

ARC SERVICE SCHEDULE – BUSINESS BROADBAND Internet Access Service



The following terms and conditions apply when ARC provides Business Broadband Service to the Customer. This service schedule supersedes all prior oral or written understandings and/or representations between the Parties related to Business Broadband Unlimited service

1. Conditions of Service

1.1. The customer undertakes and warrants that:

1.1.1. It shall only provide the Service in accordance with the requirements of the Agreement (including this Service Schedule)

1.1.2. it is not authorized to contract with any Local entities or provide services in the country where the Service is being provided other than in accordance with this Agreement and applicable laws and regulations; and

1.1.3. prior to providing this Service to any End User, it must:

1.1.3.1. **End User registration documents:** obtain all End User registration documents (e.g. Company Trade License & Establishment Card) as required and immediately provide these to ARC. ARC is not required to provision the Service until these documents are provided.

1.1.3.2. **Compliance with Local Country laws and regulations:** ensure that the End User has undertaken to comply with all applicable laws and regulations in the Country where the service is provided.

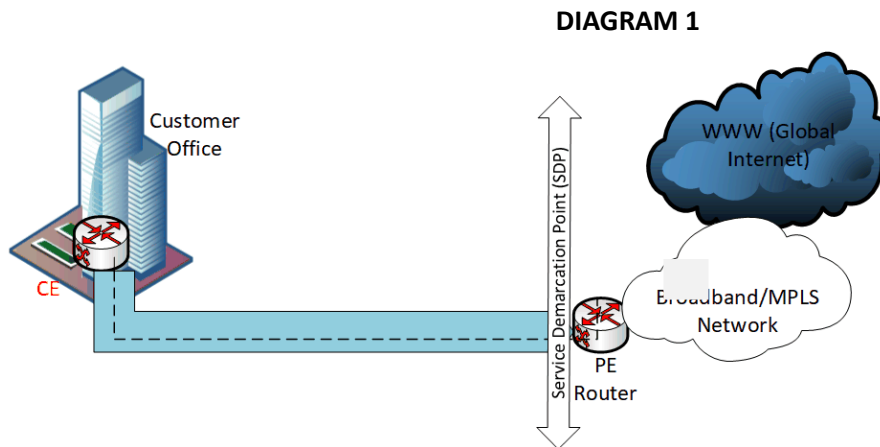
2. Available Service Types

2.1. ARC provides two different types of Business Broadband Services, Asymmetric and Symmetric. The availability and specific features of the Service may vary slightly depending on the country where the service is requested;

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3. **Business Broadband Asymmetric:** The Service comprises asymmetric broadband for enterprise End Users to enable them to access the internet. The Service is only available at locations which are On-net. The Service Demarcation Point (SDP) of the Service is the access switch located at the End User site. The Service includes one access port circuit providing internet access to the End User. Below is a diagram illustrating the Service (including the SDP).



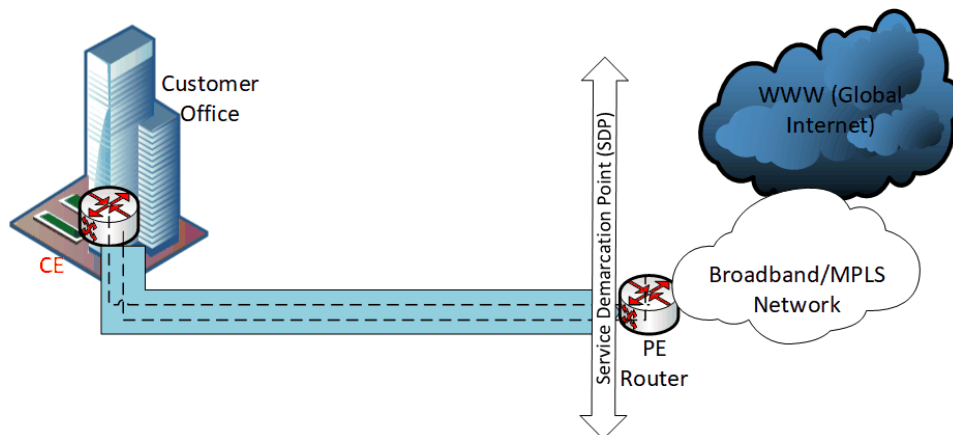
- *Business Broadband service is provided directly from PE Port and no CPE / Modem is required from service provider.*
- 3.1. **Bandwidth Options:** The asymmetric (download speed higher than upload speed) bandwidth must be specified in the Service Order. The following bandwidth allocations are available for the Service. ARC may notify the Customer if any further bandwidth allocations become available (download/ upload):
- 50Mbps/6Mbps; 80Mbps/10Mbps; 120Mbps/15Mbps; 175Mbps/25Mbps;
275Mbps/30Mbps
- 3.2. **Public IP Address:** Supplier will provide one public static IP address version4 to be used by the Customer. If the customer relocates to a new location the provided IP address will be changed, in exceptional cases it may be possible for the customer to keep the existing IP address. If the service was ceased the provided IP address can be allotted immediately to another customer.

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4. **Business Broadband Symmetric:** The Service comprises symmetric broadband for enterprise End Users to enable them to access the internet. The Service is only available at locations which are On-net. The Service Demarcation Point (SDP) of the Service is the access switch located at the End User site. The Service includes two access ports with a primary and back-up circuit providing highly reliable internet access for optimal performance to the End User. Below is a diagram illustrating the Service (including the SDP).

DIAGRAM 2



- *Business Broadband service is provided directly from PE Port and no CPE / Modem is required from service provider.*
- 4.1. **Bandwidth Options:** The symmetric (same upload and download speed) bandwidth will be specified in the Service Order. The following bandwidth allocations are available for the Service. Supplier may notify the Customer if any further bandwidth allocations become available:
- 2Mb; 4Mb; 8Mb; 12Mb; 16Mb; 20Mb; 30Mb; 40Mb; 50Mb; 60Mb; 75Mb; 100Mb; 200Mb; 250Mb; 500Mb; 750Mb and 1Gb.
- 4.2. **Public IP Address:** Supplier will allocate eight static IP addresses version4 for the Service. Out of the eight Static IP addresses, only three are usable by the Customer and the remaining five are used for service configuration.

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5. General Service Details

5.1. Access interfaces supported (Customer facing ports):

The Customer is responsible for all internal cabling. Supplier supports the following interfaces and will notify the Customer if any further interfaces are supported:

- 100BaseT – RJ45 (802.3u)
- 1000BaseT – RJ45 (802.3ab)
- 1000BaseSX – LC (802.3z)
- 1000BaseLX – LC (802.3z).

Note: LC connectors are available only for Business Broadband Symmetric Service.

5.2. DNS Configuration:

DNS Configuration are variable and depends on the location/country of the Service location. DNS Configuration details will be shared along with the handover Document for necessary configuration and reference.

5.3. Renewal Policy;

5.3.1. **Initial Term:** after expiry of the 12 month Initial Term, the Broadband service will automatically renew for a further 12 month term unless terminated by the customer by giving 60 days prior written notice. After commencement of the new 12 month renewal term, the customer may terminate the Broadband Service at any time, without incurring an early termination penalty, by giving ARC 45 days written notice.

5.3.2. **Modifications:** 12 months contract will be auto renewed upon modifications (upgrade, downgrade, partial relocation).

5.4. Fair and Acceptable Use of Service Policy

There is no traffic limitation (float rate), although Fair Use Policy applies and Supplier reserves the right to control and shape the traffic in any way necessary, without reducing the subscribed bandwidth, to ensure all Customers are able to get fair use of network resources.

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5.5. Acceptance of Service Testing

To test the speed on this service Supplier will only accept the test results from the site trusted from the local service provider.

Example :- <http://speedtest.du.ae/>. This tool provides broadband speed testing, in collaboration with the Telecommunications Regulatory Authority in UAE.

5.6. Restrictions on Service

5.6.1. VPN use is not expressly allowed under TRA regulations. The use of VPN for the bypass of content filtering and/or unlicensed VOIP is prohibited. If a Customer chooses to use a VPN connection Supplier may block the application.

5.6.2. The Service may be reduced by various factors outside Suppliers control, including (without limitation): high ARC network use, performance and configuration of the Customer's IT systems (hardware and software) and the accessed server, congestion on the Internet outside the network, type of data accessed (cached or non-cached data).

6. DEFINITIONS

Capitalized words or phrases not otherwise defined in this Service Schedule have the meanings set out in the Standard Terms and Conditions. In this Service Schedule, the following terms have the following meanings:

CE means Customer or End User Equipment and refers to equipment that is owned and managed by the Customer or End User.

Fair Use Policy means as defined in clause 5.4

On-net means connected to Suppliers network.

Service Demarcation Point or SDP is as defined as the access switch located at the End User site.