

# SERVICE DESCRIPTION FOR EQUANT WEBVISION SERVICE

## 1. Introduction.

The Equant WebVision Service (“**WebVision**”) is a web-based service that allows Customer to monitor the performance of certain Network Services provided and managed by Equant pursuant to the terms of this Agreement. The information that Customer may access through WebVision will depend on: (a) the Equant Network Services purchased by Customer under this Agreement, and (b) the Service Management level that Customer has selected (i.e., Extended or Standard) for those Network Services.

The WebVision features and exclusions listed hereafter are subject to change by Equant in its sole discretion.

## 2. Features – WebVision Standard

If Customer receives Standard Service Management, Customer will receive WebVision Standard, with the following features:

- **Case Management:** Manage the Equant trouble ticket process (e.g., creation, monitoring, statistics) and receive notifications by email for certain events. Customer may identify specific logins that should not be allowed to create trouble tickets.
- **Quality of Service:** Obtain monthly performance reports for LAN Access, Frame Relay, and ATM Services, and on-demand statistics for IP VPN Silver Lite Service Type (Equant core Network performances only), ISDN Back-Up (provided that Controlware equipment is included in the Service), Internet Direct, IPSec, Private Dial and Internet Dial Services;
- **Message and Library:** Access messages and documents posted by Equant; and
- **Contact List:** Access contact details of Customer’s contacts at Equant and escalation points of contact.

## 3. Features – WebVision Extended

If Customer receives Extended Service Management, Customer will receive WebVision Extended, which includes the features of WebVision Standard and the following additional features:

- **Inventory:** Obtain an inventory of IP VPN (standard Equant-managed service elements and the LAN VPN Service option only), LAN Access, Internet Direct, Frame Relay, ATM, and Voice over IP VPN Services, with certain technical details;
- **Alarms:** Query alarms for Frame Relay and ATM Services. The Alarms feature has a monthly average standard refresh rate of 2 minutes;
- **Topology:** View the Equant-defined operational status of IP VPN (standard Equant-managed service elements and LAN VPN Service option only), LAN Access, Internet Direct, Frame Relay, ATM, and Voice over IP VPN Services in a graphical format and create sub-maps by geographical zones or by Services. The Topology feature has a monthly average standard refresh rate of 6 minutes for the status of IP VPN, LAN Access and Internet Direct Service routers;
- **Status Query:** Query the Equant-defined operational status of IP VPN CE routers (for Equant-managed CE routers only), LAN Access CE routers, Frame Relay accesses, ATM accesses, and Voice over IP VPN CE routers;
- **Quality of Service:** Obtain on-demand statistics for IP VPN (Equant core Network and Customer access level or end-to-end from CE to CE path only), LAN Access, Frame Relay, ATM, Network Interactive Voice Response (“NIVR”) and IP Videoconference Management Services, as well as monthly and weekly performance reports for Voice over IP VPN and Contact Center for IP VPN Services;

- **Router Configuration Information (RCI):** Access a filtered copy of the CPE configuration file for IP VPN (including the LAN VPN Service option) and LAN Access Services. The RCI feature has a monthly average standard refresh rate of 2 hours; and
- **Equant Telnet:** Place an Equant-defined subset of Cisco read-only Telnet commands to an IP VPN, Internet Direct or LAN Access CE router.

## 4. Service Exclusions and Limitations

4.1. The following are not visible through WebVision:

- Equipment in the Equant core Network;
- Public gateways;
- Routers connected to the Equant Network through a dial interface;
- Any Frame Relay or ATM component provisioned on the network infrastructure of an Equant Partner that is connected to the Equant Network through an NNI (excluding France Telecom Transpac); and
- Cascaded routers behind an Equant Partner NNI or a private Frame Relay network.

4.2 For cascaded routers connected to the LAN interface of an IP VPN, Internet Direct or LAN Access router that is connected to the Equant Network, the following limitations apply:

- **Inventory:** Limited to router and interfaces (i.e., no level 2 detail);
- **Topology:** Cascaded routers will be identified, but will not be linked to other routers in Customer’s network, in the geographical map; the monthly standard refresh rate will still apply; and
- **Quality of Service:** Only router sizing indicators are available.

4.3 For IP VPN CE routers provisioned on the network infrastructure of an Equant Partner that is connected to the Equant Network through an NNI (excluding France Telecom Transpac), and for IP VPN CE routers connected to the France Telecom Transpac network using DSL, the following limitations apply:

- **Inventory:** Limited to router and interfaces (i.e., no level 2 detail); and
- **Quality of Service:** Reporting for Customer access IP bandwidth utilization and Customer access bandwidth utilization per CoS are available only for the CE router to PE router direction, not for the PE router to CE router direction.

4.4 For IP VPN CE routers connected to the France Telecom Transpac network with leased line (excluding DSL), and for LAN Access CE routers provisioned on the network infrastructure of an Equant Partner that is connected to the Equant Network through an NNI, the Inventory feature will be limited to router and interfaces (i.e., no level 2 detail).

4.5 For IP VPN CE routers connected via DSL and located outside of France, Extended WebVision will provide only the Inventory (no level 2 detail), Topology (without status refresh), and Case Management features.

4.6 The Alarms feature is not available for IP VPN, Internet Direct, and LAN Access Service routers and interfaces.

4.7 The Status Query feature is not available for the Internet Direct Service, IPSec Service, Frame Relay PVCs and ATM PVCs.

4.9 Frame Relay and ATM PVCs are not visible in the Topology feature.

4.10 For IP Sec Service, WebVision provides only Quality of Service

and Case Management features.

4.11 Performance reporting for IP VPN CE-to-CE path routers is not available (i) if the routers have no LAN configuration, (ii) on cascaded routers, or (iii) if the IP bandwidth is less than 64 kbps.

Except as otherwise expressly provided by Equant in writing, the information provided in WebVision is not intended and cannot be used for purposes of determining compliance with any SLA provided by Equant.

**5. Customer Connectivity Requirements**

Customer will ensure that the technical network environment used to access WebVision is fully compliant with following requirements:

**5.1. Internet.**

Customer may access WebVision through the Internet using "https", i.e., the URL <https://web-vision.equant.com>, or such other URL as Equant may identify.

The following table identifies the minimum portion of the access-to-Internet bandwidth that must remain available to WebVision traffic:

	Number of components visible in WebVision (including, CE routers, accesses, PE routers and data nodes)	
Size of Customer Access to Internet	<=100	>100
<=2Mbps	32 Kbps	64 Kbps
>2Mbps	64 Kbps	128 Kbps

**5.2. ValueNet – Equant LAN Access.**

Customer may access WebVision through ValueNet from a LAN Access CE router using <https://web-vision.equant.com>, <http://web-vision.equant.com>, or such other URL as Equant may identify.

The following table identifies the minimum portion of the bandwidth between the LAN Access CE router and ValueNet that must remain available to WebVision traffic:

	Number of components visible in WebVision (including, CE routers, accesses, PE routers and data nodes)	
Bandwidth between Customer LAN Access CE router and ValueNet	<=100	>100
<=2M	32 Kbps	64 Kbps
2M<	64 Kbps	128 Kbps

**5.3. Connectivity through ValueNet – Equant IP VPN.**

Customer may access WebVision through ValueNet from an IP VPN CE router using <https://web-vision.equant.com>, <http://web-vision.equant.com>, or such other URL as Equant may identify.

The IP VPN CE router must be part of an IP VPN Gold or higher Service Type. If Customer deems WebVision mission-critical, Equant recommends use of the D1 Data Class of Service. Otherwise, the D2 Data Class of Service is suitable. To determine the right sizing of D1 or D2 for WebVision, the table for LAN Access set forth above should be used.

**6. Customer Environment Requirements**

Customer will provide its own hardware, software and web browser for use with WebVision in accordance with the following minimum requirements:

**PC:** Pentium 3 / 450 MHz for the processor; 128 M for the RAM; Windows® 95 or 98, or higher for the operating system.

**UNIX Workstation:** Sun Ultra™ 5 Workstation or equivalent for the

hardware; Solaris™ 2.6 or equivalent for the operating system.

**Web browser:** Microsoft® Internet Explorer 5.5 Service Pack 2 (SP2) or higher.

**Monitor:** 15" monitor with a resolution of 1024\*768 pixels.

**Java™ Runtime Environment (JRE):** The folder C:\Program Files\Java Soft\JRE on the User's hard drive must contain only one sub-folder, corresponding to a version of JRE that is 1.3.1 or above. In addition, Internet Options of Internet Explorer must be set-up appropriately.

**Equant Telnet:** Customer must define the appropriate routing between the WebVision User workstation and the targeted router, and the Equant CARI ("Customer Access to Router Information") option of the CE router must be configured on the targeted CE router, which Equant may provide upon Customer's request.

**7. Service Options**

Equant CARI, Equant Telnet, the RCI feature, end-to-end reporting for IP VPN (CE to CE path only), ISDN Back-Up reporting (provided that Controlware equipment is included in the Service), NIVR reporting, IP Videoconference Management reporting and trouble ticket creation are WebVision service options available at no additional charge.

Access to WebVision through Equant ValueNet with the IP VPN or LAN Access Service is a service option available at an additional charge.

**8. Scheduled Outages Notification**

Equant will use reasonable efforts to provide Customer with 5 Business Days advance notice of any scheduled outage for WebVision through the Message feature of WebVision and by e-mail if Customer has appropriately configured the Message feature to receive email notifications.

**9. Service Level Objectives**

The following Service Level Objectives (SLOs) are measured on a monthly basis, and the SLOs apply only to WebVision Extended, and only after at least 80 percent of Customer's network (as comprised of all of the Services) has been implemented. The SLOs provided apply on a worldwide basis, and are not Customer-specific.

SLOs are aspirational only, and unmet objectives shall not constitute a breach of any obligation under any agreement between Equant and Customer for WebVision. Customer will not be entitled to receive any remedies, financial or otherwise, for Equant's failure to achieve any SLO.

Availability of the WebVision homepage, Case Management feature, Topology feature, on-demand statistics for IP VPN (Equant core Network and Customer access level only), and end-to-end reporting for IP VPN (CE to CE path only) is 99%, excluding scheduled and unscheduled outages announced to WebVision users.

The Mean Time To Display status changes of IP VPN, Internet Direct or LAN Access routers in the Topology feature is the standard refresh period of the Topology feature.

The Mean Time To Display changes performed on Customer router configurations in the RCI feature is the standard refresh period of the RCI feature.

The monthly Data Availability (i.e., collection of the technical indicators necessary) for end-to-end reporting for IP VPN is 95%, and 85% for statistics regarding Customer accesses and Equant core Network for IP VPN.

**10. Training**

Upon Customer's request, Equant will provide an executable file for Computer-Based-Self-Training. If Customer receives Extended Service Management, Customer also may receive training by its Customer Service Manager.

WebVision features are detailed in the WebVision on-line help.



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**11. Stagnant Accounts.**

Equant reserves the right to cancel any WebVision login that is not used at least once during any 12 month period, without prior notice to Customer; however, if requested, a new WebVision login may be ordered by Customer.

**12. Account Cancellation.**

Customer must advise Equant if a registered User of WebVision is no longer employed by Customer or will no longer require access to

WebVision. Equant will not be responsible for access by any User whose authority has been revoked by Customer, if Equant has not been timely notified of the change in the User's status.

Customer will ensure that any use of WebVision is limited to the person(s) explicitly designated in the Order, and that different persons do not share the same WebVision login. If person(s) other than those listed in the Order require access to WebVision, Customer must request that the original User account login be terminated and a new account login be created.

**END OF SERVICE DESCRIPTION FOR EQUANT WEBVISION SERVICE**