SCHEDULE L: SERVICE DEFINITION FOR MANAGED LAN AND WI-FI SERVICE

1.   Managed LAN and Wi-Fi Service Description

The Exponential-e Managed LAN and Wi-Fi Service comprises one or more of the following components:

- Partner / End User Site Services component
- LAN Services component
- Wi-Fi Services component

The components ordered by the Partner will be specified on the Order Form.

Partner / End User Site Services Component

The exact Scope of Work (SoW) for this component will form part of the Order Form. .

LAN Services Component

Exponential-e's managed LAN Services component provides the Partner / End User with an Ethernet LAN switch(s) located at the Partner / End User Site to provide connectivity between compatible, hard-wired Ethernet LAN devices. The Ethernet LAN Switches are Exponential-e Equipment; ownership will not pass to the Partner.

Managed LAN switch Specifications

Description	Gigabit Ethernet Ports	SFP Ports	L2	L3	POE	POE Power	Height
HP 2530-8G-POE+ SWITCH	8	2	YES	NO	YES	67W	1U
HP 2530-24G-POE+ SWITCH	24	2	YES	NO	YES	195W	1U
HP 2530-48G-POE+ SWITCH	48	2	YES	NO	YES	392W	1U
HP 2920-24G-POE+ SWITCH	24	4	YES	YES	YES	370W	1U
HP 2920-48G-POE+ SWITCH	48	4	YES	YES	YES	370W	1U
HP 2920-48G-POE+ 740W SWITCH	48	4	YES	YES	YES	740W	1U
HP 3800-24G-POE+-2SFP+ SWITCH	24	4	YES	YES	YES	720W	1U
HP 3800-48G-POE+-4SFP+ SWITCH	24	4	YES	YES	YES	1080W	1U
HP 3800-24SFP-2SFP+ SWITCH	0	26	YES	YES	NO		1U

Wi-Fi Services Component

Exponential-e's managed Wi-Fi access component provides the Partner / End User with a Wi-Fi access point(s) (AP) located at the Partner / End User Site to provide connectivity between compatible wireless Ethernet LAN devices. Exponential-e's managed Wireless LAN controller component provides centralised management, security and mobility to managed Wi-Fi AP's. The controller can be a dedicated appliance located at the Partner / End User Site, or in Exponential-e Data Centres, or can be a virtual controller located within the AP. The Wi-Fi Access Points are Exponential-e Equipment; ownership will not pass to the Partner.

Managed Wireless AP Specifications

Description	Technology	Antennas	Data Rate 2.4Ghz	Data Rate 5 Ghz	Interface	POE
Meraki MR18	802.11n	4x Omni	300 Mbps	300 Mbps	1 Gbps	802.3af
Meraki MR32	802.11n/ac	4x Omni	300 Mbps	900 Mbps	1 Gbps	802.3af/at
Meraki MR34	802.11n/ac	6x Omni	450 Mbps	1.3 Gbps	1 Gbps	802.3at/at

2.   Managed LAN and Wi-Fi Service Demarcation Point (SDP)

The Managed LAN and Wi-Fi SDP is the point up to which Exponential-e's Managed LAN and Wi-Fi service obligations apply and the Managed LAN and Wi-Fi Service Level Agreement applies. The SDP for the Managed LAN and Wi-Fi Service is the switch port and/or the Wireless Access Point.

3.   Target Service Commencement Date*

Managed LAN and Wi-Fi Service   30 Working Days

*from order acceptance

4.   Change Management

A total of 10 solution-level changes and 10 port level changes per managed switch per month shall be provided at no additional charge. Additional changes shall be subject to additional charges. It is possible that a single change request may include multiple changes, in which case each change will be count as a single change.

Changes requested will normally only be carried out during Normal Business Hours. Exponential-e cannot be held responsible for security weaknesses that arise through implementing requested changes but all change requests are checked to attempt to ensure Security holes will not occur. Managed LAN and Wi-Fi Service change request target lead times as follows: High Priority Request – 24 hours, Normal Priority Request – 48 hours*

as determined by Exponential-e acting reasonably.

5.   Support and Maintenance

The Exponential-e Managed LAN and Wi-Fi Service includes:

- 24x7x365 remote support from the Exponential-e Service Desk
- Remote monitoring of the purchased LAN Switches and Wi-Fi access points (used in the provision of the Managed LAN and Wi-Fi Service).

Exponential-e will use reasonable endeavours to perform remote troubleshooting within Normal Business Hours (currently 9am to 5.30pm).

If a fault is identified as being with equipment which does not form part of this Service e.g. computer, printer or tablet then it will be the Partner / End User's responsibility to resolve the issue with the equipment, unless the Partner has a valid support contract in place for that equipment with Exponential-e.

6.   Managed LAN & Wi-Fi Service Level Agreement

Target Availability

	Target Availability
Managed LAN & Wi-Fi Service	99.9%

Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	10%
	>1 Below Target	20%

* The Service Credit is applied as a percentage of the Monthly Charge for the Managed LAN & Wi-Fi Service for the affected Partner / End User Site only.