

SCHEDULE J: SERVICE DEFINITION FOR PSTN SERVICE**1. PSTN Service Description**

Exponential-e's PSTN Service provides a fixed analogue telephone line. This can be provided with outgoing call barring (including 999 numbers) to prevent all outgoing calls. Where outgoing calls are not barred, the then-current Business – PSTN/ISDN rate card will apply (copy available from sales@exponential-e.com).

The following care packages can be provided (Care Level 1 is included at no additional charge by default).

Care Level	Details
1	End of Next Working Day +1 Working Day, fix Monday – Friday
2	End of Next Working Day, fix Monday – Saturday
3	Report AM fix PM. Report PM fix next AM. Monday-Sunday
4	6 Hour Repair

2. PSTN Service Demarcation Point (SDP)

The PSTN SDP is the point up to which Exponential-e's PSTN service obligations apply. At the End User Site, the SDP for the PSTN Service is the network terminating equipment.

3. Target Service Commencement Date *

PSTN Service 25 Working Days

** From order acceptance.*

4. PSTN Service Level Agreement

There is no service level agreement available for the PSTN Service.