its providers will complete necessary site surveys;
- NTT or its providers will install and configure the Service;
- NTT or its providers will conduct a series of standard tests on the Service to ensure that it is configured correctly;
- NTT will confirm to the Client that the Service is available for execution of any Acceptance Tests. The Service is accepted by the Client if the Client confirms acceptance in writing during the Acceptance Test Period or is treated as being accepted by the Client if the Client does not provide NTT with notice to the contrary by the end of the Acceptance Test Period.

Where the Service requires installation of additional equipment to enhance transmission and reception performance, the Client agrees to allow installation of additional external equipment and will obtain all relevant permits granting access for such installation.

Note:

Any tasks not explicitly described under the Technology Transition tasks are implicitly excluded from transition.