



Service description

Dedicated Connect

Version

1.0

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Authors

Green Product Management

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1. Service versions

Dedicated point-to-point connections with guaranteed bandwidths are a must for larger locations or your own data center. The classic leased line is a direct connection that is exclusively available to you with guaranteed bandwidth of up to 100 Gbit/s. The lines are handed over at the desired location with a copper or glass (fiber) base depending on the bandwidth.

1.1 Service access point

The service access point is located on the carrier customer premises equipment (CPE) at the Customer's site or on the customer equipment (CE) in the Customer cage/rack in the Green data center. Dedicated Connect is available between two Customer sites or between a Customer site and the Green data center.

Site to site:

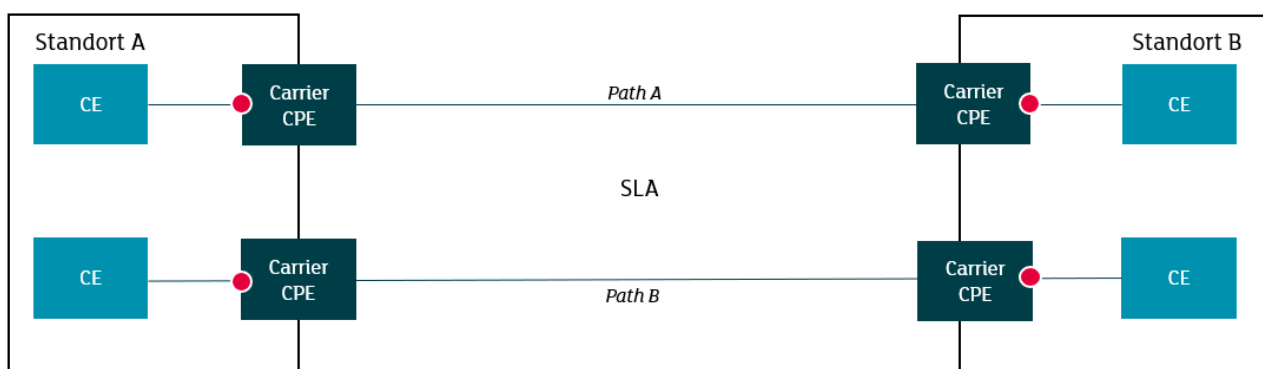


Site to data center:

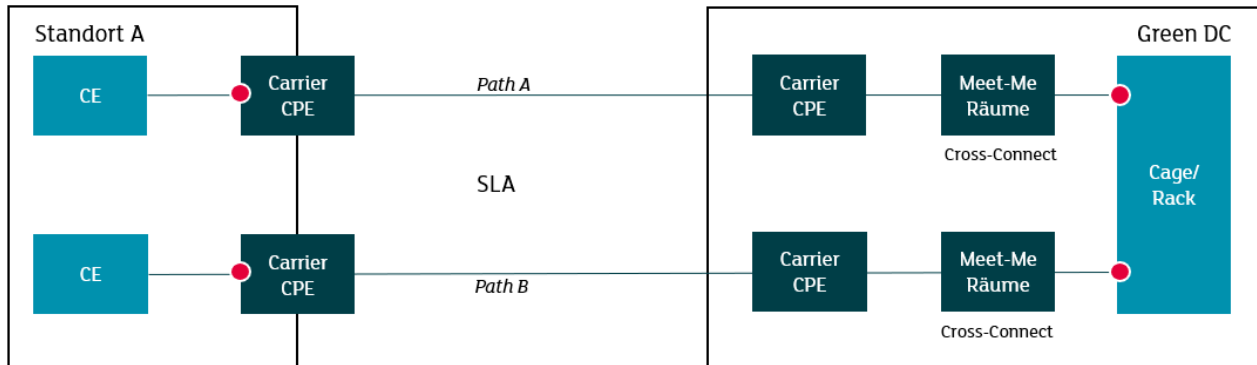


The service can also be set up redundantly as an option, with separate routing in each case as illustrated below:

Site to site (redundant):



Site to data center (redundant):



1.2 Responsibilities

Service provision

- Green takes care of provisioning and installing the CPE on site and coordinating with the respective national or international provider.
- The Customer grants Green or the subcontractor access to the site so they can install the devices and start up the service.
- If a connection is established to the Green data center, the Customer may have to order the precabling too.

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.



1.3 Service parameters

The service parameters are listed in the table below. The Dedicated Connect service can be provided either on glass lines or on copper lines, depending on the bandwidth and availability required.

Service parameters	Values
Bandwidth	10 Mbit/s to 100 Gbit/s
Protocols	Ethernet
Interface	RJ-45 or single-mode LC/E2000
Redundancy	Possible using separate routes
Availability without redundancy	99.9%
Availability with redundancy	99.99%
Encryption	Possible with additional equipment

Green also offers service monitoring on request. A separate SLA applies to this option.

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 meet 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.

Availability achieved without redundancy	Availability achieved with redundancy	Credit
≥ 99.9%	≥ 99.99%	No credit
≥ 99.8%	≥ 99.95%	10% of the MRC
≥ 99.7%	≥ 99.9%	20% of the MRC
≥ 99.5%	≥ 99.8%	30% of the MRC
Less than 99.5%	Less than 99.8%	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 at the Customer's site (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 provided 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 not in any 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.