

Orders are confirmed by the counter signature of SIG's signed MSO together with the completion of a Metro Service Request (Order) or equivalent and where relevant

The MSR is used to formalise the technical and customer specific details of the original request for offer and should identify any special CLIENT requirements where necessary.

Information to be supplied on the Metro Service Request (Order) should include :-

- Customer Contact Name and Telephone number, for 24 Maintenance access, where required.
- Confirmation of any agreed technical requirements and precise details of 'handover' demarcation locations.



SIG's Geneva Backbone Network

Service Delivery

Circuit delivery times are dependant on existing network availability. The following table explains the standard SIG targets for provision of Metro Services.

The actual committed delivery date will always be shown on the formal offer document (MSO) as provided by SIG.

Type of building/customer	Network Status	Target delivery lead time (working days)	Committed delivery lead time (working days)
New building (outdoor digging required up to 50 metres)	Near Net	Within 45 Working Days	case by case
New building (outdoor digging required over 50 metres)	Off Net	Within 90 Working Days	case by case
Connected building (indoor cabling required)	On Net	15 working days after landlord approval and/or authorizations	20 working days after landlord approval and/or authorizations
Connected room (only equipment required)	On Net	5-15 Working days	case by case
Existing SIG equipment (only cards required)	On Net	5-10 Working days	10 Working days
Existing dedicated CLIENT Equipment (only cards required)	On Net	1-5 Working Days	5 Working Days
Existing equipment, cards and cabling (only remote configuration required)	On Net	1 Working day	2 Working days

SIG will advise if the requested link is **On-Net** or **Off-Net** as soon as possible after receipt of the request for offer (normally within 1 working day).

Cancellations

There are two types of 'cancellation' as defined by SIG

**Order Cancellation
(during the provision process)**

This is defined by SIG as a request to cancel a signed order which has been received by SIG and where the relevant circuit has not yet been accepted by the CLIENT (acceptance being the officially accepted hand over of the service).

Cancellation Penalties

Penalties due to SIG for such a cancellation are based upon any abortive work proven to have been carried out by SIG prior to cancellation.

**Service Disconnection
(ceasing of a working circuit)**

This is defined by SIG as a request to cease a Metro Service which has already been provided by SIG and accepted by the CLIENT

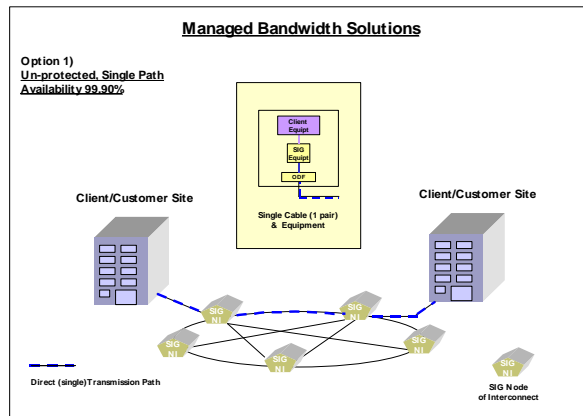
Cease Penalties

Penalties are based on a percentage (%) of the annual leasing fee as agreed in the relevant Metro Service agreement for the circuit concerned

Penalties for cessation of a working circuit are only due on Metro Services ceased during an agreed contract term.

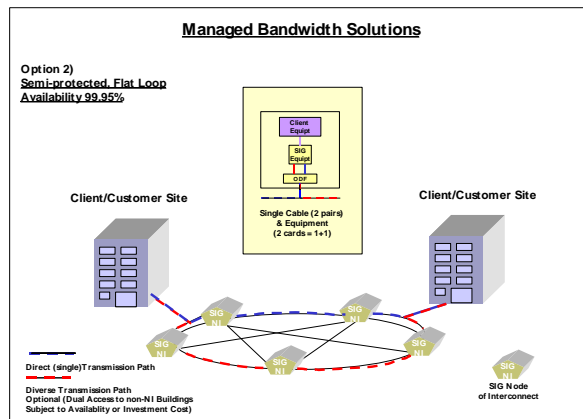
Service Availability

SIG offers three standard levels of service availability, dependant on the network solution

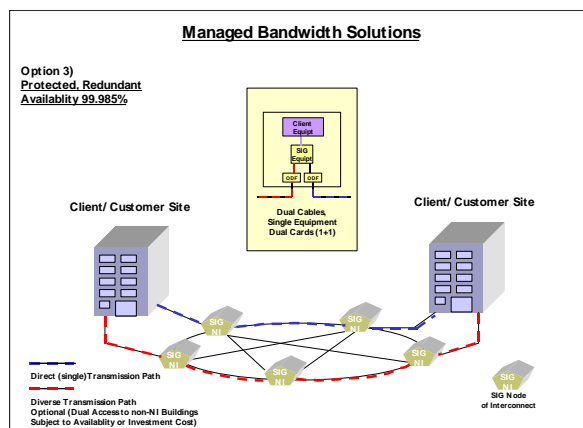


chosen and contracted to by the CLIENT.

Option 1 – Single Path, Unprotected (**99.90%**)



Option 2 – Flat Loop, Semi-Protected (**99.95%**)



Option 3 – Redundant – Protected (**99.985%**)

Maintenance

24 Hour NOC response

SIG provides round the clock 24hr/7 maintenance cover centralised on its Network Operations Centre (NOC) which is based in its headquarters building, Chateau-Bloch 2, Le Lignon, Geneva.

4 Hour Repair Target

The target time to repair (TTR) for a critical outage (complete loss of service) is 4 hours, with a fully supported escalation process, should problems occur. This commitment is dependant on 24 hour access to all relevant CLIENT and their customer sites. Any delay in gaining access to a customer site will be deducted in the actual time to repair calculation.

Service Level Guarantees**Service Credits**

SIG guarantees its service levels with a lease payment credit system, with a right to cancel individual circuits should service levels fall below agreed standards.

Customer Support

SIG provides full customer support via a dedicated Key Account Manager backed up by its Pre-Sales/Solutions and Customer Support teams and its fully operational NOC, all located in Geneva in the SIG Head Office building

**Services Industriels de Genève,
SIG Telecom NOC**

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Standard Metro Services offered by SIG**SIG Proxi-LINK**

E1, 2MB xDSL

SIG Proxi-LINK

SDH product range:-

2Mbps , 34Mbps, 45Mbps, 155Mbps with 622Mbps & 2.5Gbps available on a case by case basis

SIG Ethernet over SDH

2 –96Mb options

SIG Proxi-WAVE

WDM based products

SDH interface from STM1 up to STM16

Ethernet connectivity including:- Fast Ethernet, Gigabit Ethernet,

Fibre Channel solutions at 1 & 2 Gigabit

SIG Proxi-LAN

Ethernet product range:-

10 Mbps, 100Mbps (Fast Ethernet) and Gigabit Ethernet

Flexible, made to measure solutions available on request and on a 'case by case' basis.

GMSA global discount scheme applies to all of the above product lines.