

## DATAMENA ACCESS SERVICE SCHEDULE

This Schedule is applicable to a Service Order for datamena Access Service(s) which has been submitted by Customer, and accepted by Supplier, in accordance with the Master Services Agreement or the online *General Terms and Conditions* (available from the datamena website at the following url: <http://www.datamena.com>) (collectively, the “**Agreement**”).

1. **Service Description.** Supplier’s datamena Access Service provides connectivity through an active circuit either from **CLS** or from a Supplier UAE border **POP** (the A end) to a customer rack within the Transit Zone portion of a Supplier Data Centre or a Supplier digital cross-connect platform (the B end).
2. **Definitions.** Capitalized words and phrases used in this Schedule, but not otherwise defined below shall have the meaning given to them in the Agreement.

**Circuit** means a point-to-point transmission channel provided by the Supplier, for the Customer’s use, for the conveyance of data and/or information services between the Supplier Network Termination Points;

**CLS** means a cable landing station in the United Arab Emirates;

**Long-Line Service** means a datamena Access Service with a demarcation point in a Supplier provided digital cross-connect platform within the Transit Zone portion of a Supplier’s data centre in the absence of customers PoP;

**Port** means an interface that has a specified speed between the Customer’s node and the Supplier Network;

**POP** means a point of presence, at Supplier’s premises;

**Supplier Network Termination Point** means the point at which the Supplier’s Network terminates on the Customer-facing side of the Supplier data centre as specified in the Service Order

**Tenant Service** means a datamena Access Service with a demarcation point in a customer Point Of Presence within the Transit Zone portion of a Supplier data center.

### 3. Service Specifications.

3.1. **Service Types:** The datamena Access Service is provided either as an SDH or Ethernet circuit with the following capacities which can be provided to Customer

#### 3.1.1. SDH capacities

Type	Capacity
STM-1	155 Mbps
STM-4	622 Mbps
STM-16	2.5 Gbps
STM-64/10G WAN PHY	10 Gbps

#### 3.1.2. Ethernet capacities

Type	Capacity
1GE	1 Gbps
10GE LAN PHY	10 Gbps

### 3.2. Service Demarcation:

3.2.1. For a Tenant Service, the datamena Access Service is provided between:

3.2.1.1. **A-end:** Supplier’s demarcation point at the UAE border POP or at the UAE CLS; and

3.2.1.2. **B-end:** Supplier’s demarcation patch panel within the Customer PoP in the Transit Zone portion of a Supplier data center.

3.2.2. For a Long-Line Service, the datamena Access Service is provided between:

3.2.2.1. **A-end:** Supplier’s demarcation point at the UAE border POP or at the UAE CLS; and

3.2.2.2. **B-end:** Supplier’s Digital Cross-Connect Platform or other appropriate Network Device in the Supplier’s Data Centre.

**NOTE:** in case Customer's, or Customer's provider, PoP is not readily accessible to Supplier, additional fees will be charged to Customer in order for Supplier to reach Customer PoP.

3.3. Service Components: The datamena Access Service includes the following elements:

3.3.1. For a Tenant Service, the datamena Access Service includes:

3.3.1.1. Active circuit from Supplier equipment in the UAE CLS or the UAE border POP to Supplier equipment in the supplier data centre.

3.3.1.2. Data centre Cross-Connect (additional charges apply) from Supplier's transmission equipment in the Supplier data centre to supplier's demarcation patch panel (B-end) in Customer PoP in the same Supplier data centre.

**Note:** Customer side interface, to the B-end, may be configured as MSP1+0, MSP1+1 Revertive or MSP1+1 Non-revertive for SDH hand-off, but can only be configured as MSP1+0 for Ethernet hand-off.

**Note:** Cross-Connect with the international cable system supplier(s) will be done using MSP1+1, whenever possible.

**Note:** Service Credits for Service Availability, as defined in the Service Level Agreement (SLA), will only be applicable for MSP1+1 and will be measured once both Active and Standby circuits are Unavailable.

3.3.2. For a Long-Line Service, the datamena Access Service includes:

3.3.2.1. Active circuit from Supplier equipment in the UAE CLS or the UAE border POP to Supplier digital cross-connect platform in the Supplier data centre.

3.3.2.2. Data centre Cross-Connect (additional charges apply) from Supplier's transmission equipment in the Supplier data centre to supplier's demarcation patch panel (B-end) in Customer PoP in the same Supplier data centre.

3.4. Conversion (Optional) : For a Tenant or Long-Line Service the following conversion services are available:

3.4.1. A single VC4-64c can be mapped to a 10GE interface to provide SDH to Ethernet conversion; and/or

3.4.2. Multiple VC4s can be mapped to a 1GE or 10 GE interface to provide SDH to Ethernet conversion.

**Note:** Additional fees will be charged to Customer if Supplier is required to provide conversion services to Customer.

3.5. Grooming (Optional): For a Long-Line Service the following grooming services, mapping SDH capacity to multiple client side ports, are available:

3.5.1. Multiple VC4s can be mapped to SDH ports, as enumerated in the SDH Capacities table; and

3.5.2. Data centre Cross-Connect (additional charges apply) from Supplier's transmission equipment in the Supplier data centre to supplier's demarcation patch panel (B-end) in Customer PoP in the same Supplier data centre.

**NOTE:** Additional fees shall be charged to Customer if Supplier is required to provide grooming services.