

SERVICE DESCRIPTION FOR EQUANT PRIVATE DIAL SERVICE

1. **Definitions.** As used in this Service Description, the following capitalized terms will have the meanings given to such terms in this Clause 1. In the event of any conflict between the definitions provided in this Service Description and those provided elsewhere in the Agreement, the definitions in this Service Description will control for purposes of this Service Description. Capitalized terms used and not otherwise defined in this Service Description will have the meanings ascribed to them elsewhere in the Agreement.

"Antivirus Software" means software that screens incoming data for potentially malicious software codes.

"Firewall" means a method to enhance network security.

"ISDN" means Integrated Services Digital Network.

"GSM" means Global System for Mobile communications.

"PSTN" means Public Switched Telephone Network.

"User Terminal" means the unit (e.g., PCs/laptops) used to connect a User to Equant's Private Dial Service and access Customer's VPN.

"VPN" means Virtual Private Network.

2. **Equant Private Dial Service.** With Equant's Private Dial Service ("**Private Dial**"), Users use PSTN, ISDN, or GSM to connect to Customer's VPN through the Equant Network. When the dial-in connection is established with the Network Access Server ("**NAS**"), the User must provide the appropriate username and password for authentication before accessing Customer resources behind the Customer Access Server ("**CAS**"), which is the router at the Location where all Private Dial traffic will terminate. Upon Customer's request, Equant will provide a list of the countries where Private Dial is available, which Equant may modify from time to time in its sole discretion.

Customer's VPN must be an Equant Frame Relay, ATM or IP VPN network. Equant's Frame Relay, ATM or IP VPN Service(s) will be described in a separate Service Description(s) attached to this Agreement, and Charges for such Network Services are in addition to the Charges for Private Dial.

2.1. Private Dial Service Elements.

2.1.1. **Access Options and Speeds.** Customer will provide Users with PSTN, ISDN or GSM access for Private Dial, and Small Office/Home Office ("**SOHO**") routers must use ISDN access with an Equant or Customer-managed Dial on Demand Router ("**DDR**"). Private Dial provides access speeds up to 56 Kbps PSTN, 64 Kbps ISDN, and 9.6 Kbps GSM. Customer also may use a second ISDN channel provided with its ISDN Basic Rate Interface ("**BRI**") to obtain 128 Kbps access speed.

2.1.2. **Private Dial Infrastructure.** In countries where digital infrastructure is available, public NASs are deployed and can be dialed into by using Point-to-Point Protocol (PPP) dial. In countries where digital access is not supported, X.28 dial is used. X.28 dial also is used to increase coverage in countries where public NASs are available. The Equant Network will carry the traffic back and forth between the Private Dial access point and Customer's network in a VPN environment.

2.1.3. **Private Dial Technology.** Private Dial relies on tunneling technology (e.g., Layer 2 Forwarding, or "L2F"), which allows each VPN connection to traverse the Equant Network while keeping it logically separated from any other VPN. PPP protocol operates between the remote User Terminal or SOHO router and a point on Customer's network, usually the CAS router.

2.2. **Private Dial Services.** Either Equant or Customer will provide the following resources, as mutually agreed upon by the Parties:

- A targeted CAS router; and

- Managed Authentication. Equant can fully manage or co-manage an authentication server on Customer's behalf, or Customer can provide its own authentication server. Any Managed Authentication Services provided by Equant will be described in a separate Service Description attached to this Agreement, and will be subject to additional Charges. If Customer provides its own authentication server, then Equant will relay the authentication requests to Customer's authentication server using the RADIUS protocol, and Customer's authentication server must support PPP PAP or CHAP authentication methods, which are described below.

2.2.1. **Using Private Dial.** As a prerequisite to Equant providing Private Dial, Customer's remote dial line (whether PSTN, ISDN BRI, or GSM) must be available for use with Private Dial; Equant will have no responsibility for the availability or quality of the remote dial line. Also, for SOHO environments, the SOHO router must be installed, configured, and connected properly by either Customer or Equant, as mutually agreed upon by the Parties in writing; an additional Charge may apply to any such services provided by Equant.

The full environment (PC or SOHO router to the CAS) must be tested and validated by Customer's administrator or Equant before it is deployed to any User; any such testing provided by Equant may be subject to additional Charges.

2.2.2. Equant Access Companion.

As part of Private Dial, Equant provides Access Companion, which is a user interface for Private Dial. Access Companion is provided by Equant as an administration kit, and Customer must install the Access Companion Software and customize the user interface as needed for Customer's organization (e.g., create User profiles and User names, manually add new Private Dial access numbers, etc.). Access Companion will automatically download the Private Dial phonebook and updates thereto. However, if Customer does not want to use the standard phonebook for Private Dial and needs to add other dial access numbers, Customer will use its own phonebook server and specify such phonebook when using the Access Companion administration kit.

Use of Access Companion is optional. Customer may use user interfaces other than Access Companion for Private Dial, provided that Customer is responsible for developing, managing, and supporting such user interface.

Access Companion may provide interoperability with Equant and select third-party Firewall services and Antivirus Software; upon Customer's request, Equant will identify the Firewall services and Antivirus Software that Customer may use with Access Companion. If Customer uses such Firewall services or Antivirus Software with Private Dial, then Access Companion will verify that the Firewall or Antivirus Software is operating before allowing the User to connect to Customer's VPN and will disconnect the User if the Antivirus Software becomes inactive or is disabled. If Customer purchases Firewall services or Antivirus Software from Equant for use with Private Dial, such services or Software will be described in a separate Service Description attached to this Agreement and will be subject to additional Charges. Customer will not use any Firewall services or Antivirus Software with Business Everywhere except as approved by Equant.

2.2.3. **CAS Configuration.** Customer may choose the Standard, Premium or Advanced CAS Configuration.

(a) **Standard CAS Configuration.** The Standard CAS configuration profile is recommended and has the following characteristics:

- A single CAS managed by Equant;
- A single configuration profile for User Terminals and another for all SOHO routers;
- Multilink PPP capability;

- No compression;
- No idle timeout or absolute timeout (i.e., the connection stays up until the remote User decides to disconnect); and
- An IP address assigned to the User Terminal by the CAS from a unique IP address pool locally provisioned on the CAS.

(b) **Premium CAS Configuration.** A Premium CAS configuration has the characteristics of the Standard CAS configuration, plus the following:

- CAS resiliency with a primary plus a back-up CAS. A single domain is used and points at the primary CAS; in case of failure, the secondary CAS is used; and
- A fast IP switching configuration to support more concurrent connections (up to 1,000 on a 7200 VXR).

(c) **Advanced CAS Configuration.** The Advanced CAS configuration is reserved for customers with specific needs, such as high-density or high-performance dial. Equant will provide Advanced CAS configuration on a case-by-case basis. If Equant agrees to provide an Advanced CAS configuration, then the Parties will agree in writing on the characteristics of such configuration.

2.3. **Private Dial Service Exclusions.** The following functions and features are not supported by Private Dial:

2.3.1. **Dial out:** Calls made from the NAS out to the remote User are not supported, except as expressly set forth in Clause 2.4.4 of this Service Description.

2.3.2. **General Packet Radio Service (GPRS) access:** Private Dial does not support access by any GPRS-capable mobile phone or other device, which transmits and receives data in packets.

2.4. **Optional Features.** The following features are available with Private Dial and may be subject to an additional Charge:

2.4.1. **Toll-Free Access.** Toll-free access is available in select countries, and Equant may revise the list of countries in which such access is available in its sole discretion. An additional surcharge applies for all Toll-free access calls. Equant does not support GSM access to Toll-free numbers.

2.4.2. **Local Call Access Numbers.** Local call access numbers are in-country, non-geographic numbers that allow Users to pay a local call rate rather than a regional or national call rate. Upon Customer's request, Equant will provide a list of cities or countries where local call access numbers are available, which Equant may revise from time to time in its sole discretion.

2.4.3. **DNS—NBNS for Private Dial.** This feature enables the set-up of primary and secondary Domain Naming System (DNS) IP addresses or an NBNS server (NetBIOS Name Server) on the CAS, which determines the DNS or NBNS addresses that are negotiated during PPP establishment. When required, the CAS provides the User with the DNS or NBNS addresses.

2.4.4. **Dial Back.** When information is available on the CAS router for a remote SOHO router to obtain, the CAS router dials out to the SOHO router, notifying the SOHO router that the information is available. The SOHO router then calls the CAS router back to obtain the information. The CAS router requires an ISDN interface card and a connection to an ISDN line. The CAS router also must be a DDR.

2.4.5. **Dynamic Routing Configured on the Access Links.** This feature allows a CAS to be connected to two different Equant IP VPN backbone nodes via Equant Frame Relay links, providing resiliency.

2.4.6. **VPDN L2F Domain Load Sharing/Resiliency.** This feature allows Customer to distribute dial-in Users across numerous CASs, enabling load balancing and resiliency.

2.4.7. **PPP Dial Domain Strip Off.** Domain strip off is a feature configured on the CAS that allows just the username to be directed toward the security servers during the authentication and authorization phases.

2.5. **Security Username Selection.** The username plays a key role in security since it allows for identification of Customer at the time of access, which is necessary for billing, and identification of the CAS that terminates the PPP connection of the User. The format of the username is "user@domain"; "user" is the private part of the username that can be freely chosen by Customer, and "domain" is the portion necessary for VPDN domain forwarding. Each "user" must be unique within the domain. Customer also must assign passwords for each account to authenticate the User for access to Customer's network. Customer will select one of the two following authentication schemes: (i) a "two-way handshaking procedure" ("Password Authentication Protocol" or "PAP") in which a username/password pair is sent to the authentication server for authentication, with no protection against playback or repeated trial and error attacks to gain unauthorized access; or (ii) a three-way handshaking procedure ("Challenge Handshake Authentication Protocol" or "CHAP") in which the authentication server sends a challenge message to the User, who is required to input the appropriate response. If Customer uses its own user interface and a User accesses Private Dial via X.28, then the User will be required to use a Network User Identifier (NUI)/password before the User is challenged at the PPP gateway.

3. **Acceptance Testing.** Private Dial will be deemed operational when a User using a User Terminal and Access Companion is able to dial one of the phone numbers in the Access Companion phonebook, authenticate with the RADIUS authentication server using a test username and password, and access the server located behind the CAS at the Location. The test username and password must be configured in the RADIUS server by either Equant or Customer before the testing begins.

4. **Pricing.**

4.1. **Usage Charges.** Usage charges are provided at an hourly rate and depend upon the region from which the call is initiated as well as the region to which the call is made.

PSTN access to 56 Kbps and ISDN access at 64 Kbps are charged at the same rate. For 128 Kbps ISDN access, the second 64 Kbps channel is charged as a separate session at the same rate as the first 64 Kbps channel. Charges are measured per second with no minimum call duration. Per-call Charges are rounded up to the nearest second.

4.2. **One-Time Charge.** A one-time account set-up Charge is applied to establish an account.

4.3. **Access Companion Configuration Training.** For an additional Charge, Equant will provide training to the Customer administrator for Access Companion.

4.4. **Managed Router CPE.** For an additional Charge, Equant can provide the hardware for and manage the CAS and SOHO routers.

4.5. **Remote Dial Line Charges.** Customer is solely responsible for all usage or other charges invoiced by Customer's PSTN, ISDN or GSM provider.

END OF SERVICE DESCRIPTION FOR PRIVATE DIAL SERVICE