

These Service Terms are current as of February 12th, 2019.

1. GENERAL

1.1 Service Summary: Vodafone Ethernet VPN and Vodafone Ethernet Wireline services (“**EVPN**” and “**EWL**” respectively) are independent solutions that provide high-speed connectivity between Customer Sites via the Vodafone MPLS Core Network, combining the benefits of Ethernet and MPLS. The term “**Service**” means either or both of EVPN and EWL ordered by Customer. EVPN is a virtual private LAN service that provides multi-point to multi-point connectivity. EWL is a virtual private wire service which provides high-speed connectivity between two or more Customer Sites in a point-to-point or point to multipoint fashion. These Services enable network sites (which could be in geographically diverse locations) to communicate with each other as if they were directly attached to each other. In connection with the Service, Customer may purchase performance monitoring as an Optional Service Element. The term “**Service**” includes each Service Element.

1.2 Structure: These Service Terms apply to the Service and include or are governed by the following documents: (a) each Order, if relevant; (b) the Customer Agreement; (c) the General Terms; and (d) any other documents referenced as incorporated in these Service Terms.

1.3 Precedence: Notwithstanding any terms in any framework agreement between the Parties, if there are any conflicting terms in these Service Terms, the following order of precedence applies (highest level of precedence first): (a) the Customer Agreement; (b) the Service Terms; and (c) the General Terms or other framework agreement.

2. CONDITIONS OF USE

2.1 Site Survey: Vodafone may require a Site Survey prior to delivery of a Service Element. Customer will permit Vodafone or its subcontractors to conduct Site Surveys as necessary and Customer will complete the required preparatory work as detailed in the Site Survey report.

2.2 Third Party Providers: The following terms apply to Service Elements (e.g., Access Circuits) provided by a Third Party Provider:

2.2.1 If a Third Party Provider terminates Customer’s right to use the Service Element, Vodafone will be excused from liability related to failure to deliver the relevant Service. Vodafone will use a Third Party Provider or Vodafone Group Company that has the necessary authority to provide a Service Element where required by Applicable Law. Vodafone may novate any Customer Agreements as required in order to comply with Applicable Law.

2.2.2 Vodafone will use reasonable endeavours to procure Access Circuits which offer similar performance to the Service Levels targets; however, due to the wide range of technology solutions used in the market to offer Ethernet Access Circuits, Vodafone does not guarantee a minimum specification of third party Access Circuit.

2.2.3 Any minimum requirements for Access Circuits (for example, a minimum MTU) are set out in the Order.

2.2.4 Incumbent Providers In certain locations Vodafone is required to use an Incumbent Provider to deliver a Service Element (e.g., the last mile access provider). If an Incumbent Provider is unable, declines, or ceases to provide the required Service Element, Vodafone will terminate the affected Service Element(s) and neither Party will be liable to the other as a result of this termination. Vodafone is not responsible for delays caused by Incumbent Providers.

2.2.5 Third Party Agreement: If required in a given location, a Third Party Provider may require a direct contract to deliver a Service Element. Third Party Provider terms will be set out in a separate agreement directly between Customer and the Third Party Provider (including, if relevant, shrink-wrap or click through agreements). If Customer fails to accept the Third Party’s terms and conditions, Customer will not be able to access the affected Service Elements and Vodafone is excused from liability for failure to deliver. Customer may request Vodafone to act as its agent for the purposes of managing the Third Party Provider, including for placing orders, reporting Incidents, receiving invoices from, and making payments to, a Third Party Provider.

2.2.6 Ethernet Access Limitations: 100Mbps Ethernet Access Circuit bandwidths may be reduced by 3Mbps in some circumstances due to the underlying technology used to deliver the Service. The experienced throughput of the Service may vary from

the stated CIR, PIR, EIR or Access Circuit speed due to packet overheads..

2.3 UK Limitations: FTTC and FTTP Access Circuits in the UK are subject to the following terms:

2.3.1 If the EVC bandwidth is greater than the available Access Circuit bandwidth then Ethernet frames may be dropped.

2.3.2 For FTTC, the Access Circuit bandwidth available in both the downstream and upstream directions is subject to the length and quality of the copper circuit employed between the Customer Site and the BT Openreach street cabinet. The Access Circuit bandwidth available is subject to the Prioritisation Rate applied by BT Openreach.

2.3.3 For FTTP, the Access Circuit bandwidth available in both the downstream and upstream directions is subject to the restrictions imposed by BT Openreach on FTTP which may include (but are not limited to) the Prioritisation Rate applied by BT Openreach.

2.4 PSTN and IP Voice / Video services: Customer acknowledges that the Service is not a public voice service. Customer and its Users shall not connect or seek to connect the Service to any public voice service, including the public switched telecommunications network (PSTN) or other voice or video services (e.g. voice over IP) unless Customer purchases such services from Vodafone or Customer is permitted to connect the Service to a PSTN in accordance with Applicable Law.

2.5 Public Internet service: Customer acknowledges that the Service is not a public Internet service. Customer and its Users shall not connect or seek to connect the Service to a public Internet service and/or enable the use of public Internet for any voice or video communication service (e.g. voice over IP), unless Customer purchases public internet service from Vodafone or Customer is permitted to connect the Service to a public internet service in accordance with Applicable Law.

2.6 Customer Sites - Customer Obligations: For the purposes of preparing for and delivery of the Service, Customer agrees to: (a) have in place (or assist Vodafone to do so at Customer’s cost) all third party consents necessary to allow Vodafone or its subcontractors to: (i) access Customer Sites, Equipment, and third party property; and (ii) install, configure or maintain Equipment on Customer Sites or third party property; (b) provide secure storage for Equipment sent to Customer Sites; (c) prepare Customer Sites in accordance with Vodafone’s instructions; and (d) ensure that Customer Sites are safe and represent a suitable working environment; and (e) when possible, give Vodafone 10 Working Days’ notice of any event (such as power disconnection) that will disrupt the Service or affect the Equipment.

2.7 Customer Sites - Vodafone obligations: Vodafone will: (a) comply with any reasonable Customer Site access and security procedures disclosed to Vodafone in advance; and (b) deliver installation and maintenance work: (i) during Working Hours, when the work does not involve any suspension of the Service; or (ii) subject to additional charge notified to Customer in advance, outside of Working Hours if requested by Customer or if Vodafone is unable to deliver the works during Working Hours for reasons outside of Vodafone’s control.

2.8 Security Obligations: Customer will: (a) design, implement, manage, and archive configuration of internal IP protocols, LAN information, and access lists; (b) provide reasonable security on the Equipment and Customer’s private networks to limit misuse of or threat to the Service, Equipment, or Network; and (c) address any misuse or threat identified by Vodafone through the implementation of appropriate security or user controls.

2.9 Authorised Users: Access by Customer to the Service and Equipment is limited to authorised Users. Vodafone will provide each authorised User with a user name, password, or other access information (“**User Details**”). Customer is responsible for: (a) the security of the User Details; (b) providing Vodafone with the identity of the authorized Users and keeping that information current; and (c) authorised Users’ compliance with the Agreement. Vodafone accepts no liability for any unauthorised or improper use or disclosure of any User Details. Customer is liable for all acts and omissions conducted using the User Details.

2.10 Freeze Period: Vodafone may delay the delivery of a Service Element during a Freeze Period. “**Freeze Period**” means: (i) the period generally from 1 December to 15 January each year; and (ii) any period involving a significant spike in Network usage.

2.11 Applicable Laws: Vodafone and Customer shall respectively comply with all Applicable Law.

2.12 AUP: Customer agrees to comply with Vodafone's Acceptable Use Policy available at <https://www.vodafone.com/business/AcceptableUsePolicy>.

3. EQUIPMENT

3.1 Equipment: Customer must have either Vodafone or Third Party Equipment on the Customer Site to use the Service. The Equipment Terms apply to Vodafone Equipment.

3.2 Vodafone will support, maintain, upgrade and/or replace Equipment as required for Service performance ("**Maintenance**"). Vodafone will provide Customer with reasonable advance notice of any Maintenance activities that will require Customer cooperation or access to a Customer Site. Customer agrees to cooperate with Vodafone in its performance of Maintenance. If Customer fails to do so, Vodafone is not responsible for Service performance related to Equipment that requires Maintenance.

4. DATA PROTECTION

4.1 Vodafone is the Data Controller for this Service. Vodafone's Data Protection Terms when Vodafone is Data Controller apply.

5. SUPPORT AND DELIVERY SERVICES

5.1 Support Service: Vodafone will provide Customer with Support Service for the Service Elements ordered by Customer.

5.2 Support Parameters: Support Service is available in English only. Support Service is available as shown below:

Support Service	Service Cover Period
Incident Management for Priority 1 & 2 Incidents	24/7
Incident Management for Priority 3 & 4 Incidents	Working Hours
Service Request Fulfilment	Working Hours

Incidents may be reported at any time during the Service Cover Period; however, Incident Resolution will only occur during Working Hours for Priority Level 3 and 4 Incidents.

5.3 Contact: Customer must appoint primary and secondary points of contact responsible for accessing the Support Service and communicating with Vodafone during the relevant Service Cover Period. Customer will inform Vodafone, and keep Vodafone up-to-date with the appointed individuals' identity and level of access.

5.4 Conditions: Customer will: (a) reimburse Vodafone for reasonable expenses associated with a Customer Site visit or for other actions taken when Customer has reported an Incident caused by an Excluded Event; and (b) permit Vodafone to interrupt the Service at the Customer Site to resolve a Priority Level 1 or 2 Incident (or the Incident will be downgraded to a Priority Level 3 Incident).

5.5 Planned Works: Vodafone may temporarily interrupt the Service to carry out Planned Works. Vodafone will notify Customer in advance of any Planned Works. "**Planned Works**" means planned Vodafone-initiated changes to the Service or Equipment (for example, to carry out essential maintenance or upgrades).

5.6 Agreed Delivery Date: Vodafone will provide Customer with the delivery date of a Service Element ("**Agreed Delivery Date**") and use reasonable endeavours to deliver the Service Element by the Agreed Delivery Date. If Customer requests a change before delivery of the Service Element, Vodafone will either adjust or cancel the applicable Order subject to any Recovery Charge and/or amend the Agreed Delivery Date, as applicable.

5.7 Service Commencement Date: Vodafone will perform its standard testing procedure for the Service. When Vodafone considers that the standard testing criteria have been met, Vodafone will make the Service available to Customer or notify Customer that the Service is ready for use ("**Service Commencement Date**").

5.8 Correction: Customer must notify Vodafone within 5 Working Days of the Service Commencement Date if the Service and provide sufficient supporting details. Upon receipt of notification, Vodafone will take reasonable action to meet the standard testing criteria.

5.9 Expedited Delivery: When requested by Customer, Vodafone will use reasonable efforts to meet an expedited Agreed Delivery Date (subject to additional Charges). Service Levels do not apply to an expedited delivery date.

5.10 Customer Delays: If a Customer's act or omission delays the Service Commencement Date, then Vodafone may start billing monthly recurring charges from the original Agreed Delivery Date and charge Customer for its reasonable costs (including Third Party Provider costs that result from the delay. Examples of Customer delays are Customer's failure to: (a) provide complete or accurate information, access, or assistance as reasonably required, and (b) complete necessary works resulting from a Site Survey. If the delay

extends 60 Working Days beyond the original Agreed Delivery Date, Vodafone may terminate the Order and apply a Recovery Charge. If appropriate, Vodafone will set a new Agreed Delivery Date.

6. SERVICE LEVEL TERMS

6.1 Applicability: Service Levels and Service Credit terms apply from the Service Commencement Date for the applicable Customer Site depending on the Service Level measure, unless stated otherwise.

6.2 Excluded Events: Vodafone is not responsible for failure to meet Service Level Targets if the Service Level is affected by an Excluded Event.

6.3 Coverage Bands: Coverage Bands are listed below, subject to Vodafone's confirmation in writing to Customer of Service availability on a case by case basis. The Frame Delay target Service Levels do not constitute a formal offer for Services within a geography.

Coverage Bands	Locations
UK	All UK & NI locations with the exclusion of: The Isle of Man, Guernsey, Jersey & the Channel Islands
A	Australia (Melbourne, Sydney, Perth, Adelaide, Brisbane), Belgium, Czech Republic, Denmark, France, Hong Kong, Hungary, Japan, Luxembourg, Netherlands, Poland, Singapore, South Korea (Seoul & Busan), Spain, Switzerland, Taiwan
B	Albania, Austria, Belarus, Bosnia, Bulgaria, China (Beijing, Shanghai, Guangzhou, Shen Zhen), Croatia, Cyprus, Finland, Georgia, Germany, Greece, India, Indonesia (Jakarta), Ireland, Italy, Lithuania, Lithuania, Macedonia, Malaysia (KL), Moldova, Montenegro, New Zealand (Auckland), Philippines, Portugal, Romania, Russia, Russia (Moscow), Serbia, Slovakia, Slovenia, Sweden, Thailand (Bangkok), Turkey, Ukraine, USA, Vietnam (Ho Chi Minh & Hanoi)
C	Australia (other), Bahrain, Bermuda, Canada, Channel Isles, China (other), Estonia, Malaysia (other), Norway, Thailand (other), Vietnam (other)
D	Azerbaijan, Bangladesh, Belarus, Brunei, Cambodia, Indonesia (other), Isle of Man, Kazakhstan, Laos, Latvia, Mongolia, Myanmar, New Caledonia, New Zealand (other), Pakistan, Papua New Guinea, Russia (other), South Africa, South Korea (other), Sri Lanka, UAE, Ukraine, Uzbekistan
Reasonable Enceavors	Angola, Cameroon, Côte d'Ivoire, Egypt, Ghana, Iran, Jordan, Kenya, Kuwait, Kyrgyzstan, Madagascar, Mauritius, Mozambique, Nigeria, Oman, Qatar, Saudi Arabia, Senegal, Tanzania, Turks & Caicos

7. SERVICE COMMENCEMENT

7.1 Service Level Target: The Service Commencement Date for a Service Element will be on or before the Agreed Delivery Date unless Customer requests a change in Services prior to the Agreed Delivery Date.

8. SERVICE AVAILABILITY

8.1 Calculation: Percentage Availability is calculated as: (A – B)/A x 100. "A" equals the number of whole minutes in the Annual Measurement Period. "B" equals the number of whole minutes when the Service is Unavailable in the Annual Measurement Period.

8.2 Service Levels: The following Availability Service Levels apply based upon the Coverage Band and UK Access Type:

Coverage Band	Service Level Target
A	99.85%
B	99.6%
C	99.4%
D	99.0%
UK Access Type	
EFM	99.8%
FTTC/FTTP	99.8%
Fibre	99.87%

9. PRIORITY OF INCIDENTS

9.1 The following Priority Level definitions apply to the Service:

Priority Level	Priority Level definitions
1	A total loss of the Service at one Customer Site or

	multiple Customer Sites.
2	Partial loss of the Service at one Customer Site or multiple Customer Sites which has a significant detrimental effect on the Customer's ability to perform normal communications but which does not represent a total loss of the Service.
3	Degradation of the Service performance (for example, a low number of Users affected with minimum impact) or a Priority 1 or 2 Incident downgraded in accordance with clause 5.4 above.
4	A non-Service affecting Incident or Incidents not classed as a Priority 1, 2, or 3 Incident, including Incidents with performance reporting.

10. INCIDENT RESOLUTION TIMES

10.1 For Priority Level 1 and 2 Incidents, the Incident Resolution Time is calculated as the number of whole hours between the time Vodafone issues a Trouble Ticket and the time Vodafone confirms to Customer that the Incident is resolved. Service Level Targets apply to each Access Circuit only at Customer Sites located in a Coverage Band.

Coverage Band	Service Level Target
A	4 hours
B	6 hours
C	12 hours
D	24 hours
UK Access Type	
EFM/ FTTC/FTTP	7 hours
Fibre	5 hours

11. SERVICE DEGRADATION

11.1 Service degradation service levels: (a) measure the average performance between the MPLS switches located within the Vodafone MPLS Core Network nodes under normal working conditions; (b) only apply to traffic within CIR and not to any traffic bursting beyond the CIR; (c) apply from the most recent Service Commencement Date for the relevant Customer Site; (d) do not apply to Severity Level 1 or 2 Incidents.

11.2 Frame Delay (latency performance): "Frame Delay" is the time taken by an Ethernet frame to be transmitted across the Vodafone MPLS Core Network, and is measured as an average round trip value for an Ethernet frame between the ingress and egress MPLS switches located with the Vodafone MPLS Core Network nodes. Frame Delay performance may vary from time to time as a result of resilience mechanisms aimed at maximising end-to-end service availability which are present on the global meshed Vodafone MPLS Core Network.

11.3 The target Service degradation Service Levels for Frame Delay are set out in the section "Coverage Bands and Frame Delay Service Degradation" below.

11.4 Frame Delay Variation: "Frame Delay Variation" is the variation of the inter-Frame Delay and is measured as the absolute variance between the Frame Delay seen on individual Ethernet frames and the average Frame Delay between the ingress and egress MPLS switches located within the Vodafone MPLS Core Network.

11.5 The Frame Delay Variation target Service Level for circuits routes across the Vodafone MPLS Core Network is 5 milliseconds for Premium CoS. There is no Frame Delay Service level target for Enhanced Cos or Standard Cos.

11.6 Frame Loss: "Frame Loss" is the percentage of Ethernet frames lost between MPLS switches located within the Vodafone MPLS Core Network.

11.7 The Service degradation Frame Loss target Service Levels for circuits routed across the Vodafone MPLS Core Network are:

CoS	Service Level Target
Premium CoS	0.04%
Enhanced CoS and Standard CoS	0.06%

12. SERVICE CREDIT

12.1 Service Credit for delay

12.1.1 Customer is entitled to a Service Credit if the Service Commencement Date of a new Service Element or Regrade is delayed beyond the Agreed Delivery Date due to Vodafone's act or omission. Where there are at least two Service Demarcation Points for each EVC, the Service credit is calculated based on the Working Days past the Agreed Delivery Date for the last Customer Site of the two Service Demarcation Points to be installed.

Number of whole Working Days beyond Agreed Delivery Date	Service Credit (% of the Installation/Regrade Charge)
1 to 10 days	5%
11 to 20 days	15%
>20 days	25%

Number of whole Working Days beyond Agreed Delivery Date	Service Credit (% of the Installation/Regrade Charge)
1 to 10 days	5%
11 to 20 days	15%
>20 days	25%

12.1.2 A Service Credit cap of 25% of the Installation or Regrade Charge for affected Service Element applies to the Service Credit Customer may claim for this Service Level. An Installation Charge does not include additional charges due to Customer Site requirements (e.g., construction charges).

12.2 Service Credit for Availability

12.2.1 The Service Credit is a percentage of the Monthly Recurring Charge for the affected EVC x 12 during the Measurement Period. The following Service Credit applies to the Availability Service Levels:

% of Availability below Service Level Target	Service Credit Percentage
>0%-0.1%	3%
>0.1-0.2%	5%
>0.2-0.35%	10%
>0.35%	15%

12.2.2 A Service Credit cap of 10% of the monthly recurring Charge x 12 for the affected Customer Site applies to the Service Credits Customer may claim for the Availability Service Levels each annual Measurement Period.

12.3 Service Credit for Incident resolution

12.3.1 The Service Credit is a percentage of the Monthly Recurring Charge for the affected EVC during the Monthly Measurement Period. The following Service Credit applies to the Priority 1 and 2 Incidents on that affected EVC not resolved within the mean Incident Resolution Service Levels during the Monthly Measurement Period:

Number of Incidents not resolved in the mean target Incident Resolution Time	Service Credit Percentage
1	10%
2	25%
3	35%
4 or more	50%

12.4 A Service Credit cap of 50% of the monthly Charge for the affected Customer Site applies to the Service Credit Customer may claim for this Service Level, in aggregate, during the Monthly Measurement Period.

12.4.1 If a Priority 3 Incident arises because the average Frame Delay, Frame Delay Variation or Frame Loss has not met the Service degradation Service Levels, Customer may claim a Service Credit calculated as 20% of the pro-rata Monthly Recurring Charge for the affected EVC for the period that the applicable Service degradation Service Level has not been met for that EVC. The period during which the targets are not met is measured from the date Vodafone acknowledges an Incident for a Service degradation Service Level failure to the date that the Service falls within the affected Service degradation Service Level.

12.4.2 Vodafone's total liability for Service Credits for a failure to meet Service degradation Service Levels for Frame Delay, Frame Delay Variation and Frame Loss in a single calendar month shall not exceed 20% of the Recurring Charges for the affected EVC.

12.5 Service Credit Terms

12.5.1 Customer must claim Service Credit via its Vodafone account manager within 30 days of the end of the relevant Measurement Period. Service Credit will be applied to Customer's next bill after agreement that Service Credit is due.

12.5.2 Service Credits do not apply to any Incident connected to: (a) any Excluded Event and/or (b) interruptions or maintenance activities agreed with Customer.

12.5.3 If one Incident causes a failure of two or more Service Levels, only the greater Service Credit amount of the Service Levels is payable.

12.5.4 The Service Credits as set out in these Service Terms are Customer's sole and exclusive remedy against Vodafone for any failure in Service performance. Service Credits have been calculated as, and are, a genuine pre-estimate of the loss likely to be suffered by the Customer for failure in Service performance. Service Credit may only be applied to Charges for the Service and have no cash value.

13. DEFINITIONS

13.1 Access Circuit means the network connection provided between the Service Demarcation Point at the Customer Site and the ingress/egress port of the Vodafone MPLS Core Network.

13.2 Annual Measurement Period means the period of twelve months from the Service Commencement Date or each anniversary of the Service Commencement Date thereafter (or a period of twelve months as otherwise agreed between the parties).

13.3 Applicable Law means law, regulation, binding code of practice, rule, order, or requirement of any relevant government or governmental agency, professional or regulatory Authority, each as relevant to (i) Vodafone in the provision of the Service and/or (ii) Customer in receipt of the Service or carrying out of its business.

13.4 Availability means the percentage of time the Service is available for use at each Customer Site in an Annual Measurement Period calculated as set out the Service Availability Service Level.

13.5 Authority means those governments, agencies, and professional and regulatory authorities that supervise, regulate, investigate, or enforce Applicable Law.

13.6 Charges means the charges or fees set out in the Customer Agreement, the Order or Price Lists.

13.7 Committed Information Rate or CIR means the guaranteed amount of bandwidth that can be transmitted across an Ethernet Virtual Circuit.

13.8 Customer means the Party receiving Service under the Customer Agreement who is a member of the Customer Group.

13.9 Customer Agreement means an agreement for purchase of Services signed by both Parties.

13.10 Customer Group means the Customer and any company that Customer has the beneficial ownership of more than 50% of the issued share capital, or the legal power to direct the general management of the company in question, either at or after the date of the Customer Agreement (and **Customer Group Company/Customer Group Companies** has a corresponding meaning).

13.11 Customer Site(s) means the Customer's premises that Vodafone must access to provide the Service or the location where the Service is to be provided.

13.12 Data Protection Terms means the terms regarding data protection in the General Terms.1.0 or later, or if those General Terms are not applicable, the Data Protection Terms found at <http://www.vodafone.com/business/vgegeneralterms>.

13.13 Equipment means the hardware and related software Customer must have to use the Service.

13.14 Equipment Terms means the terms regarding Equipment in the General Terms.1.0 or later, or if those General Terms are not applicable, the Equipment Terms found at <http://www.vodafone.com/business/vgegeneralterms>.

13.15 Enhanced CoS means Ethernet VPN Wireline using IEEE 802.1q defined priority bit (IEEE802.1p P-bit, traffic market with a Pbit value of 3 is classed as Enhanced CoS

13.16 Ethernet First Mile or EFM means the Ethernet access circuit is delivered using bonded copper pairs.

13.17 Ethernet Virtual Circuit or EVC means a point to point logical connection provided by Vodafone across the Vodafone MPLS Core Network which associates two Service Demarcation Points with each other.

13.18 Excluded Event means any of the following: (a) an Incident with another Vodafone service purchased under a separate Customer Agreement; (b) an Incident associated with non-Vodafone-supplied power, Customer Equipment, non-maintained structured cabling or other systems or networks not operated or provided by Vodafone (including an Incident relating to consumption of services over the internet); (c) an Incident caused by the negligence, act, or omission of Customer or a third-party not within Vodafone's direct control; (d) Customer's delay or non-performance of any of Customer obligations set out in the Customer Agreement; (e) an Incident or delay resulting from a request by Customer for expedited delivery of the Service; (f) Customer's request to modify or test a Service Element; (g) a Force Majeure event or Service suspension that is permitted under the Customer Agreement; (h) the inability or refusal by a Third Party Provider to provide the Access Circuit at a Customer Site]; (i) a change during implementation; and (j) an Incident caused by service failure at any other Customer Site.

13.19 Extended Information Rate or EIR means the non-guaranteed amount of bandwidth that can be transmitted across the Customer-facing port on the Equipment.

13.20 Force Majeure means any circumstances, events, omissions, or accidents beyond the reasonable control of a Party, and that could not have been avoided by due diligence, that prevent that Party from performing any or all of its obligations.

13.21 General Terms means the General Terms or master agreement identified in the Customer Agreement.

13.22 Frame Delay means the time taken by an Ethernet frame to be transmitted across the Vodafone MPLS Core Network, and is measured as an average round trip value for an Ethernet frame between the ingress and egress MPLS switches located with the Vodafone MPLS Core Network nodes.

13.23 Frame Delay Variation means the variation of the inter-Frame Delay and will be measured as the absolute variance between the Frame Delay seen on the individual Ethernet frames and the average Frame Delay between the ingress and the egress MPLS switches located within the Vodafone MPLS Core Network.

13.24 Frame Loss means the percentage of Ethernet frames lost between the MPLS switches located within the Vodafone MPLS Core Network.

13.25 FTTC means Fibre to the Cabinet and is an access circuit supplied by BT Openreach in the UK, and comprises the fibre circuit between the BT Local Exchange and the BT Street Cabinet and a circuit between the Street Cabinet and the Customer Site.

13.26 FTTP means Fibre to the Premises and is an access circuit supplied by Vodafone and other third parties in the UK, and comprises the fibre circuit between the local exchange or other point of presence ("PoP") and the Customer Site.

13.27 Incident means an unplanned interruption to the Service, a reduction in the quality of a Service, or a failure of a Service configuration item.

13.28 Incident Management means the end-to-end management of Incidents by Vodafone.

13.29 Incumbent Provider means the regulated operator who is authorised to provide a Service Element in a given country. An Incumbent Provider is also a Third Party Provider.

13.30 Initial Term means the term of the individual Service Element as set out in the Order or Customer Agreement.

13.31 MPLS Core means the MPLS network operated by Vodafone.

13.32 MTU means the maximum transmission unit and is the maximum transmittable packet size that can be used.

13.33 Network means the communications network and the equipment and premises that are connected to the network that are used by Vodafone and Vodafone Group Companies.

13.34 Order is defined in the relevant Customer Agreement.

13.35 Party or Parties means the parties to the Customer Agreement.

13.36 Peak Information Rate (PIR) means the maximum traffic rate available for a particular EVC.

13.37 Premium CoS means Ethernet VPN Wireline using IEEE 802.1q defined priority bit (IEEE802.1p P-bit, traffic market with a Pbit value of 5 is classed as Premium CoS

13.38 Price List means Vodafone's standard pricing in the relevant territory at the applicable time.

13.39 Prioritisation Rate means the parameter controlled by BT Openreach in the Openreach network for FTTC and FTTP in which packets will be discarded above the prioritisation rate.

13.40 Recovery Charge means any amount payable by Customer for early termination or failure to meet commercial commitments as set out in the Customer Agreement.

13.41 Regrade means the increase of the Committed Information Rate of an EVC or Access Circuit.

13.42 Service Credit(s) means the service credit payable by Vodafone to Customer in accordance with these Service Terms.

13.43 Service Demarcation Point means the handoff between the Customer and Vodafone at the Customer Site and is the Customer-facing port on the Equipment.

13.44 Service Element means the individual components of the Service including optional services if applicable and configuration changes.

13.45 Service Level(s) means the service levels that apply to the provision of the Service as set out in these Service Terms.

13.46 Site Survey means a survey of a Customer Site to assess whether (in Vodafone's opinion) the existing infrastructure is sufficient to provide the Service at that Customer Site.

13.47 Standard CoS Ethernet VPN Wireline uses IEEE 802.1q defined priority bit (IEEE802.1p P-bit, traffic market with a Pbit value of 1 is classed as Standard CoS**Third Party Provider** means a third party contracted by either Vodafone or Customer that provides a Service Element or that provides service that connects to the Service. Third Party Providers may include members of the Vodafone Group.

13.48 Trouble Ticket means a record of an Incident with a unique reference allocated to it that is used for all subsequent updates and communications.

13.49 Unavailable or Unavailability means the Ethernet Virtual Circuit cannot transmit data in one or both directions as a result of a Priority 1 or 2 Incident for reasons other than an Excluded Event.

13.50 User means an end user of the Services who must be a permanent or temporary employee or sub-contractor of Customer.

13.51 Vodafone means the member of the Vodafone Group that is a Party to the Customer Agreement.

13.52 Vodafone Equipment means Equipment supplied by Vodafone for Customer's use.

13.53 Vodafone Group means: (i) Vodafone Group Plc, Vodafone and any company that Vodafone Group Plc owns (directly or indirectly) 15% or more of the issued share capital; and (ii) any partner market listed on the "Where we are" " page in the "Who we are" section at www.vodafone.com (and **Vodafone Group Company/Vodafone Group Companies** has a corresponding meaning).

13.54 Working Day means on Monday to Friday inclusive, but excluding public holidays in the country where the Service are being provided.

13.55 Working Hours means the hours between 0900 and 1700 (local time) on a Working Day.

ROUND TRIP DELAY TARGETS

NOTE: All RTD is measured with IP packets and hence the tables below refer to IP RTD targets.

Section 1 - IP Backbone Core RTD Targets in Milliseconds (ms)

Round Trip Delay Service Level Targets between two IP

Backbone Core Routers in milliseconds.

The Round Trip Delay Service Levels for the IP Backbone Core is calculated as the applicable IP Backbone Core RTD Target in the tables in Section 1 in this document x 1.2

Row Labels	Argentina - Buenos Aires	Australia - Melbourne	Australia - Perth	Australia - Sydney	Bahrain - Bahrain	Belgium - Brussels	Brazil - Rio de Janeiro	Brazil - Sao Paulo	Canada - Toronto	China - Beijing	China - Guangzhou	China - Shanghai	Czech Republic - Prague	Denmark - Copenhagen	Egypt - Cairo	France - Marseille	France - Paris	Germany - Dusseldorf	Germany - Frankfurt	Germany - Hamburg	Hong Kong - Hong Kong	Hungary - Budapest	India - Bangalore	India - Chennai	India - Delhi	India - Mumbai	Indonesia - Jakarta	Ireland - Dublin	Israel - Rosh Haayin	Italy - Milan	Japan - Osaka	Japan - Tokyo	Korea - Seoul	Kuwait - Kuwait		
Argentina - Buenos Aires		367	406	355	353	227	257	266	158	361	365	341	234	232	269	236	221	224	221	229	362	234	349	353	365	328	385		289	229	311	306	349	353		
Australia - Melbourne	367		42	15	178	272	345	337	224	169	131	156	287	286	312	276	266	278	274	282	128	288	149	121	188	147	103		340	282	136	129	164	182		
Australia - Perth	406	42		54	139	233	385	377	264	121	83	108	248	246	273	237	227	238	235	243	80	249	110	82	148	108	63		301	243	125	117	116	143		
Australia - Sydney	355	15	54		191	279	334	327	213	157	118	143	285	283	333	288	278	274	284	279	115	298	159	134	200	160	115		347	292	125	125	151	195		
Bahrain - Bahrain	353	178	139	191		151	332	377	233	165	126	153	146	145	182	151	145	137	133	145	126	147	141	128	189	152	105		196	141	166	159	159	43		
Belgium - Brussels	227	272	233	279	151		2	209	224	109	223	188	201	26	24	55	19	9	16	16	20	185	29	145	146	159	120	197		81	23	176	169	209	142	
Brazil - Rio de Janeiro	257	345	385	334	332	209		18	139	346	343	324	218	213	250	218	203	205	202	214	340	216	332	333	343	309	378		284	209	290	294	333	335		
Brazil - Sao Paulo	266	337	377	327	377	224	18		148	343	336	324	232	230	266	229	220	221	211	228	333	225	356	396	353	321	376	217		285	219	283	288	331	353	
Canada - Toronto	158	224	264	213	233	109	139	148		215	223	195	116	114	151	119	103	106	102	111	219	116	231	234	247	209	238		171	110	169	160	202	236		
China - Beijing	361	169	121	157	165	223	346	343	215		41	23	226	225	263	230	222	217	214	221	45	228	139	114	177	137	92		276	222	66	58	81	168		
China - Guangzhou	365	131	83	118	126	188	343	336	223	41		28	190	189	226	194	186	181	177	187	7	191	100	76	139	99	54		239	185	46	63	43	130		
China - Shanghai	341	156	108	143	153	201	324	324	195	23	28		206	204	246	211	201	195	198	199	31	211	118	100	165	124	78		262	205	45	38	68	157		
Czech Republic - Prague	234	287	248	285	146	26	218	232	116	226	190	206		23	65	33	25	20	18	23	188	15	147	149	161	125	213		79	24	180	173	213	149		
Denmark - Copenhagen	232	286	246	283	145	24	213	230	114	225	189	204	23	2	64	31	24	12	16	21	187	29	145	147	160	123	211		77	23	178	171	211	148		
Egypt - Cairo	269	312	273	333	182	55	250	266	151	263	226	246	65	64		60	50	56	52	67	223	66	185	183	196	158	238		114	59	223	217	255	183		
France - Marseille	236	276	237	288	151	19	218	229	119	230	184	211	33	31	60	2	13	23	19	30	191	34	149	149	163	123	201		82	27	185	178	218	147		
France - Paris	221	266	227	278	145	9	203	220	103	222	186	201	25	24	50	13	3	15	12	20	183	26	139	140	154	114	191		74	19	175	168	209	137		
Germany - Dusseldorf	224	278	238	274	137	16	205	221	106	217	181	195	20	12	56	23	15	2	7	12	178	21	137	139	152	115	203		69	15	168	162	202	140		
Germany - Frankfurt	221	274	235	284	133	16	202	211	102	214	177	198	18	16	52	19	12	7	2	16	175	17	133	135	148	111	199		65	11	172	166	206	136		
Germany - Hamburg	229	282	243	279	145	20	214	228	111	221	187	199	23	21	67	30	20	12	16		190	29	145	148	162	123	207		81	23	173	166	207	151		
Hong Kong - Hong Kong	362	128	80	115	126	185	340	333	219	45	7	31	188	187	223	191	183	178	175	190	3	188	97	73	136	96	51		237	183	45	69	40	129		
Hungary - Budapest	234	288	249	298	147	29	216	225	116	228	191	211	15	29	66	34	26	21	17	29	188		147	149	162	125	213		79	25	185	178	220	150		
India - Bangalore	349	149	110	159	141	145	332	356	231	139	100	118	147	145	185	149	139	137	133	145	97	147	5	27	65	29	65		196	140	132	130	133	156		
India - Chennai	353	121	82	134	128	146	333	396	234	114	76	100	149	147	183	149	140	139	135	148	73	149	27	3	70	30	51		204	143	110	102	109	132		
India - Delhi	365	188	148	200	189	159	343	353	247	177	139	165	161	160	196	163	154	152	148	162	136	162	65	70		43	118		210	156	179	169	172	192		
India - Mumbai	328	147	108	160	152	120	309	321	209	137	99	124	125	123	158	123	114	115	111	123	96	125	29	30	43	5	77		173	118	138	128	132	156		
Indonesia - Jakarta	385	103	63	115	105	197	378	376	238	92	54	78	213	211	238	201	191	203	199	207	51	213	65	51	118	77			266	207	89	81	87	109		
Ireland - Dublin								217																												
Israel - Rosh Haayin	289	340	301	347	196	81	264	285	171	276	239	262	79	77	114	82	74	69	65	81	237	79	196	204	210	173	266			73	239	235	274	199		
Italy - Milan	229	282	243	292	141	23	209	219	110	222	185	205	24	23	59	27	19	15	11	23	183	25	140	143	156	118	207		73	2	180	173	217	144		
Japan - Osaka	311	136	125	125	166	176	290	283	169	66	46	45	180	178	223	185	175	168	172	173	45	185	132	110	179	138	89		239	180		10	53	170		
Japan - Tokyo	306	129	117	125	159	169	294	288	160	58	63	38	173	171	217	178	168	162	166	166	69	178	130	102	169	128	81		235	173	10	2	46	166		
Korea - Seoul	349	164	116	151	159	209	333	331	202	81	43	68	213	211	255	218	209	202	206	207	40	220	133	109	172	132	87		274	217	53	46	3	163		
Kuwait - Kuwait	353	182	143	195	43	142	335	353	236	168	130	157	149	148	183	147	137	140	136	151	129	150	156	132	192	156	109		199	144	170	166	163			
Malaysia - Johor Bahru	374	90	51	103	93	187	366	358		77	38	65	202	201	228	191	181	193	189	197	36	203	64	36	102	62	17		255	197	78	70	71	98		
Malaysia - Kuala Lumpur	382	99	61	112	102	194	374	366	236	79	41	66	210	208	234	198	188	200	196	204	38	210	72	48	115	74	24		263	204	86	81	74	105		
Mexico - Mexico City	254	211	250	200	324	196	233	226	112	218	209	199	208	206	238	201	190	197	199	202	207	213	281	272	333	291	244		259	207	156	163	206	326		
Mexico - Monterrey	210	257	297	248	362	149	166	157	88	265	255	245	160	158	189	153	143	149	153	153	253	165	299	318	294	254	295		214	160	203	209	252	290		
Morocco - Rabat	270	326	287	330	201	67	250	266	152	273	242	253	77	75	110	74	64	67	69	71	239	82	198	199	213	175	251		129	76	226	219	259	197		
Netherlands - Amsterdam	224	281	242	278	139	13	207	221	106	219	187	192	18	16	58	24	13	7	11	10	184	23	140	142	154	117	207		80	17	165	159	206	143		
New Zealand - Auckland	333	39	78	27	214	275	312	304	191	182	143	168	287	285	317	280	270	276	280	281	140	292	183	157	223	183	138		339	287	149	142	176	218		
Oman - Wataaya	333	161	122	174	26	126	315	335		148	109	136	129	128	165	132	121	120	115	128	108	130	127	111	172	135	88		179	124	149	142	142	29		
Philippines - Manila	380	121	82	132	123	203	357	349	235	61	23	48	203	202	240	207	199	194	190	202	20	204	95	67	134	93	48		255	198	78	74	57	128		
Poland - Warsaw	242	296	257	300	155	35	223	233</																												

Row Labels	Malaysia - Kuala Lumpur	Mexico - Mexico City	Mexico - Monterrey	Morocco - Rabat	Netherlands - Amsterdam	New Zealand - Auckland	Oman - Wattaya	Philippines - Manila	Poland - Warsaw	Romania - Bucharest	Russia - Moscow	Singapore - Singapore	Spain - Barcelona	Spain - Madrid	Sweden - Stockholm	Taiwan - Taipei	Thailand - Bangkok	Thailand - Nonthaburi	Turkey - Istanbul	UAE - Dubai	UK - Bracknell	UK - London	USA - Chicago	USA - Dallas	USA - Los Angeles	USA - New York	USA - San Francisco	Vietnam - Hanoi	Vietnam - Ho Chi Minh	
Argentina - Buenos Aires	382	254	210	270	224	333	333	380	242	260	268	373	247	239	240	356	411	411		342	220	214	159	176	208	140	206	381	388	
Australia - Melbourne	99	211	257	326	281	39	161	121	296		319	90	293	284	293	161	120	120		171	276	273	215	194	162	231	171	147	140	
Australia - Perth	61	250	297	287	242	78	122	82	257		279	51	253	245	254	102	80	81		131	238	234	254	233	201	270	210	99	99	
Australia - Sydney	112	200	248	330	278	27	174	132	300		315	103	310	296	303	149	132	133		183	281	277	203	183	150	219	159	136	143	
Bahrain - Bahrain	102	324	362	201	139	214	26	123	155	172	183	93	159	158	153	146	121	122		35	156	151	304	308	277	213	286	143	142	
Belgium - Brussels	194	196	149	67	13	275	126	203	35	52	57	186	36	27	35	213	221	221		122	19	15	110	118	150	90	158	205	213	
Brazil - Rio de Janeiro	374	233	166	250	207	312	315	357	223	241	251	370	228	221	222	358	392	393		324	197	189	140	155	186	121	194	359	366	
Brazil - Sao Paolo	366	226	157	266	221	304	335	349	233	260	268	364	237	236	231	353	383	383	265	333	217	211	154	147	179	130	187	353	359	
Canada - Toronto	236	112	88	152	106	191		235		142	150	226	128	122	122	209	268	268		224	102	97	12	32	65	21	59	239	245	
China - Beijing	79	218	265	273	219	182	148	61	235		256	76	241	240	234	90	97	97		156	222	218	206	201	170	225	159	64	74	
China - GuangZhou	41	209	255	242	187	143	109	23	199		227	38	203	204	197	29	60	61		118	194	189	214	192	161	229	169	26	34	
China - Shanghai	66	199	245	253	192	168	136	48	215		236	65	224	219	217	70	85	86		143	203	198	186	181	149	205	139	51	59	
Czech Republic - Prague	210	208	160	77	18	287	129	203	33	48	61	202	43	43	36	212	236	234		139	28	24	117	130	162	97	169	207	214	
Denmark - Copenhagen	208	206	158	75	16	285	128	202	32	47	59	200	41	41	24	210	236	232		137	26	22	115	127	159	95	157	205	213	
Egypt - Cairo	234	238	189	110	58	317	165	240	74	91	102	227	78	68	72	251	260	260		163	61	57	152	159	191	132	199	243	249	
France - Marseille	198	201	153	67	24	280	132	207	41	59	66	190	40	31	39	215	225	225		126	24	21	120	123	150	100	166	210	217	
France - Paris	188	190	143	64	13	270	121	199	34	52	57	182	30	21	31	207	216	216		116	14	11	104	113	145	85	153	202	209	
Germany - Dusseldorf	200	197	149	67	7	276	120	194	22	38	50	192	33	34	26	202	228	224		129	17	13	107	119	151	88	158	197	205	
Germany - Frankfurt	196	199	153	69	11	280	115	190	25	43	54	191	29	30	22	198	224	220		125	21	17	103	122	154	84	150	193	201	
Germany - Hamburg	204	202	153	71	10	281	128	202	32	46	55	197	41	37	34	211	231	228		137	22	17	112	123	155	93	163	203	210	
Hong Kong - Hong Kong	38	207	253	239	184	140	108	20	196		225	36	201	201	194	26	57	58		119	192	186	210	189	157	226	166	23	31	
Hungary - Budapest	210	213	165	82	23	292	130	204	39	56	67	202	43	47	37	212	238	234		139	34	30	117	135	167	98	164	207	215	
India - Bangalore	72	281	299	198	140	183	127	95	155	171	185	63	159	158	153	120	101	102		134	147	143	243	263	233	216	229	117	109	
India - Chennai	48	272	318	199	142	157	111	67	157	174	185	39	162	158	156	95	65	68		120	150	146	250	256	224	216	211	92	85	
India - Delhi	115	333	294	213	154	223	172	134	170	187	197	105	174	172	168	158	139	139		181	163	159	248	289	286	228	278	156	152	
India - Mumbai	74	291	254	175	117	183	135	93	133	150	160	64	137	132	131	118	93	93		144	124	121	210	226	248	191	232	116	111	
Indonesia - Jakarta	24	244	295	251	207	138	88	48	221		244	16	218	209	219	73	46	46		98	202	198	229	233	200	248	182	70	67	
Ireland - Dublin																														
Israel - Rosh Haayin	263	259	214	129	80	339	179	255	87	105	120	255	92	92	86	268	286	284		188	79	77	172	181	214	152	220	257	269	
Italy - Milan	204	207	160	76	17	287	124	198	33	51	61	196	37	38	31	207	232	228		133	28	24	111	129	161	92	158	201	210	
Japan - Osaka	86	156	203	226	165	149	149	78	188		210	77	198	193	191	50	95	101		159	176	172	160	140	107	176	115	64	72	
Japan - Tokyo	81	163	209	219	159	142	142	74	181		203	71	191	186	185	47	100	101	208		151	170	165	151	145	113	170	104	68	98
Korea - Seoul	74	206	252	259	206	176	142	57	222		243	73	235	226	225	78	93	94		151	210	206	193	188	156	213	147	59	67	
Kuwait - Kuwait	105	326	290	197	143	218	29	128	158	176	186	97	162	155	157	149	127	127		38	148	144	308	312	281	217	292	147	145	
Malaysia - Johor Bahru	14	230	279	241	190	126		35		234	5	208	199	208	58	34	34			85	192	188	219	215	182	243	193	55	57	
Malaysia - Kuala Lumpur	3	240	287	248	204	135	85	45	218		241	13	216	206	216	60	45	45		94	199	196	227	224	192	249	200	58	61	
Mexico - Mexico City	240		78	240	195	177	303	225	217	232	239	235	218	209	219	227	260	260		312	191	187	103	83	52	118	139	226	230	
Mexico - Monterrey	287	78		192	146	224	271	270	168	183	190	282	171	161	171	274	303	304		267	142	138	89	68	100	70	107	272	279	
Morocco - Rabat	248	240	192		66	321	181	256	86	102	108	241	94	81	88	264	275	275		176	62	58	153	162	194	133	203	258	266	
Netherlands - Amsterdam	204	195	146	66	3	281	122	203	26	46	47	196	36	31	29	209	231	228		137	14	10	107	116	148	87	156	203	211	
New Zealand - Auckland	135	177	224	321	281	4	197	157	296		317	126	297	288	298	174	155	156		206	270	265	182	161	129	197	138	160	168	
Oman - Wattaya	85	303	271	181	122	197		106		155	166	76	142	139	135	129	104	105		19	132	128	287	291	260	196	269	126	125	
Philippines - Manila	45	225	270	256	203	157	106	3	212		241	35	217	217	211	44	65	65		116	208	204	226	206	174	243	183	40	52	
Poland - Warsaw	218	217	168	86	26	296		212		57	70	210	51	51	44	217	246	242		147	37	33	125	138	170	106	174	215	223	
Romania - Bucharest	232	183	102	46		155		57		85		69	69	62						52	48	143	153	185	123	193				
Russia - Moscow	241	239	190	108	47	317	166	241	70	85		233	79	74	73	248	268	265		175	58	56	151	160	192	131	199	243	251	
Singapore - Singapore	13	235	282	241	196	126	76	35	210		233	4	207	198	208	60	34	34		85	191	188	217	221	189	242	195	57	53	
Spain - Barcelona	216	218	171	94	36	297	142	217	51	69	79	207		13	49	225	243	240		151	42	38	130	140	172	110	176	219	227	
Spain - Madrid	206	209	161	81	31	288	139	217	51	69	74	198	13	2	49	225	234	234		134	32	29	123	131	163	102	171	220	227	
Sweden - Stockholm	216	219	171	88	29	298	135	211	44	62	73	208	49	49	2	218	244	240		145	39	36	123	141	172	103	170	213	220	
Taiwan - Taipei	60	227	274	264	209	174	129	44	217		248	60	225	225	218	3	79	80		137	215	210	200	212	180	218	171	46	53	
Thailand - Bangkok	45	260	303	275	231	155	104	65	246		268	34	243	234	244	79				116	226	222	259	242	210	275	215	77	81	
Thailand - Nonthaburi	45	260	304	275	228	156	105	65	242		265	34																		

IP Backbone Core RTD Targets in Milliseconds (ms) - Africa

IP Backbone Core RTD Targets in Milliseconds (ms) – UK

RTD Matrix	Angola	Botswana	Ivory Coast	Cameroon	Djibouti	DRC	Ghana	Equatorial Guinea	Kenya	Lesotho	Mauritius	Madagascar	Mozambique	South Africa	Malawi	Namibia	Nigeria	Senegal	Swaziland	Tanzania	Uganda	Zambia	Zimbabwe	UK
Angola		90	270	390	360	270	270	360	255	225	140	150	95	80	145	120	220	290	130	250	270	110	90	170
Botswana			310	380	190	130	300	400	90	40	70	85	40	20	100	60	120	330	80	75	105	55	45	210
Ivory Coast				280	390	310	220	300	305	315	350	365	330	300	350	325	220	230	370	280	300	340	320	110
Cameroon					460	390	130	370	375	385	410	410	380	370	420	395	150	300	420	340	390	390	380	180
Djibouti						380	390	510	115	190	230	255	160	175	230	225	335	440	230	120	130	215	195	325
DRC							325	410	280	140	160	170	125	125	220	155	315	340	160	340	310	170	145	220
Ghana								310	240	230	270	280	245	125	270	260	30	240	265	290	255	155	235	115
Equatorial Guinea									400	410	450	460	440	400	450	420	310	325	450	395	415	430	410	200
Kenya										90	130	135	60	75	170	125	230	335	125	30	30	120	100	220
Lesotho											70	80	45	30	110	65	120	335	105	75	110	60	45	210
Mauritius												120	75	55	140	95	150	375	120	115	145	95	70	250
Madagascar													130	95	155	160	210	440	180	150	175	145	105	260
Mozambique														40	95	70	125	370	80	65	80	60	45	270
South Africa															70	55	105	320	50	65	95	50	30	195
Malawi																115	200	405	155	135	165	105	90	275
Namibia																	130	345	120	120	140	85	60	220
Nigeria																		240	150	280	270	140	120	115
Senegal																			380	325	340	350	340	130
Swaziland																				120	175	90	105	270
Tanzania																					45	105	80	200
Uganda																						130	115	225
Zambia																							60	240
Zimbabwe																								215
UK																								

Row Labels	UK - Aberdeen	UK - Addlestone	UK - Bedford	UK - Birmingham	UK - Bracknell	UK - Brighton	UK - Bristol	UK - Edinburgh	UK - Glasgow	UK - Inverness	UK - Leeds	UK - Livingston	UK - London	UK - Manchester	UK - Milton Keynes	UK - Newcastle	UK - Sheffield	UK - Swindon	UK - Tingley	UK - Warrington	UK - Watford																					
UK - Aberdeen		3	24	20	18	24	23	29	7	22	14	28	10	23	16	24	18	17	19	16	15	19																				
UK - Addlestone			24		16	10	13	16	16	19	23	22	14	18	15	13	20	16	13	12	13	12																				
UK - Bedford				20	16		10	8	6	14	11	20	18	20	12	8	9	7	9	8	7	8	3																			
UK - Birmingham					18	10	10	4	7	10	10	12	20	16	14	12	8	6	15	9	7	6	6	8																		
UK - Bracknell						24	13	8	7	3	7	10	16	17	22	17	17	5	13	12	15	13	4	10	11	5																
UK - Brighton							23	16	6	10	7		13	15	17	22	20	18	7	12	11	13	12	7	9	11	4															
UK - Bristol								29	16	14	10	10	13	10	20	23	24	20	20	11	17	18	17	16	9	14	18	9														
UK - Edinburgh									7	19	11	12	16	15	20		13	9	18	3	17	10	16	10	8	14	7	10	11													
UK - Glasgow										22	23	20	20	17	17	23	13	16	20	27	17	18	11	23	14	13	17	11	10	14												
UK - Inverness											14	22	18	16	22	22	24	9	20		26	9	21	14	22	16	15	17	14	14	18											
UK - Leeds												28	14	20	14	17	20	20	18	27	26	18	22	18	17	24	19	17	16	16	7											
UK - Livingston													10	18	12	12	17	18	20	3	17	9	22		17	10	16	10	9	13	10	10	14									
UK - London															23	15	8	8	5	7	11	17	18	17	6	11	11	14	13	6	11	11	3									
UK - Manchester																16	13	9	6	13	12	17	10	11	14	17	10	11	3	13	7	6	8	4	4	8						
UK - Milton Keynes																	24	20	7	15	12	11	18	16	23	22	24	16	11	13		14	12	11	12	13	7					
UK - Newcastle																		18	16	9	9	15	13	17	10	14	16	19	10	14	7	14		6	11	6	7	9				
UK - Sheffield																			17	13	8	7	13	12	16	8	13	15	17	9	13	6	12	6		9	3	5	7			
UK - Swindon																				19	12	7	6	4	7	9	14	17	16	13	6	8	11	11		9	8	7	5			
UK - Tingley																					16	13	8	6	10	9	14	7	11	14	16	10	11	4	12	6	3	8		4	6	
UK - Warrington																						15	12	8	6	11	11	18	10	10	14	16	10	11	4	13	7	5	7	4	7	
UK - Watford																							19		3	8	5	4	9	11	14	18	7	14	3	8	7	9	7	5	6	7

Section 2 – Round Trip Delay Service Level Targets – Extended Access

The following targets are indicative only.

1. Round Trip Delays in Milliseconds (ms) for Cable & Wireless Communications (Caribbean):

	Antigua	Barbados	BVI	Cayman	Dominica	Grenada	Jamaica	St. Kitts	St. Lucia	Miami NNI	NY NNI
Antigua		8	5	52	3	12	59	8	5	28	58
Barbados	13		13	60	8	17	68	17	3	36	66
BVI	5	13		47	8	17	53	4	10	23	53
Cayman	52	60	47		55	64	54	50	57	23	53
Dominica	3	11	8	55		9	8	11	7	31	61
Grenada	12	20	17	64	9		63	20	8	40	70
Jamaica	58	68	53	8	63	70		57	63	30	60
St. Kitts	8	17	3	50	11	20	57		13	27	56
St. Lucia	5	13	10	57	8	7	63	13		33	63
Miami NNI	28	37	24	24	32	41	32	28	33		30
NY NNI	59	65	53	54	62	71	63	56	63	30	

2. Round Trip Delays in Milliseconds (ms) for Telefonica (Latin America):

	Bogota	Buenos Aires	Lima	Miami NNI	Mexico	Sao Paulo	Chile	London NNI
Bogota		265	184	108	166	264	237	270
Buenos Aires	265		110	187	261	50	57	332
Lima	184	110		101	171	165	59	249
Miami NNI	108	187	101		73	163	144	59
Mexico	166	261	171	73		237	333	188
Sao Paulo	264	50	165	163	237		105	308
Chile	237	57	59	144	333	105		297
London NNI	270	332	249	59	188	308	297	

3. Round Trip Delay in Milliseconds (ms) for China Telecom (China)

	East China	Central China	West China
East China	120	200	320
Central China	200	200	320
West China	320	320	320

4. Round Trip Delay in Milliseconds (ms) for Telekom (Malaysia)

	Malaysia	Singapore	Indonesia	Hong Kong	Egypt	Bahrain	London	New York	Los Angeles	Sri Lanka
Malaysia		25	40	60	170	170	250	310	250	85
Singapore	25		50	80	180	180	250	310	250	95
Indonesia	40	50		90	200	200	270	340	280	105
Hong Kong	60	80	90		230	230	300	370	270	130
Egypt	170	180	200	230		180	410	480	380	250
Bahrain	170	180	200	230	180		410	480	380	250
London	250	250	270	300	410	410		90	170	300
New York	310	310	340	370	480	480	90		90	370
Los Angeles	250	250	280	270	380	380	170	90		270
Sri Lanka	85	95	105	130	250	250	300	370	270	

5. Round Trip Delay in Milliseconds (ms) for Batelco (Middle East)

Region	Real time	Mission critical	Standard data
Gulf region	<=35 ms	<=40 ms	<=50 ms
Middle East region	<=45 ms	<=50 ms	<=55 ms

6. Round Trip Delay in Milliseconds (ms) for other carriers

Carrier	Countries	Round Trip Delay
Telecom Italia Sparkle (Italy)	Italy	60 ms
Softbank Telecom (Japan)	Intra-Japan	35 ms
Telus (Canada)	Intra-Canada:	70 ms
	Canada-NY & LA NNIs	120ms
Tawasul (Middle East)	Between Kuwait; Oman; Qatar; & Saudi Arabia	60ms

7. Vodafone will make available to the Customer Extended Access RTD Service Levels for countries not listed in this document upon request.