

Wholesale Leased Line Product Description

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Version Control

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1. Preface

- 1.1 This document is without prejudice to any future position that may be adopted relative to the provision of Wholesale Leased Lines. It should be read in conjunction with the associated documents detailing processes, technical specifications and service level agreements published on Gibtelecom's website. The documents may be updated and modified from time to time.

2. Service Overview

- 2.1 A Gibtelecom Wholesale Leased Line provides a direct, secure telecommunications link between two points (under condition that both points are Accessible by Gibtelecom). Gibtelecom's service includes installation of CPE (Customer Premises Equipment) at a premises Accessible by Gibtelecom.
- 2.2 Wholesale Leased Lines can be used to form a private network, and are provided over Gibtelecom's Network using Ethernet technology. Bandwidths available are 10Mbps; 100Mbps and 1000Mbps.

3. Product Offers and Features

- 3.1 The main features of the product are:
- Cost Management (no additional traffic costs);
 - Constant Availability;
 - Security;
 - Trusted technology;
 - Enhanced service quality;
 - Flexibility;
 - Always on;
 - Pricing based on bandwidth and term

4. Service Management

4.1 Order Handling

4.1.1 Order Submission

Orders for all Wholesale Leased Lines will be processed using a completed Wholesale Leased Line Order Form. The Order Form can be downloaded from the Gibtelecom website at www.gibtele.com

The Order Form also designates the Wholesale Leased Line bandwidths available.

4.1.2 Provisioning Processes

The Service shall be provided to the Operator in accordance with the provisioning processes outlined in the SLA and Process Manual ("Process Manual"). Where, at the request of the Operator, any work to provide the Wholesale Leased Line Service is done outside of Gibtelecom normal working hours the Operator will pay a charge for such work as indicated in the Gibtelecom Network Price List.

4.1.3 Gibtelecom Customer Premises Equipment (CPE)

Gibtelecom will provide equipment in conjunction with Wholesale Leased Lines (“Gibtelecom CPE”). The Operator is responsible for Gibtelecom’s CPE placed within the boundaries of the Premises and for its proper use; if any part of Gibtelecom’s CPE is lost or destroyed (except for wear and tear) the Operator must pay Gibtelecom’s costs for its replacement and/or repair. The Operator must not interfere with Gibtelecom CPE nor permit anybody else (except someone authorised by Gibtelecom) to do so.

The Operator must provide free of charge a suitable place and conditions, including all such equipment, secure and uninterruptible power supply, space, connections, fittings, facilities and conditions as are reasonably required for the proper delivery, installation, connection, operation, continuing use and maintenance of Gibtelecom’s CPE. The Operator is obliged to prepare the Premises before Service is provided in accordance with any instructions Gibtelecom gives the Operator.

The Operator must provide free of charge of the Wholesale Leased Line service Following completion of the installation of the Wholesale Leased Line Service, the Operator will be responsible for putting displaced items back and for any necessary decoration.

Operator Equipment may only be used with the Gibtelecom Network in a way that meets the relevant standards and any authorisations applicable to the Operator. If Operator Equipment does not meet those standards or any licence the Operator must immediately disconnect it or allow Gibtelecom to do so at the Operator’s expense. If the Operator requests Gibtelecom to test Operator Equipment to ensure that it meets those standard or any authorisations granted to the Operator, the Operator must pay Gibtelecom the applicable hourly rate in force at the time.

4.1.4 Cancellation Process

If the Operator wishes to cancel a Wholesale Leased Line prior to the provision of the Service, Gibtelecom may accept such cancellation provided notice of such cancellation is addressed to Gibtelecom in writing and the Operator agrees to pay the applicable cancellation fee in force at the time. The Service shall be cancelled in accordance with the processes outlined in the Process Manual and/or other Wholesale Leased Lines documents.

4.1.5 Upgrade / Downgrade Process

Gibtelecom will use its reasonable endeavours to ensure a minimum amount of disruption during an upgrade or downgrade of a Wholesale Leased Line, however the company does not guarantee continuity of service. The Service shall be upgraded / downgraded in accordance with the processes outlined in the Process Manual and/or other Wholesale Leased Lines documents.

4.1.6 Service Termination (“Service Termination”) Process

In the case of Service Termination, the Operator shall grant or secure Gibtelecom reasonable access to recover Gibtelecom’s CPE from the Premises. The Service shall be ceased in accordance with the processes outlined in the Process Manual.

4.2 Fault Handling

Refer to the Fault section of the Process Manual. The maintenance of Wholesale Leased Lines will be governed by the Process Manual.

4.3 Billing

Billing will be in monthly and in advance. Bills will be available on both a hard copy and in e-bill format. Refer to the Billing section of the Process Manual.

4.4 Service Levels

The provision and service availability of Wholesale Leased Lines shall be subject to the Wholesale Leased Lines Service Level Agreement.

5. Price

- 5.1 Prices are published on the Gibtelecom website at www.gibtele.com in the Gibtelecom Network Price List.

6. Terms and Conditions

- 6.1 Terms and conditions are published on the Gibtelecom website at www.gibtele.com as the Gibtelecom Reference Leased Line Offer.