



Service description

Dedicated Access

Version

1.0

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Authors

Green Product Management

Contents

1.	Service versions	3
1.1	Dedicated Access at the Customer's site.....	3
1.1.1	Service access point	3
1.1.2	Responsibilities.....	4
1.1.3	Dedicated Access Standard service parameters	5
1.1.4	Dedicated Access Extended service parameters	5
1.1.5	Dedicated Access Premium service parameters	5
1.2	Dedicated data center access	6
1.2.1	Service access point	6
1.2.2	Responsibilities.....	7
1.2.3	Service parameters.....	7
2.	Service level agreement	8
2.1	Operating and support hours.....	8
2.2	Violations of the SLA and credit rules	8
3.	Legal provisions	11
3.1	Establishment of the legal relationship.....	11
3.2	Compliance with local legislation	11
3.3	Restrictions.....	11
3.4	Use of personal data	11
3.5	GCBs.....	11
4.	Definitions.....	12

1. Service versions

Dedicated Access allows the Customer to access the internet. The product can be provided on the customer's premises or in the Green data center as Dedicated Data Center Access.

1.1 Dedicated Access at the Customer's site

Dedicated Access is available in three variants to meet different Customer needs.

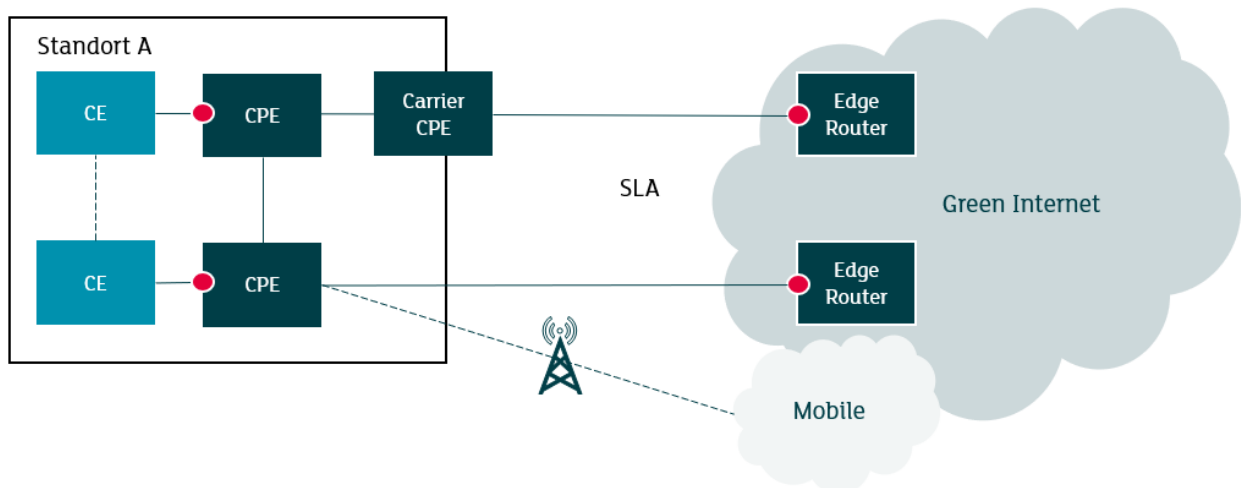
- Standard (via leased line, FTTH or DSL) without backup or redundancy
- Extended with backup line via FTTH, DSL or mobile
- Premium with two leased lines and redundancy via separate routing

1.1.1 Service access point

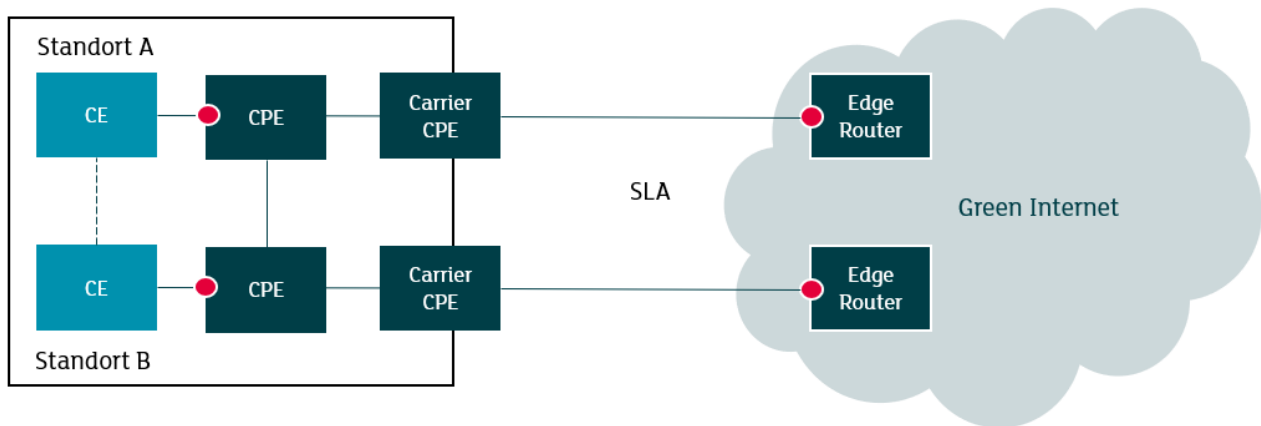
Dedicated Access Standard: The Standard service includes a primary connection without redundancy or backup. The service access point can be found on the CPE.



Dedicated Access Extended: With Dedicated Access Extended, availability is increased by a backup line via DSL, FTTH, or mobile. The service access point can be found on the CPE.



Dedicated Access Premium: In the Dedicated Access Premium variant, the leased line service is set up redundantly with two lines, each with separate routing as shown in the diagram below. The service access point can be found on the CPE at the Customer's site.



1.1.2 Responsibilities

Service provision

- Green is responsible for providing and installing the CPE on site.
- On the Customer's side, in-house installation and cabling is the Customer's responsibility.
- The Customer grants Green or the subcontractor access to the site to install the devices and start up the service.

Service operations

- The Customer must ensure that the power supply provided on site is correct (AC input voltage: 230 V, AC input frequency: 50 Hz, max. AC input current: 2 A). Responsibility for downtime caused by a power failure at the Customer's site is explicitly excluded.
- The Customer must ensure that the ambient conditions on site are correct (operating temperature: 0 to 40°C, operating humidity: 10 to 85%, non-condensing, room air: largely dust-free).
- Green will provide the Customer with support services for troubleshooting purposes.
- If a fault is noticed, the Customer must report it to Green using the channels mentioned in Section 3. If troubleshooting is required, the Customer shall get involved actively in the error analysis process as far as possible. The Customer is responsible for notifying users about faults.

1.1.3 Dedicated Access Standard service parameters

Characteristics	Leased line	FTTH	DSL
Availability	99.8%	97.5%	97.5%
Bandwidth	Guaranteed	Best effort	Best effort
Traffic profiles	Symmetrical	Symmetrical	Symmetrical/ asymmetrical
Bandwidths	100 Mbit/s – 100 Gbit/s	100 Mbit/s – 1 Gbit/s	100 Mbit/s – 500 Mbit/s
Latency	Low	High	High
Fixed IPv4 addresses	Five IPs	Five IPs	Five IPs
Supported protocols	IPv4, IPv6	IPv4, IPv6	IPv4, IPv6
Additional fixed IP addresses	Available as an option	Available as an option	Available as an option

1.1.4 Dedicated Access Extended service parameters

The same service parameters as described under Dedicated Access Standard apply to the primary path.

Characteristics	Leased line with DSL backup	Leased line with FTTH backup	Leased line with mobile backup	DSL/FTTH with mobile backup
Availability	99.9%	99.9%	99.5%	99.5%

1.1.5 Dedicated Access Premium service parameters

The same service parameters as described under Dedicated Access Standard apply to the primary path.

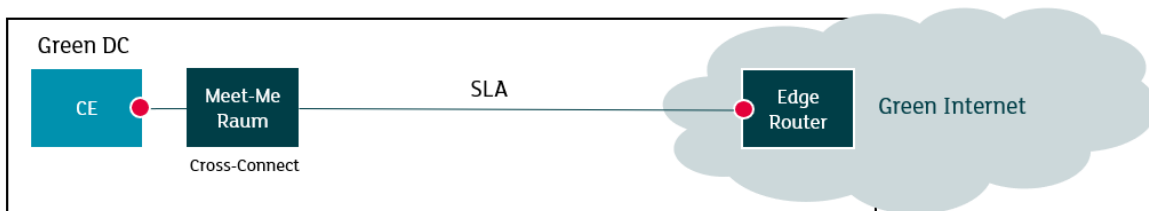
Characteristics	Leased line redundant
Availability	99.99%
BGP management for dual-homed access	Possible

1.2 Dedicated data center access

In addition to access at the Customer's site, Green also offers dedicated access at the Green data center. This is especially interesting when combined with services housing on Green's premises.

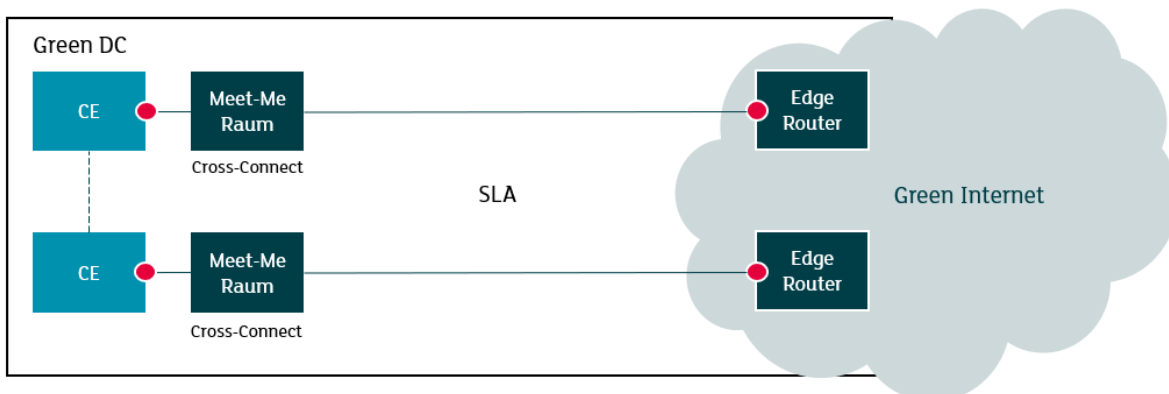
1.2.1 Service access point

The service access point can be found in the meet-me room in the data center.

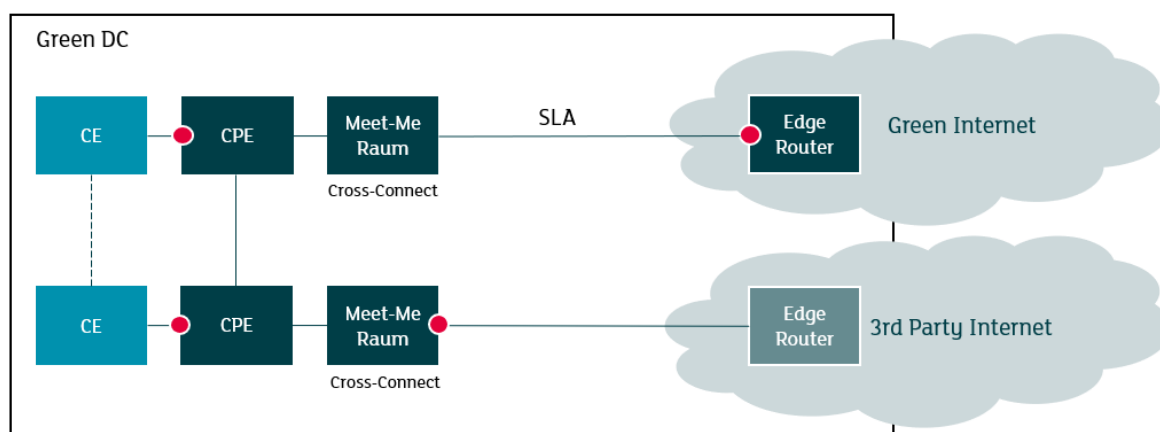


The service can also be set up redundantly as an option, with separate routing in each case as illustrated in two variants: single-homed dual access and dual-homed dual access.

Variant 1: single-homed dual access with one provider



Variant 2: dual-homed dual access with two different providers (in this case, the Customer needs its own AS and its own IP range)



1.2.2 Responsibilities

Service provision

- Precabbling not available yet: Green installs the precabbling according to the Customer's specifications within a reasonable period of time. The Customer reports what ports in the rack/cage can be used. The Customer will be charged the one-time installation costs separately. Green then configures the patch in the meet-me room and sets up the service.
- Precabbling already available: When placing the order, the Customer notifies Green what ports can be used in the meet-me room. Green configures the patch in the meet-me room within a reasonable period of time and the service is set up.

Service operations

- Green will provide the Customer with support services for troubleshooting purposes.
- If a fault is noticed, the Customer must report it to Green using the channels mentioned in Section 3. If troubleshooting is required, the Customer shall get involved actively in the error analysis process as far as possible. The Customer is responsible for notifying users about faults.

1.2.3 Service parameters

Characteristics

Availability without redundancy	99.9%
Availability with dual-homed dual access redundancy	99.9%
Availability with single-homed dual access redundancy	99.99%
Bandwidths	100 Mbit/s, 1 Gbit/s, 10 Gbit/s
Fixed IPv4 addresses	Three IPs can be used for the Customer
Additional fixed IP addresses	Available as an option
Supported protocols	IPv4, IPv6
Traffic profiles	Symmetrical

2. Service level agreement

Service availability is defined for each service individually and can be found in the relevant table. All services described in this document are run by the Green NOC and supported by Green's customer service team.

2.1 Operating and support hours

The operating and support hours, plus the fault acceptance times, are defined in the table below.

Service level and target values	Standard support	Business support (24/7)
Operating hours	Monday to Sunday from 12 am to 11:59 pm	Monday to Sunday from 12 am to 11:59 pm
Maintenance window	Sunday from 2 am to 6 am or subject to prior notice	Sunday from 2 am to 6 am or subject to prior notice
Support hours	Monday to Friday from 8 am to 5:30 pm except on legal holidays	Monday to Sunday from 12 am to 11:59 pm
Troubleshooting	Monday to Sunday from 12 am to 11:59 pm	Monday to Sunday from 12 am to 11:59 pm

Support tickets can be opened through the following channels:

- On the MyGreen portal: my.greendatacenter.ch
- By calling +41 44 330 35 35 during customer support hours
- Using the form on the website: <https://www.green.ch/en/contact-form>

2.2 Violations of the SLA and credit rules

If Green is unable to provide the defined availability, the Customer acknowledges and agrees that the credits agreed to herein shall be the Customer's sole and exclusive compensation. A credit is granted as soon as the service availability drops below the guaranteed thresholds and the Customer reports this in a support ticket. Failure of any part of a redundant system is not considered downtime. Only a correctly opened ticket can be used to calculate downtime and credits.

The table below shows the credits (per year) as a percentage of the monthly recurring charge (MRC) base. These credits and compensations are intended to be conclusive. Additional compensation or different types of compensation are excluded. No credit or payment shall be made for any reason or to any extent other than that set out herein, including (but not limited to) loss of business on the Customer's part due to downtime. The credit relates exclusively to the service affected by the fault.

Dedicated Access Standard:

Availability achieved Leased line	Availability achieved FTTH or DSL	Credit
≥ 99.8%	≥ 97.5%	No credit
≥ 99.7%	≥ 97.0%	10% of the MRC
≥ 99.5%	≥ 96.0%	20% of the MRC
≥ 99.3%	≥ 95.0%	30% of the MRC
Less than 99.3%	Less than 95.0%	40% of the MRC

Dedicated Access Extended:

Availability achieved Leased line with DSL/FTTH backup	Availability achieved Leased line/FTTH/DSL with mobile backup	Credit
≥ 99.9%	≥ 99.5%	No credit
≥ 99.8%	≥ 99.0%	10% of the MRC
≥ 99.7%	≥ 98.5%	20% of the MRC
≥ 99.5%	≥ 98.0%	30% of the MRC
Less than 99.5%	Less than 98.0%	40% of the MRC

Dedicated Access Premium:

Availability achieved	Credit
≥ 99.99%	No credit
≥ 99.95%	10% of the MRC
≥ 99.90%	20% of the MRC
≥ 99.80%	30% of the MRC
Less than 99.80%	40% of the MRC

Dedicated data center access:

Availability achieved without redundancy or with dual-homed dual access redundancy	Availability achieved with single-homed dual access redundancy	Credit
≥ 99.9%	≥ 99.99%	No credit
≥ 99.8%	≥ 99.95%	10% of the MRC
≥ 99.7%	≥ 99.90%	20% of the MRC
≥ 99.5%	≥ 99.80%	30% of the MRC
Less than 99.5%	Less than 99.80%	40% of the MRC

The Customer must assert its claims with Green by submitting a request at <https://www.green.ch/en/contact>.

The Customer shall not receive any SLA credits if the service downtime or interruption is caused in whole or in part by any of the following:

- 1) Failure of equipment on the Customer's premises (if it is not owned by Green), the Customer's site (e.g. due to a power failure) or equipment belonging to one of the Customer's suppliers
- 2) Natural disasters, terrorist attacks, or other force majeure events
- 3) Failure due to magnetic/electromagnetic interference or electric fields
- 4) Any negligent act or omission on the part of the Customer (or any of the Customer's employees, representatives or subcontractors), including (but not limited to):
 - a) Delays in the Customer delivering necessary equipment
 - b) Failure to provide Green with sufficient access to the equipment for testing purposes
 - c) Failure to grant access to the Customer's premises to enable Green to fulfill its obligations with respect to the service
 - d) Failure to take appropriate countermeasures with respect to the service as recommended by Green, or failure of the Provider to take such countermeasures itself
 - e) Failure to use redundancies as required by the service level
 - f) Customer negligence or willful misconduct, including failure by the Customer to follow agreed procedures
- 5) The Customer preventing or delaying access to the cage
- 6) All scheduled maintenance periods, when the Customer is informed of them, and emergency maintenance designed to prevent future downtime
- 7) Disconnection or suspension of the service by Green following Customer default within 90 days of the billing date, or for other sufficient grounds.



3. Legal provisions

3.1 Establishment of the legal relationship

A legal relationship is established between Green and the Customer when the purchase order is completed (when a signed quote is received). The SLA parameters are measured starting from the confirmed service handover.

3.2 Compliance with local legislation

The Customer ensures that no illegal data traffic is sent over Green connections. Green accepts no liability for the same.

3.3 Restrictions

All compensation for Green services is limited to the amount specified in this document. No credit or payment shall be made for any reason or to any extent other than that set out herein, including (but not limited to) loss of business on the Customer's part due to downtime.

3.4 Use of personal data

The Customer expressly accepts Green's personal data privacy policy. See: <https://www.green.ch/en/legal-aspects/data-privacy>.

3.5 GCBs

The Provider's General Conditions of Business (General Conditions of Business of Green <https://www.green.ch/en/legal-aspects/contract-terms>) form an integral part of the agreement with the Customer. The Customer's General Conditions of Business shall not apply. Any provisions to the contrary in the Customer's documents shall not apply. Any termination, modification or amendment of the service agreement and the service contracts must be made in writing. Should individual provisions set out in this service agreement or the service contracts, or other annexes to the agreement with the Customer, prove to be legally invalid or unenforceable, the invalid or unenforceable provision shall be replaced by a valid or enforceable one that reflects as closely as possible the Parties' intention at the time when the provision in question was agreed and that corresponds to the common goals listed in the preamble to this service agreement. The newly selected provision must in no way impair the relationship between the Provider's and the Customer's service.

4. Definitions

Term	Definition
Service level	Defined and measurable criteria for Green's provision of a certain quality of service
Service parameters	Desired but not mandatory service metrics
Operating hours	The operating hours are the times during which the system is generally available. Scheduled and announced maintenance windows do not form part of the operating hours. The operating hours are min. 8,712 hours and are calculated as follows: 24/7 for one year = 8,760 h – 48 h maintenance window. If there is redundant architecture, the two redundant devices/facilities are maintained at different times
Support hours	The hours during which the Customer can reach a customer service representative or, if the Customer receives 24/7 support, a technician on standby.
Availability	Availability [%] = $100 * ((\text{operating hours} - \text{scheduled downtime within operating hours}) / \text{agreed operating hours})$. The agreed operating hours do not include time slots for scheduled maintenance windows. Green guarantees the availability on the data center infrastructure. This includes the following levels: the building with supply infrastructure and network. The solutions on the end customer's side must also feature a high-availability design to achieve the high availability on the connection.
Maintenance window	For the purposes of this SLA, scheduled maintenance is required to provide the services or upgrade the infrastructure. Scheduled maintenance windows are defined in advance and announced on status.green.ch if multiple customers are affected. Customers shall also be informed at least 10 working days before the scheduled service interruption caused by the maintenance work. Green shall inform the technical contact that the Customer appointed in writing of the scheduled service interruption and the nature of the same by email. This notification shall be valid for all purposes pursued by this document, regardless of the fact that the Customer and/or its representatives were unable to receive this notification for any reason, including email system problems or failures, the Customer providing incorrect contact details or any other reason.
Emergency maintenance window	Emergency maintenance windows are announced at least 48 hours in advance and posted on status.green.ch if multiple customers are affected.
Service access point	The service access point is the contractually agreed point at which a service is provided to the Customer and monitored, and at which the provided service levels are reported.