SERVICE SCHEDULE - MANAGED SASE SERVICE

This Service Schedule sets out the service description and service levels that apply to the Managed SASE Service (as defined in clause 1 below).

1 SERVICE DESCRIPTION

1.1 Your Managed SASE Service consists of:

(a) a Managed Network Service that consists of:

(i) Global Managed Network Service (**GMNS**);

(ii) Managed SDWAN Service; and

(iii) Managed SSE Service,

(b) a Global Customer Premise Equipment Service (**GCPE**);

(c) an Internet Protocol Virtual Private Network Service (**IPVPN**); and/or

(d) an Internet Service which consists of:

(i) a Global Internet Direct (**GID**) Service;

(ii) a Global Internet Extension (**GIE**) Service; and/or

(iii) a Telstra Internet Direct Adapt (**TID**) Service,

as set out in your Service Order Form.

1.2 In this Service Schedule, each combined end-to-end IPVPN, Internet, GCPE and Managed Network Service is referred to as a "**Managed SASE Service**" and each individual IPVPN, Internet, GCPE and Managed Network Service is referred to as a "Service" respectively.

1.3 The terms and conditions for the items in clauses 1.1(a) to (d) above are set out in the following Service Schedules:

(a) GMNS Service Schedule;

(b) Managed SDWAN Service (Service Schedule);

(c) Managed SSE (Service Schedule);

(d) GCPE Service Schedule;

(e) IPVPN Service Schedule;

(f) Internet Services (Service Schedule); and

(g) any other relevant and applicable Service Schedules.

You agree to refer to such Service Schedules for the terms and conditions related to the Services.

2 SERVICE LEVELS

2.1 The service levels that apply to your Managed SASE Service are set out in Attachment 1 of this Service Schedule (**Managed SASE Service Levels**). Additionally, specific service levels may apply to specific components of your Managed Network Service (as set out in Attachment 1) (**Specific Service Levels**).

2.2 If there is a Specific Service Level in respect of a component of your Managed Network Service and that Specific Service Level is inconsistent with a Managed Network Service Level that also applies to that component of your Managed Network Service, the Specific Service Level applies instead of the Managed Network Service Level.

2.3 If we do not deliver any part of a Service which is part of your Managed Network Service other than as a result of an Exclusion Event, you may be eligible to claim a credit. Credits are mutually exclusive, so you are only entitled to claim a single credit for each Service incident or outage.

3 SITE SURVEY

3.1 After acceptance of a Service Order Form, we will carry out a service delivery site survey (**Site Survey**) in respect of each component of the Managed SASE Service. If the Site Survey reveals that a Service is unavailable or additional costs (including costs arising from capital works, on-site cabling, wiring or building management charges) are required to deliver the Managed SASE Service, we may propose an amendment to the Managed SASE Service and the charges for the Managed SASE Service by notice to you. If you do not accept the amended Managed SASE Service or the amended charges, you may cancel the Managed SASE Service provided that you reimburse us any third party costs that we reasonably incur in relation to your termination of the impacted Managed SASE Service.

4 SITE PROVISIONING TIME

4.1 After we carry out the Site Survey, we will provide you with a target service delivery completion date for your Managed SASE Service (**Ready for Service (RFS) Date**).

4.2 If we do not deliver any part of a Service which is part of your Managed SASE Service by the RFS Date other than as a result of an Exclusion Event, you may claim a credit of 5% of the MRC in respect of the undelivered part(s) of the Managed SASE Service for each Business Day past the RFS Date, up to a maximum credit of 100% of the first month's MRC for the delayed Managed SASE Service.

4.3 If we do not deliver any part of a Service which is part of your Managed SASE Service (excluding GID PBS Services) to you within 31 days of the RFS Date other than as a result of an Exclusion Event, you may cancel the undelivered part(s) of the Service(s) of your Managed SASE Service by notifying us in writing within 15 days of the expiry of the 31-day period.

4.4 We will provide you with a period of 2 Business Days from the date that we notify you that the Managed SASE Service is ready for testing (**Test Period**), to test the Managed SASE Service for any Provisioning Fault and accept the Managed SASE Service. The Managed SASE Service is deemed accepted by you upon expiry of the Test Period if we do not hear from you during the Test Period or if you commence using the Managed SASE Service.

5 CHARGES

5.1 The charges payable by you for your Managed SASE Service are set out in a single Service Order Form.

6 THIRD PARTY EQUIPMENT

6.1 You are responsible for the configuration and the security of any equipment not managed by us which is connected to the Managed SASE Service.

7 POLICIES

7.1   You must comply with our policies relating to IP addresses, routing protocols and classes of service (CoS) as they apply to the Managed SASE Service. Such policies are set out in the IPVPN Service Schedule.

8 EARLY TERMINATION CHARGES

8.1   If you cancel the Managed SASE Service for any reason other than our material breach of this Agreement:

(a)   prior to the Service Start Date for the Managed SASE Service, you must pay us an Early Termination Charge equal to the costs reasonably incurred by us as a result of the termination (including any amounts payable by us to our Service Provider as a result of the cancellation of the Managed SASE Service); or

(b)   during the Initial Period for the Managed SASE Service, you must pay us an Early Termination Charge for the remaining unexpired months in the Initial Period.

9 OBLIGATION TO ENCRYPT TRAFFIC

9.1   You must ensure that all your data transported as network traffic under this Service Schedule, save for any application data (i.e. data that is consistent and uniform or otherwise set of identifiers and extended attributes maintained and/or used within an application), is encrypted.

9.2   Except where you also obtain an IPVPN Service from us as part of your Managed SASE Services, you indemnify us from and against any and all loss, damages, liability, claims, costs and expenses (including reasonable attorney's fees) (**Loss**) which arise naturally (that is, according to the usual course of things) in connection with your failure to do so, which for the avoidance of doubt includes any liability to implement measures to comply with applicable data protection laws, take steps to inform data subjects or relevant authorities of any personal data processing performed by us on your behalf and for any fines, penalties or costs of any kind (including remediation and audit costs) arising out of, or in connection with the processing of personal data, except to the extent the Loss is caused or contributed by us. We will take reasonable steps to mitigate our Loss suffered in connection with your failure to comply with the provisions of this clause 9.2.

10 DEFINITIONS

10.1   In this Service Schedule, unless otherwise stated:

Australian Services means:

(a)   the Business IP Services and the associated optional services provided within Australia;

(b)   the TID Services; and

(c)   any other services identified as such in this Service Schedule (including in its Attachments and Annexures), as specified in your Service Order Form.

Available or **Availability** means the number of minutes in a month during which a Service is not Unavailable at a PoP or at a Site.

Equipment means the equipment you purchase or rent from us as listed in the Service Order Form, which we will install, support and maintain in accordance with the GCPE Service Schedule.

Fault means a malfunction or error in any component of the Managed SASE Service resulting in outage or service degradation.

Initial Period means the minimum period for which you must acquire a Service, as set out or referred to in a Service Order Form or the applicable Service Schedule.

Jitter measures the average deviation in a month in the RTD for the voice CoS Jitter is measured between PoPs using sample test IP packets sent at five-minute intervals between provider edge routers enabled with a performance monitoring device to measure continuous traffic flow over our IPVPN Network, as identified in the PoP List.

Local Access means the domestic connecting carriage service providing a direct connection between a PoP in a country and your Site in that country.

Managed Network Service means the meaning given to it in clause 1.1 of this Service Schedule.

Mean Time to Restore (MTTR) means the sum of the time your Managed SASE Service is Unavailable during a month divided by the total number of service outages in that month. Each occasion on which the relevant Managed SASE Service is Unavailable is counted as one outage.

MRC means the monthly recurring charge payable for the Managed SASE Service or a component of the Managed SASE Service for a relevant calendar month.

Network means a system or series of systems that carries or is capable of carrying communications by means of guided or unguided electromagnetic or optical energy.

Packet Delivery Ratio (PDR) means the ratio of the number of test IP packets received at a destination provider edge router, compared with the number of test packets sent from an origin provider edge router at 5-minute intervals in a month. PDR only applies to a Service where the Port is on a provider edge router that is enabled with a performance monitoring device to measure traffic flow over our Network.

PoP means a point of presence housing access nodes which connect to the Telstra international backbone network used by us to carry traffic between PoPs in different countries around the world.

PoP-to-PoP means a point-to point or point-to-multipoint Service provisioned between PoPs without a Local Access.

Port means a service access point within a PoP.

Provisioning Fault means the failure of a Service to meet the relevant ITU specifications for establishing that Service.

Response Time means the period commencing when a valid trouble ticket is received by our service desk and ending when we advise you that the Fault has been identified and action has commenced to resolve it.

Round Trip Delay (RTD) means measures of the monthly average round trip delay performance of the IPVPN Service and is measured separately between our PoPs for each type of IPVPN CoS between provider edge routers enabled with a performance monitoring device to measure continues traffic flow over our IPVPN Network, as identified in the PoP List.

Service means the meaning given to it in clause 1.2 of this Service Schedule or as set out in your Service Order Form.

Site means the location at which the Managed SASE Service or individual Service is supplied or connected, as set out in your Service Order Form.

Site-to-Site means a point-to point or point-to-multipoint Service provisioned between your Sites which are connected to our PoPs via Local Access circuits.

Unavailable or **Unavailability** means an unplanned outage that results in the total disruption of a Service, such that the Service is unable to send and receive data. Unavailability commences when a trouble ticket has been logged by our service desk and excludes any period during which an Exclusion Event applies.

Attachment 1 – Service Levels

This Attachment sets out the service levels that apply to your Managed SASE Service.

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1   SITE AVAILABILITY

1.1   Site Availability for single circuit with a single Equipment is calculated according to the following formula:

$$\text{Site Availability} = \frac{X - (\text{Sum of all downtimes in the month}) \ X \ 100\%}{X}$$

Where:

"**X**" is the number of minutes in a given month e.g. 30 x 24 x 60 = 43,200 for a 30-day month.

"**Downtime**" is the number of minutes that any given Site of your Managed SASE Service is Unavailable.

1.2   Site is considered available when the Site has access to at least one viable link or device. Site is considered not available when there are multiple and/or simultaneous outages to links or devices and the Site does not have access to at least one viable link. Site Availability calculation will start when the Site is not available and targets only apply to each end-to-end Managed SASE Service.

1.3   We will aim to meet the Site Availability targets set out in Table 1 below in respect of each end-to-end Managed SASE Service, depending on the resilience design that you select under Table 1 below. The Site Availability targets set out in Table 1 below that apply in respect of IPVPN and GID Services also apply in respect of the Australian Services.

Table 1: Site Availability Targets Hybrid WAN (IPVPN & Internet)

Design Type	Service Type 1	Service Type 2	Telstra PoP Resiliency	Monthly Site Availability		
				Tier 1	Tier 2	Tier 3
1	GID / IPVPN	GID / IPVPN	Dual	100.0%	99.995%	N.A.
2	GID / GIE Standard / IPVPN	GID / GIE Standard/ IPVPN	Single / Off Net	99.99%	99.97%	99.95%
3	GID / GIE Standard / IPVPN	GIE Wireless / GIE Economy	Single / Off Net	99.98%	99.95%	99.90%
4	GID / GIE Standard / IPVPN	None	Single / Off Net	99.90%	99.50%	99.00%
5	GIE Economy / GIE Wireless	GIE Economy / GIE Wireless	Offnet	99.50%	99.00%	98.00%
6	GIE Economy / GIE Wireless	None	Offnet	99.00%	98.00%	95.00%

1.4 If your Managed SASE Service is Unavailable in a month, you may claim a credit as a percentage of the MRC for the impacted Managed SASE Service, calculated in accordance with Table 2 below depending on the redundancy option you acquire from us pursuant to Table 1 of clause 1.3 above.

Table 2: Site Availability Credits

Actual Availability	Design Type (Credit Applicable for respective scenarios on MRC)				
	1	**2**	**3**	**4**	**5,6**
<99.999%	2%	-	-	-	-
< 99.99%	5%	2%	2%	-	-
< 99.9%	10%	5%	5%	2%	2%
<99.0%	20%	15%	15%	5%	-
<98.5%	25%	20%	20%	10%	5%
<95.0%	30%	25%	25%	15%	10%

For clarity, Services on Design type 2 in Tier 2 locations will be eligible for 2% credit if the actual availability reported is between <99.97% - >99.9%. Similarly, Services with Design type 3 in Tier 1 locations will be eligible for 2% credit if the actual availability reported is between <99.98% - >99.9%.

1.5 If the Managed SASE Service experiences either:

   (a) a single period of Unavailability in excess of 24 hours in any month; or

   (b) three or more periods of Unavailability of eight or more hours each in any six-month period,

(either being a "**Chronic Outage**"), you may cancel the impacted Managed SASE Service (or an individual Service component of your Managed SASE Service) without the payment of any Early Termination Charges, by notifying us in writing within 15 days of the Chronic Outage.

2 MEAN-TME-TO-RESTORE

MTTR TARGETS

2.1 The MTTR targets in clauses 2.1 to 2.3 of this Attachment 1 apply to the Managed SASE Service.

2.2 We will aim to meet the following MTTR targets in respect of all the priority level faults (as set out in the table below) experienced by the Managed SASE Service each month:

Table 3: MTTR Targets

Priority Level Faults	Response Time Target	MTTR Target
Priority 1 - Critical site down or network outage affecting more than one link or site with no backup. Incidents which render a system and/or critical functionality unusable. Requires immediate corrective action and technical escalation. E.g., A network outage affecting a Hub Site and widespread impact to multiple branch offices including site with total site isolation where primary and secondary services are down leading to huge revenue impact for our customer.	15 mins	100% restored (or work around) in 4 hours

Priority 2 - An active service is hard down resulting in critical impact to the end user's business operations. E.g., A link is down without backup and severe performance degradation making the service unusable.	15 mins	100% restored (or work around) in 8 hours
Priority 3 - The operation of an active service is degraded, but the incident does not significantly impair the service. E.g., A link is down with backup or degraded performance. (This can be upgraded to Priority 2 if the performance has degraded making the service unusable with valid business impact)	30 mins	100% restored (or work around) in 24 hours
Priority 4 - Retrospective (not real-time) request; may or may not be fault related, e.g. a request for the reason for outage (RFO). This category also includes any incidents with no or minimal impact to system functionality or service to customers. Support sought is for information only, for example, in relation to network changes, maintenance and planned outages.	30 mins	100% restored (or work around) in 48 hours

2.3   MTTR is calculated according to the following formula:

$$\textbf{Average MTTR} = \frac{\text{(Total Downtime for the Managed SASE Service at a Site)}}{\text{Total number of Fault tickets for that Site in the month}}$$

Where:

"**Downtime**" is the number of minutes that your Managed SASE Service is Unavailable in the month.

2.4   If the Average MTTR for priority level 1, 2 or 3 Faults in a month exceeds the applicable MTTR target, you may claim a credit as a percentage of the MRC for the impacted Managed SASE Service in accordance with Tables 5 and 6 below.

Table 5: MTTR Credits – Priority 1 and Priority 2

This table shows the credits applicable for the Services when the MTTR target is not met for P1 and P2 incidents.

	IPVPN/GID	GIE STANDARD	GCPE/Managed Network Service
Hourly Slabs	**Rebate (% of MRC)**	**Rebate (% of MRC)**	**Rebate (% of MRC)**
>4hrs- <=8 hrs	10%	5%	5%
>8hrs - <=12 hrs	15%		
>12hrs- <=16 hrs	20%		
>16hrs- <=20 hrs	25%		10%
>20hrs- <=24 hrs	30%		
>24 hrs- <=36 hrs	35%	10%	15%
>36hrs- <=48 hrs	40%		
>48 hrs- <=72 hrs	50%		
>72 hrs	100%		

Table 6: MTTR Credits - Priority 3

This table shows the credits applicable for the Services when the MTTR target is not met for P3 incidents.

Hourly Slabs	IPVPN/GID Rebate (% of MRC)	GIE STANDARD Rebate (% of MRC)	GCPE/GMNS Rebate (% of MRC)
>8 hrs - <=16 hrs	5%	5%	5%
>16 hrs - <=24 hrs			
>24 hrs - <=48 hrs	10%	10%	10%
>48 hrs - <=96 hrs			
>96 hrs	15%		

3   ROUND TRIP DELAY (RTD)

3.1   The RTD targets that apply to our IPVPN and GID Standard Services are set out in their respective Service Schedules.

4   PACKET DELIVERY RATIO (PDR)

4.1   The PDR targets that apply to our IPVPN and GID Standard Services are set out in their respective Service Schedules.

5   JITTER

5.1   The Jitter targets that apply to the IPVPN Voice CoS are set out in the IPVPN Service Schedule.

6   COUNTRY TIERS

6.1   The table below sets out the break-down of Managed SASE Service coverage into Tier 1 and 2.

Tier 3 locations are covered by off-net partners and we will inform you of the locations upon your request.

Tier	Countries
Tier 1	Australia, China, Hong Kong, Japan, South Korea, Singapore, Taiwan, Denmark, France, Germany, New Zealand, Netherlands, Sweden, United Kingdom, Canada, United States of America
Tier 2	India, Indonesia, Malaysia, Philippines, Thailand, UAE, South Africa