SCHEDULE M: SERVICE DEFINITION FOR RENDER-AS-A-SERVICE (RaaS)

1. RaaS Service Description

Exponential-e provides a private data connection (VLAN) to the Microsoft Azure cloud platform ("Azure Platform") providing a means for the Customer to access Microsoft CPU or GPU compute resource. The data connection can be delivered as a point-to-point service from the Customer Site or delivered centrally to the Customer's Exponential-e WAN VPLS instance. It should be noted that Exponential-e provides only the connection to the Azure Platform, not the compute resource. The Customer will need to have third party render manager software. The service is preconfigured to work with Royal Render software but other render manager software can be used if Exponential-e and Microsoft are engaged to facilitate configuration (additional charges apply).   Licensing of the third party render software is the Customer's responsibility. The Customer must sign a Azure Platform account and provide Exponential-e with their account details to be able to connect to the RaaS Service.

2. RaaS Service Demarcation Point (SDP)

The RaaS SDP is the point up to which (i) Exponential-e's service obligations apply and (ii) the RaaS Service Level Agreement covers. The SDP for the RaaS Service is the SDP of the underlying Smart Wires Service when the RaaS Service is delivered as a point to point service to the Customer's Site. The SDP for the RaaS Service when the RaaS Service is delivered centrally to the Customer's WAN VPLS instance will be the Exponential-e RaaS routers.

3. Target Service Commencement Date *

RaaS Service   25 Working Days

* from order acceptance if provisioned over an existing Smart Wires Service or centrally to a VPLS instance/ from date of provision of any new Smart Wires Service required & with confirmation that the Customer's Azure Platform account is in place.

4. RaaS Service Level Agreement

Service Availability

The RaaS Service availability is defined as the ability to send and receive a data packet to or from the Azure Platform to or from the SDP. This is only measured from PoP to PoP, as the availability of any access infrastructure which connects the Customer Site to Exponential-e's PoP(s), falls under the Smart Wires Service.

Target Availability

	Target Availability
RaaS Service	99.999%

Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>0.5 Below Target	10%

* The Service Credit is applied as a percentage of the Monthly Charge for the RaaS Service.