

# SLA FOR EQUANT INTERNET VPN SERVICE

## 1) Introduction

This SLA describes the Service Levels applicable to the Internet VPN Service. Equant's failure to meet a Service Level may entitle Customer to receive credits against Charges for Internet VPN and other remedies as described in this SLA.

## 2) Definitions

As used in this SLA, the following capitalized terms will have the meanings given to such terms in this Clause 2. In the event of any conflict between the definitions provided in this SLA and those provided elsewhere in the Agreement, the definitions in this SLA will control for purposes of this SLA. Capitalized terms used and not otherwise defined in this SLA will have the meanings ascribed to them in the Service Description for Equant Internet VPN Service or elsewhere in the Agreement.

**"Committed Delivery Date"** means the date on which the Parties agree that the Internet VPN Service will be delivered to a Location.

**"Customer Edge Router"** or **"CE Router"** means the router provided by Equant as CPE for Internet VPN and installed at the Location.

**"IAR"** means the **"Internet Access Router,"** where Customer is connected to the Equant Network.

**"MTTA"** means the Maximum Time To Attend at the Location, which is the period of time from when Customer notifies Equant that the CPE is not functioning to the time that Equant arrives at a Location to repair non-functioning CPE.

**"Normal Service"** means the level of service that Equant provides during local business working hours for a Location (i) outside of the US that is situated within 50km radius of, and in the same country as, the nearest Equant service office, and (ii) within the US that is situated within 50 miles of the nearest Equant service office in the US.

**"Outage"** means the non-availability of the Internet VPN Service at a Location, specifically that Customer or User cannot send or receive data using the Internet VPN Service.

**"Packet Loss Ratio"** or **"PLR"** means the ratio between the number of IP packets sent by a source router and the number of packets actually received by the destination router.

**"Qualifying Charges"** means all monthly recurring Charges for the Internet VPN Service, excluding Tail Circuit Charges and all one-time charges (e.g., installation, project management and professional services charges).

**"RA"** or **"Router Availability"** means of the time the CE router and its access link to the PE Router are up and running. It is expressed as a percentage of up time versus the total time for the observation period.

**"RTD"** or **"Router To Router Round Trip Delay"** means the round trip delay of a packet between two IAR routers of the Equant Internet Direct Network. The RTD is expressed in milliseconds (ms).

**"Scheduled Maintenance"** means maintenance scheduled by Equant to implement generic changes to, or generic version updates of, the Equant Network or the Internet VPN Service.

**"Site Availability"** or **"SA"** means the virtual communication link availability, expressed as a percentage, between a CE Router and the PE Router to which the CE Router is connected, including Tail Circuits and the part of the Equant Network that provides connectivity for the Location.

**"Third Party Intervention"** means intervention by any person not authorized by Equant.

## 3) Conditions and Exclusions.

This SLA is subject to the following conditions and exclusions:

(a) This SLA and the remedies set forth herein will apply only to Locations with On-net access for the Internet VPN Service; this SLA will not apply to any Locations with Off-net access, including any Off-net access provided with the Equant Advantage DSL Service. For Off-net access Locations, the Service Levels set forth herein will be deemed Service Level Objectives or target indicators only, and Customer will not be entitled to any remedies, financial or otherwise, for Equant's failure to achieve any such Service Level Objectives.

(b) The remedies contained in this SLA are Customer's sole and exclusive remedy for any failure by Equant to provide Internet VPN in accordance with the Agreement.

(c) Customer must submit claims for credits for unachieved Service Levels in writing to Equant within 60 days following the end of the month in which Customer alleges that a Service Level was not achieved. Within 30 days following receipt of the claim, Equant will confirm in writing to Customer the amount of the credit, if any, from reports generated by Equant.

(d) Customer must exercise any right to terminate Internet VPN provided under this SLA within 60 days of the breach that gave rise to Customer's right to terminate at the affected Locations. If Customer does not notify Equant in writing of its election to terminate Internet VPN within the 60-day period, then Customer's right to terminate Internet VPN in connection with said breach shall lapse.

(e) Any termination of Internet VPN by Customer due to Equant's failure to meet any Service Level under this SLA will be without financial liability to Customer, other than Customer's liability to pay for Internet VPN provided before the effective date of termination.

(f) In no event will total credits due for any unachieved Service Level in any month exceed 100% of the Qualifying Charges for the affected Location(s) in that month.

(g) The Service Level for Equant Service Delivery is only applicable if Equant does not waive or provide a credit for, and Customer pays, the installation Charges for Internet VPN for the relevant Location.

(h) Unless otherwise specified, Service Levels are measured on a monthly basis, commencing on the first day of the month and ending on the last day of the month.

(i) Service Levels for Round Trip Delay and Packet Loss Ratio will apply from the first full month following the Date of Acceptance for Internet VPN at the relevant Location.

(j) With respect to Service Levels for Round Trip Delay and Packet Loss Ratio, the remedies will apply only where the Customer has IP Bandwidth Access equal to or higher than 56 Kbps.

(k) In no event will Customer be entitled to receive any credits or other remedies for non-achievement of any Service Level if such non-achievement was caused by a Force Majeure Event, Scheduled Maintenance, Customer- or User-initiated maintenance, Third Party Intervention or environmental conditions, power outages, failures to TO exchanges, physical disruption to Tail Circuits not caused by Equant or TOs, or by any act or omission of Customer or any Customer-authorized user of the Equant Network.

## 3) Service Levels for Service Availability.

- Site Availability is derived from the Router Availability and depends on the topology of the Location. In case of single router Location topology, Site Availability is equal to Router Availability. In case of dual CE Router / Tail Circuit topology, the failure of one CE Router does not constitute non-Site Availability of Internet VPN

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The following Site Availability Service Levels are calculated on a monthly basis:

| Site Topology   | Site Availability (%) |                         |                         |                         |
|---|-----------------------|-------------------------|-------------------------|-------------------------|
|   | Key Cities            | Other Location Region 1 | Other Location Region 2 | Other Location Region 3 |
| Dual Access (dual CE Routers, dual Tail circuits, dual Nodes)*  | 100                   | 100                     | 100                     | Case by Case Basis      |
| Dual Access (single CE Router, dual Tail circuits, dual Nodes)  | 99.90                 | 99.90                   | 99.90                   | Case by Case Basis      |
| Single CE Router, secured Tail Circuit with automatic ISDN Back-up (**)   | 99.80                 | 99.60                   | 99.40                   | Case by Case Basis      |
| Single CE Router, single Tail Circuit   | 99.50                 | 99.20                   | 98.90                   | Not applicable          |
| <ul style="list-style-type: none"> <li>• Key City Locations are listed in Appendix 1.</li> <li>• Regions 1-2-3 are listed in Appendix 2.</li> </ul> |                       |                         |                         |                         |

**If any Site Availability Service Level is not achieved, Customer will receive a credit against the Qualifying Charges for the affected Locations, calculated as follows:**

|   |  |
|---|--|
| Total Outages less than or equal to 1 hour in excess of the committed availability percentage | No credit  |
| Total Outages greater than 1 hour in excess of the committed availability percentage          | 1 thirtieth (1/30th) of the Qualifying Charges for each hour of Outage up to a maximum of 100% of Qualifying Charges for Locations that experienced the Outage |
| All credits will be pro-rated on a per minute basis   |  |

(\*): Diversity of Tail Circuits must be confirmed by TO.

(\*\*): To qualify for the Service Level, Customer must test the Back-up on a monthly basis with the Equant Customer Service Manager.

In addition to the credits provided above for non-achievement of the Site Availability Service Level, Customer will be entitled to:

- Cancel the Internet VPN Service at the affected Location if the maximum credit is due in 2 consecutive months, or in any 4 months during any 12-month period, by giving Equant at least 30 days prior written notice; or
- Cancel the Internet VPN Service at all Locations if the maximum credit is due in 2 consecutive months, or in any 4 months during any rolling 12-month period, for more than 50% of the total number of Internet VPN Locations, by giving Equant with at least 30 days prior written notice. For the purposes of this remedy, non-achievement of the Site Availability Service Level at the Hub Location that causes non-achievement of the same Service Level at other Locations will be counted as one event of non-achievement.

**3) Service Level for Router-to-Router Round Trip Delay (RTD)**

The Service Level for RTD is measured inside the Equant Internet Direct Network, from one IAR to an IAR where Customer is connected. This Service Level is not applicable when Customer's traffic enters the peering point and beyond.

The following Service Levels apply.

| RTD Intra Regions (ms) |     |   |
|------------------------|-----|---|
| Europe                 | 50  | Full meshed = AMSTERDAM-BARCELONA-BERN-BRUSSELS-COPENHAGEN-DUBLIN-FRANKFURT-GENEVA-HELSINKI-LAUSANNE-LISBON-LONDON-LUXEMBOURG-MADRID-MILAN-OSLO-PARIS-STOCKHOLM-ZURICH- |
| North America          | 80  | Full meshed = ATLANTA-BOSTON-CHICAGO-DENVER-HOUSTON-LOS ANGELES-MONTREAL-NEW YORK-SAN FRANCISCO-SEATTLE-TORONTO-VANCOUVER-WASHINGTON                                    |
| Latin America          | 250 | Full meshed = CALI-BOGOTA-BUENOS AIRES-CARACAS-LIMA-MEXICO-RIO DE JANEIRO-SANTIAGO-SAO PAULO  |
| Asia                   | 120 | Full meshed = HONG KONG-KUALA LUMPUR-SEOUL-SINGAPORE-TAIPEI-TOKYO   |
| ANZ                    | 50  | SYDNEY <> AUCKLAND  |

| RTD Inter Regions (ms) |     |  |
|------------------------|-----|--|
| Trans-Atlantic         | 110 | AMSTERDAM-LONDON-PARIS <> NEW YORK   |
| Trans-Pacific          | 160 | SAN FRANCISCO <> TOKYO   |
| Trans-America          | 180 | ATLANTA <> CALI-BOGOTA-BUENOS AIRES-CARACAS-GUATEMALA-LIMA-MEXICO-RIO-SANTIAGO CHILE-SAO PAULO |
| Europe-Asia            | 250 | PARIS <> SINGAPORE   |
| Nort America-ANZ       | 230 | SAN FRANCISCO <> SYDNEY  |
| Asia-ANZ               | 200 | HONG KONG <> SYDNEY  |

| RTD Others (ms)   |  |                     |
|---|--|---------------------|
| Greece-Europe   | 120  | ATHENS <> LONDON    |
| Russia-Europe   | 120  | MOSCOW <> FRANKFURT |
| <b>If any RTD Service Level is not achieved, Customer will receive a credit against the Qualifying Charges for the affected Locations, calculated as follows:</b> |  |                     |
| Actual RTD higher than RTD Service Level by less than or equal to 10%   | No credit  |                     |
| Actual RTD higher than RTD Service Level by greater than 10%  | 1% of Qualifying Charges for every 1% by which actual RTD is higher than the RTD Service Level, up to a maximum credit of 20% of Qualifying Charges for the affected Locations |                     |
| All credits will be pro-rated on a per millisecond basis.   |  |                     |

**4) Service Level for Packet Loss Ratio (PLR)**

Packet Loss Ratio is the percentage of packets lost in a transmission, and is a ratio of (a) the number of packets that were sent minus the number of packet received by the Equant Network after a certain amount of time to (b) the total number of packets sent.

$$\text{Packet Loss \%} = \frac{\text{Total packets sent} - \text{Total packets received}}{\text{Total packets sent}}$$



The PLR Service Level is provided only on an IAR-to-IAR path and is measured from an IAR where Equant customers are connected to another IAR. This Service Level is not applicable when Customer's traffic enters the peering point and beyond.

The following Service Levels apply.

| Locations   | Service Level (%)  |
|---|--|
| All locations   | ≤ 0.5  |
| <b>If the PLR Service Level is not achieved, Customer will receive a credit against the Qualifying Charges for the affected IAR to IAR path, calculated as follows:</b> |  |
| Actual PLR higher than PLR Performance Level by less than or equal to 10%   | No credit  |
| Actual PLR higher than PLR performance level by more than 10%   | 1% of Qualifying Charges for every 1% by which actual PLR is higher than the PLR performance level, up to a maximum credit of 20% of Qualifying Charges for the affected locations |

**5) Service Level Objective for Maximum Time To Attend ("MTTA").** Equant targets an MTTA of 4 hours, provided that: (a) a call out notification is received from Customer and the call out can be made during Equant's Business Hours in the country where the Location is situated, and (b) the Location is within Normal Service conditions. When Customer requests a call out within 4 hours of the end of Business Hours, the MTTA calculation will stop at the end of Business Hours and will resume at that start of Business Hours on the next Business Day. Remedial service on CPE other than that within Normal Service conditions will be carried out soon as is practicably possible, taking into account the availability of service personnel, the time and date of Customer notification and the country in which the

Location is situated. If Equant fails to achieve the MTTA Service Level Objective, the Parties will meet to discuss the reasons for such non-achievement and to agree to any measures to ensure no repeat failures at the relevant Location. For the avoidance of doubt, this MTTA Service Level will apply only to CPE located at a Location with On-net access for Internet VPN.

**6) Service Level for Equant Service Delivery**

Equant will use reasonable efforts to ensure that the actual delivery date of Internet VPN at the Location occurs no later than the Committed Delivery Date. If the actual delivery date of Internet VPN at a Location is later than the Committed Delivery Date and the delay is caused by Equant, Customer will be entitled to the following remedies:

| <b>Key Cities Locations</b>   |
|---|
| For each full day of delay, a credit of US \$100 up to a maximum of US \$1000 per Location, or the relevant installation charge, whichever is higher. |
| <b>Other Locations</b>  |
| For each full day of delay, a credit of US \$50 up to a maximum of US \$1000 per Location, or the relevant installation charge, whichever is higher.  |
| <b>All Locations</b>  |
| Cancellation of Internet VPN at the relevant Location after 30 days delay, by written notice.   |

For Key Cities Locations (see Appendix 1) and Region 1 Locations (see Appendix 2), delays by TO's will be deemed to be delays by Equant. For Locations in any other areas, delays by TOs will be deemed delays due to a Force Majeure Event.



## APPENDIX 1 - KEY CITIES

| COUNTRY            | KEY CITIES     |
|--------------------|----------------|
| ARGENTINA          | BUENOS AIRES   |
| AUSTRALIA          | MELBOURNE      |
| AUSTRALIA          | SYDNEY         |
| AUSTRIA            | VIENNA         |
| BELGIUM            | ANTWERP        |
| BELGIUM            | BRUSSELS       |
| BRAZIL             | RIO DE JANEIRO |
| CANADA             | MONTREAL       |
| CANADA             | TORONTO        |
| CANADA             | VANCOUVER      |
| DENMARK            | COPENHAGEN     |
| FINLAND            | HELSINKI       |
| FRANCE             | PARIS          |
| GERMANY            | BERLIN         |
| GERMANY            | BONN           |
| GERMANY            | BREMEN         |
| GERMANY            | COLOGNE        |
| GERMANY            | ESSEN          |
| GERMANY            | FRANKFURT      |
| GERMANY            | HAMBURG        |
| GERMANY            | HANOVER        |
| GERMANY            | MUNICH         |
| GERMANY            | STUTT GART     |
| HONG KONG          | HONG KONG      |
| IRELAND            | DUBLIN         |
| ITALY              | MILAN          |
| ITALY              | ROME           |
| JAPAN              | OSAKA          |
| JAPAN              | TOKYO          |
| KOREA, REPUBLIC OF | SEOUL          |
| LUXEMBOURG         | LUXEMBOURG     |
| NETHERLANDS        | AMSTERDAM      |
| NETHERLANDS        | MAASTRICHT     |
| NETHERLANDS        | ROTTERDAM      |
| NETHERLANDS        | UTRECHT        |
| NEW ZEALAND        | AUCKLAND       |
| NORWAY             | OSLO           |
| RUSSIAN FEDERATION | MOSCOW         |
| SINGAPORE          | SINGAPORE      |
| SPAIN              | MADRID         |
| SWEDEN             | STOCKHOLM      |
| SWITZERLAND        | GENEVA         |
| SWITZERLAND        | ZURICH         |
| TAIWAN             | TAIPEI         |
| U.S.A              | ATLANTA        |
| U.S.A              | DENVER         |
| U.S.A              | LOS ANGELES    |
| U.S.A              | MIAMI          |
| U.S.A              | NEW YORK       |
| U.S.A              | PITTSBURGH     |
| U.S.A              | SAN FRANCISCO  |
| U.S.A              | SEATTLE        |
| U.S.A              | TULSA          |
| UNITED KINGDOM     | BIRMINGHAM     |
| UNITED KINGDOM     | GLASGOW        |
| UNITED KINGDOM     | LONDON         |
| UNITED KINGDOM     | MANCHESTER     |

## APPENDIX 2 – REGIONS

| COUNTRY LEVEL                  | REGIONAL LEVEL           | REGION   |
|--------------------------------|--------------------------|----------|
| AUSTRALIA                      | AUSTRALIA REGION         | REGION 1 |
| JAPAN                          | JAPAN REGION             | REGION 1 |
| KOREA, REPUBLIC OF             | ASIA PACIFIC RIM         | REGION 1 |
| NEW ZEALAND                    | AUSTRALIA REGION         | REGION 1 |
| SINGAPORE                      | ASIA PACIFIC RIM         | REGION 1 |
| TAIWAN                         | ASIA PACIFIC RIM         | REGION 1 |
| CANADA                         | NORTH AMERICA [NAM]      | REGION 1 |
| UNITED STATES                  | NORTH AMERICA [NAM]      | REGION 1 |
| ANDORRA                        | SOUTHERN EUROPE          | REGION 1 |
| AUSTRIA                        | CENTRAL & EASTERN EUROPE | REGION 1 |
| BELGIUM                        | NORTHERN EUROPE          | REGION 1 |
| DENMARK                        | NORTHERN EUROPE          | REGION 1 |
| FAROE ISLANDS                  | NORTHERN EUROPE          | REGION 1 |
| FINLAND                        | NORTHERN EUROPE          | REGION 1 |
| FRANCE                         | SOUTHERN EUROPE          | REGION 1 |
| FRANCE, METROPOLITAN           | SOUTHERN EUROPE          | REGION 1 |
| GERMANY                        | CENTRAL & EASTERN EUROPE | REGION 1 |
| ICELAND                        | NORTHERN EUROPE          | REGION 1 |
| IRELAND                        | NORTHERN EUROPE          | REGION 1 |
| ISRAEL                         | NORTHERN EUROPE          | REGION 1 |
| ITALY                          | SOUTHERN EUROPE          | REGION 1 |
| LIECHTENSTEIN                  | NORTHERN EUROPE          | REGION 1 |
| LUXEMBOURG                     | NORTHERN EUROPE          | REGION 1 |
| NETHERLANDS                    | NORTHERN EUROPE          | REGION 1 |
| NORWAY                         | NORTHERN EUROPE          | REGION 1 |
| PORTUGAL                       | SOUTHERN EUROPE          | REGION 1 |
| SPAIN                          | SOUTHERN EUROPE          | REGION 1 |
| SVALBARD AND JAN MAYEN         | NORTHERN EUROPE          | REGION 1 |
| SWEDEN                         | NORTHERN EUROPE          | REGION 1 |
| SWITZERLAND                    | SOUTHERN EUROPE          | REGION 1 |
| UNITED KINGDOM                 | NORTHERN EUROPE          | REGION 1 |
| SOUTH AFRICA                   | AFRICA [AFR]             | REGION 2 |
| ANTARCTICA                     | ANTARCTICA [ANT]         | REGION 2 |
| FRENCH SOUTHERN TERRITORIES    | ANTARCTICA [ANT]         | REGION 2 |
| HEARD AND MC DONALD ISLANDS    | ANTARCTICA [ANT]         | REGION 2 |
| AMERICAN SAMOA                 | AUSTRALIA REGION         | REGION 2 |
| BHUTAN                         | ASIA PACIFIC RIM         | REGION 2 |
| BRITISH INDIAN OCEAN TERRITORY | ASIA PACIFIC RIM         | REGION 2 |
| BRUNEI DARUSSALAM              | ASIA PACIFIC RIM         | REGION 2 |
| CHINA                          | ASIA PACIFIC RIM         | REGION 2 |
| CHRISTMAS ISLAND               | ASIA PACIFIC RIM         | REGION 2 |

| COUNTRY LEVEL                          | REGIONAL LEVEL           | REGION   |
|--|--------------------------|----------|
| COCOS (KEELING) ISLANDS                | ASIA PACIFIC RIM         | REGION 2 |
| COOK ISLANDS                           | AUSTRALIA REGION         | REGION 2 |
| EAST TIMOR                             | ASIA PACIFIC RIM         | REGION 2 |
| FIJI                                   | AUSTRALIA REGION         | REGION 2 |
| FRENCH POLYNESIA                       | AUSTRALIA REGION         | REGION 2 |
| GUAM                                   | JAPAN REGION             | REGION 2 |
| KOREA, DEMOCRATIC PEOPLE'S REPUBLIC OF | ASIA PACIFIC RIM         | REGION 2 |
| MACAU                                  | ASIA PACIFIC RIM         | REGION 2 |
| MARSHALL ISLANDS                       | AUSTRALIA REGION         | REGION 2 |
| MICRONESIA, FEDERATED STATES OF        | AUSTRALIA REGION         | REGION 2 |
| MONGOLIA                               | ASIA PACIFIC RIM         | REGION 2 |
| NAURU                                  | AUSTRALIA REGION         | REGION 2 |
| NEW CALEDONIA                          | AUSTRALIA REGION         | REGION 2 |
| NIUE                                   | AUSTRALIA REGION         | REGION 2 |
| NORFOLK ISLAND                         | AUSTRALIA REGION         | REGION 2 |
| NORTHERN MARIANA ISLANDS               | JAPAN REGION             | REGION 2 |
| NORTHERN MARIANA ISLANDS               | JAPAN REGION             | REGION 2 |
| PALAU                                  | AUSTRALIA REGION         | REGION 2 |
| PAPUA NEW GUINEA                       | AUSTRALIA REGION         | REGION 2 |
| PITCAIRN                               | AUSTRALIA REGION         | REGION 2 |
| SAMOA                                  | AUSTRALIA REGION         | REGION 2 |
| SOLOMON ISLANDS                        | AUSTRALIA REGION         | REGION 2 |
| TAJIKISTAN                             | ASIA PACIFIC RIM         | REGION 2 |
| THAILAND                               | ASIA PACIFIC RIM         | REGION 2 |
| TOKELAU                                | AUSTRALIA REGION         | REGION 2 |
| TUVALU                                 | AUSTRALIA REGION         | REGION 2 |
| UNITED STATES MINOR OUTLYING ISLANDS   | ASIA PACIFIC RIM         | REGION 2 |
| VANUATU                                | AUSTRALIA REGION         | REGION 2 |
| VIET NAM                               | ASIA PACIFIC RIM         | REGION 2 |
| WALLIS AND FUTUNA ISLANDS              | AUSTRALIA REGION         | REGION 2 |
| ARMENIA                                | CENTRAL & EASTERN EUROPE | REGION 2 |
| BELARUS                                | CENTRAL & EASTERN EUROPE | REGION 2 |
| BOSNIA AND HERZEGOVINA                 | CENTRAL & EASTERN EUROPE | REGION 2 |
| BULGARIA                               | CENTRAL & EASTERN EUROPE | REGION 2 |
| CROATIA                                | CENTRAL & EASTERN EUROPE | REGION 2 |
| CZECH REPUBLIC                         | CENTRAL & EASTERN EUROPE | REGION 2 |
| ESTONIA                                | CENTRAL & EASTERN EUROPE | REGION 2 |
| HUNGARY                                | CENTRAL & EASTERN EUROPE | REGION 2 |
| KAZAKHSTAN                             | CENTRAL & EASTERN EUROPE | REGION 2 |

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| COUNTRY LEVEL                    | REGIONAL LEVEL           | REGION   |
|----------------------------------|--------------------------|----------|
| KYRGYZSTAN                       | CENTRAL & EASTERN EUROPE | REGION 2 |
| LATVIA                           | CENTRAL & EASTERN EUROPE | REGION 2 |
| LITHUANIA                        | CENTRAL & EASTERN EUROPE | REGION 2 |
| MOLDOVA, REPUBLIC OF             | CENTRAL & EASTERN EUROPE | REGION 2 |
| POLAND                           | CENTRAL & EASTERN EUROPE | REGION 2 |
| ROMANIA                          | CENTRAL & EASTERN EUROPE | REGION 2 |
| RUSSIAN FEDERATION               | CENTRAL & EASTERN EUROPE | REGION 2 |
| SLOVAKIA (SLOVAK REPUBLIC)       | CENTRAL & EASTERN EUROPE | REGION 2 |
| SLOVENIA                         | CENTRAL & EASTERN EUROPE | REGION 2 |
| TURKMENISTAN                     | CENTRAL & EASTERN EUROPE | REGION 2 |
| UKRAINE                          | CENTRAL & EASTERN EUROPE | REGION 2 |
| UZBEKISTAN                       | CENTRAL & EASTERN EUROPE | REGION 2 |
| YUGOSLAVIA                       | CENTRAL & EASTERN EUROPE | REGION 2 |
| ANGUILLA                         | NORTH AMERICA [NAM]      | REGION 2 |
| ANTIGUA AND BARBUDA              | NORTH AMERICA [NAM]      | REGION 2 |
| ARUBA                            | NORTH AMERICA [NAM]      | REGION 2 |
| BAHAMAS                          | NORTH AMERICA [NAM]      | REGION 2 |
| BARBADOS                         | NORTH AMERICA [NAM]      | REGION 2 |
| BERMUDA                          | NORTH AMERICA [NAM]      | REGION 2 |
| CUBA                             | NORTH AMERICA [NAM]      | REGION 2 |
| DOMINICA                         | NORTH AMERICA [NAM]      | REGION 2 |
| DOMINICAN REPUBLIC               | NORTH AMERICA [NAM]      | REGION 2 |
| GREENLAND                        | NORTH AMERICA [NAM]      | REGION 2 |
| GRENADA                          | NORTH AMERICA [NAM]      | REGION 2 |
| GUADELOUPE                       | NORTH AMERICA [NAM]      | REGION 2 |
| JAMAICA                          | NORTH AMERICA [NAM]      | REGION 2 |
| MARTINIQUE                       | NORTH AMERICA [NAM]      | REGION 2 |
| MEXICO                           | NORTH AMERICA [NAM]      | REGION 2 |
| MONTSERRAT                       | NORTH AMERICA [NAM]      | REGION 2 |
| NETHERLANDS ANTILLES             | NORTH AMERICA [NAM]      | REGION 2 |
| PUERTO RICO                      | NORTH AMERICA [NAM]      | REGION 2 |
| SAINT KITTS AND NEVIS            | NORTH AMERICA [NAM]      | REGION 2 |
| SAINT LUCIA                      | NORTH AMERICA [NAM]      | REGION 2 |
| SAINT PIERRE AND MIQUELON        | NORTH AMERICA [NAM]      | REGION 2 |
| SAINT VINCENT AND THE GRENADINES | NORTH AMERICA [NAM]      | REGION 2 |
| TRINIDAD AND TOBAGO              | NORTH AMERICA [NAM]      | REGION 2 |
| TURKS AND CAICOS ISLANDS         | NORTH AMERICA [NAM]      | REGION 2 |
| VIRGIN ISLANDS, BRITISH          | NORTH AMERICA [NAM]      | REGION 2 |
| VIRGIN ISLANDS, U.S.             | NORTH AMERICA [NAM]      | REGION 2 |
| BAHRAIN                          | MIDDLE EAST [MEA]        | REGION 2 |
| IRAN (ISLAMIC REPUBLIC OF)       | MIDDLE EAST [MEA]        | REGION 2 |
| IRAQ                             | MIDDLE EAST [MEA]        | REGION 2 |
| JORDAN                           | MIDDLE EAST [MEA]        | REGION 2 |

| COUNTRY LEVEL                                | REGIONAL LEVEL      | REGION   |
|--|---------------------|----------|
| LEBANON                                      | MIDDLE EAST [MEA]   | REGION 2 |
| MAURITANIA                                   | MIDDLE EAST [MEA]   | REGION 2 |
| MOROCCO                                      | MIDDLE EAST [MEA]   | REGION 2 |
| OMAN   | MIDDLE EAST [MEA]   | REGION 2 |
| PALESTINIAN TERRITORY, OCCUPIED              | MIDDLE EAST [MEA]   | REGION 2 |
| QATAR  | MIDDLE EAST [MEA]   | REGION 2 |
| SAUDI ARABIA                                 | MIDDLE EAST [MEA]   | REGION 2 |
| SUDAN  | MIDDLE EAST [MEA]   | REGION 2 |
| SYRIAN ARAB REPUBLIC                         | MIDDLE EAST [MEA]   | REGION 2 |
| TURKEY                                       | MIDDLE EAST [MEA]   | REGION 2 |
| UNITED ARAB EMIRATES                         | MIDDLE EAST [MEA]   | REGION 2 |
| ARGENTINA                                    | SOUTH AMERICA [SOA] | REGION 2 |
| BELIZE                                       | SOUTH AMERICA [SOA] | REGION 2 |
| BRAZIL                                       | SOUTH AMERICA [SOA] | REGION 2 |
| CHILE  | SOUTH AMERICA [SOA] | REGION 2 |
| COLOMBIA                                     | SOUTH AMERICA [SOA] | REGION 2 |
| COSTA RICA                                   | SOUTH AMERICA [SOA] | REGION 2 |
| ECUADOR                                      | SOUTH AMERICA [SOA] | REGION 2 |
| EL SALVADOR                                  | SOUTH AMERICA [SOA] | REGION 2 |
| FALKLAND ISLANDS (MALVINAS)                  | SOUTH AMERICA [SOA] | REGION 2 |
| GUATEMALA                                    | SOUTH AMERICA [SOA] | REGION 2 |
| GUYANA                                       | SOUTH AMERICA [SOA] | REGION 2 |
| HONDURAS                                     | SOUTH AMERICA [SOA] | REGION 2 |
| NICARAGUA                                    | SOUTH AMERICA [SOA] | REGION 2 |
| PANAMA                                       | SOUTH AMERICA [SOA] | REGION 2 |
| PARAGUAY                                     | SOUTH AMERICA [SOA] | REGION 2 |
| PERU   | SOUTH AMERICA [SOA] | REGION 2 |
| SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS | SOUTH AMERICA [SOA] | REGION 2 |
| SURINAME                                     | SOUTH AMERICA [SOA] | REGION 2 |
| URUGUAY                                      | SOUTH AMERICA [SOA] | REGION 2 |
| VENEZUELA                                    | SOUTH AMERICA [SOA] | REGION 2 |
| GIBRALTAR                                    | SOUTHERN EUROPE     | REGION 2 |
| GREECE                                       | SOUTHERN EUROPE     | REGION 2 |
| HOLY SEE (VATICAN CITY STATE)                | SOUTHERN EUROPE     | REGION 2 |
| MALTA  | SOUTHERN EUROPE     | REGION 2 |
| MONACO                                       | SOUTHERN EUROPE     | REGION 2 |
| SAN MARINO                                   | SOUTHERN EUROPE     | REGION 2 |
|  |                     |          |
| ANGOLA                                       | AFRICA [AFR]        | REGION 3 |
| BENIN  | AFRICA [AFR]        | REGION 3 |
| BOTSWANA                                     | AFRICA [AFR]        | REGION 3 |
| BOUVET ISLAND                                | AFRICA [AFR]        | REGION 3 |
| BURKINA FASO                                 | AFRICA [AFR]        | REGION 3 |
| BURUNDI                                      | AFRICA [AFR]        | REGION 3 |
| CAMEROON                                     | AFRICA [AFR]        | REGION 3 |
| CAPE VERDE                                   | AFRICA [AFR]        | REGION 3 |



**SLA FOR EQUANT INTERNET VPN SERVICE**

| COUNTRY LEVEL                         | REGIONAL LEVEL    | REGION   |
|---------------------------------------|-------------------|----------|
| CENTRAL AFRICAN REPUBLIC              | MIDDLE EAST [MEA] | REGION 3 |
| CHAD                                  | MIDDLE EAST [MEA] | REGION 3 |
| COMOROS                               | AFRICA [AFR]      | REGION 3 |
| CONGO                                 | AFRICA [AFR]      | REGION 3 |
| CONGO, THE DEMOCRATIC REPUBLIC OF THE | AFRICA [AFR]      | REGION 3 |
| IVORY COAST                           | AFRICA [AFR]      | REGION 3 |
| DJIBOUTI                              | MIDDLE EAST [MEA] | REGION 3 |
| EQUATORIAL GUINEA                     | AFRICA [AFR]      | REGION 3 |
| ERITREA                               | AFRICA [AFR]      | REGION 3 |
| ETHIOPIA                              | AFRICA [AFR]      | REGION 3 |
| GABON                                 | AFRICA [AFR]      | REGION 3 |
| GAMBIA                                | AFRICA [AFR]      | REGION 3 |
| GHANA                                 | AFRICA [AFR]      | REGION 3 |
| GUINEA                                | AFRICA [AFR]      | REGION 3 |
| GUINEA-BISSAU                         | AFRICA [AFR]      | REGION 3 |
| KENYA                                 | AFRICA [AFR]      | REGION 3 |
| LESOTHO                               | AFRICA [AFR]      | REGION 3 |
| LIBERIA                               | AFRICA [AFR]      | REGION 3 |
| LIBYAN ARAB JAMAHIRIYA                | AFRICA [AFR]      | REGION 3 |
| MADAGASCAR                            | AFRICA [AFR]      | REGION 3 |
| MALAWI                                | AFRICA [AFR]      | REGION 3 |
| MALI                                  | AFRICA [AFR]      | REGION 3 |
| MAURITIUS                             | AFRICA [AFR]      | REGION 3 |
| MAYOTTE                               | AFRICA [AFR]      | REGION 3 |
| MOZAMBIQUE                            | AFRICA [AFR]      | REGION 3 |
| NAMIBIA                               | AFRICA [AFR]      | REGION 3 |
| NIGER                                 | AFRICA [AFR]      | REGION 3 |
| NIGERIA                               | AFRICA [AFR]      | REGION 3 |
| REUNION                               | MIDDLE EAST [MEA] | REGION 3 |
| RWANDA                                | AFRICA [AFR]      | REGION 3 |
| SAINT HELENA                          | AFRICA [AFR]      | REGION 3 |
| SAO TOME AND PRINCIPE                 | AFRICA [AFR]      | REGION 3 |
| SENEGAL                               | AFRICA [AFR]      | REGION 3 |
| SEYCHELLES                            | MIDDLE EAST [MEA] | REGION 3 |
| SIERRA LEONE                          | AFRICA [AFR]      | REGION 3 |
| SOMALIA                               | AFRICA [AFR]      | REGION 3 |
| SWAZILAND                             | AFRICA [AFR]      | REGION 3 |
| TANZANIA, UNITED REPUBLIC OF          | AFRICA [AFR]      | REGION 3 |
| TOGO                                  | AFRICA [AFR]      | REGION 3 |

| COUNTRY LEVEL                              | REGIONAL LEVEL           | REGION   |
|--|--------------------------|----------|
| TUNISIA                                    | AFRICA [AFR]             | REGION 3 |
| UGANDA                                     | AFRICA [AFR]             | REGION 3 |
| WESTERN SAHARA                             | AFRICA [AFR]             | REGION 3 |
| ZAMBIA                                     | AFRICA [AFR]             | REGION 3 |
| ZIMBABWE                                   | AFRICA [AFR]             | REGION 3 |
| BANGLADESH                                 | ASIA PACIFIC RIM         | REGION 3 |
| CAMBODIA                                   | ASIA PACIFIC RIM         | REGION 3 |
| INDIA                                      | ASIA PACIFIC RIM         | REGION 3 |
| INDONESIA                                  | ASIA PACIFIC RIM         | REGION 3 |
| KIRIBATI                                   | JAPAN REGION             | REGION 3 |
| LAO PEOPLE'S DEMOCRATIC REPUBLIC           | ASIA PACIFIC RIM         | REGION 3 |
| MALAYSIA                                   | ASIA PACIFIC RIM         | REGION 3 |
| MALDIVES                                   | ASIA PACIFIC RIM         | REGION 3 |
| MYANMAR                                    | ASIA PACIFIC RIM         | REGION 3 |
| NEPAL                                      | ASIA PACIFIC RIM         | REGION 3 |
| PHILIPPINES                                | ASIA PACIFIC RIM         | REGION 3 |
| SRI LANKA                                  | ASIA PACIFIC RIM         | REGION 3 |
| TONGA                                      | AUSTRALIA REGION         | REGION 3 |
| ALBANIA                                    | CENTRAL & EASTERN EUROPE | REGION 3 |
| AZERBAIJAN                                 | CENTRAL & EASTERN EUROPE | REGION 3 |
| GEORGIA                                    | CENTRAL & EASTERN EUROPE | REGION 3 |
| MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF | CENTRAL & EASTERN EUROPE | REGION 3 |
| CAYMAN ISLANDS                             | NORTH AMERICA [NAM]      | REGION 3 |
| HAITI                                      | NORTH AMERICA [NAM]      | REGION 3 |
| AFGHANISTAN                                | MIDDLE EAST [MEA]        | REGION 3 |
| ALGERIA                                    | MIDDLE EAST [MEA]        | REGION 3 |
| CYPRUS                                     | MIDDLE EAST [MEA]        | REGION 3 |
| EGYPT                                      | MIDDLE EAST [MEA]        | REGION 3 |
| KUWAIT                                     | MIDDLE EAST [MEA]        | REGION 3 |
| PAKISTAN                                   | MIDDLE EAST [MEA]        | REGION 3 |
| YEMEN                                      | MIDDLE EAST [MEA]        | REGION 3 |
| BOLIVIA                                    | SOUTH AMERICA [SOA]      | REGION 3 |
| FRENCH GUIANA                              | SOUTH AMERICA [SOA]      | REGION 3 |