



## 1.1 Air Quick-Start Continuity Solution

1.1.1 **Overview.** The Air Quick-Start continuity solution option provides a rapidly deployed temporary wireless WAN connectivity to the Business VPN Service at the Location before the permanent Business VPN Service is installed at the Location.

1.1.2 **Site Profile Availability.** The Air Quick-Start option is available on Business VPN Small, and Business VPN Corporate Site Profiles. The applicability will vary from country to country.

1.1.3 **Delivery.** Orange will deliver a temporary CPE Router with integrated cellular WAN connection that supports a General Packet Radio Service ("GPRS"), Enhanced Data rates for GSM Evolution ("EDGE"), Universal Mobile Telecommunications System ("UMTS") or a High Speed Packet Access ("HSPA") wireless network with an active SIM card at the Location where Customer has ordered an Business VPN Service with the Air Quick-Start option. Orange will also provide an extension antenna to improve the signal reception at the Location. This wireless connectivity option is temporary and will be terminated by Orange upon the delivery of the Business VPN Service (including the permanent access) at the Location.

1.1.4 **Backup.** The Air Quick-Start Service is based on the establishment of an IPsec tunnel over the 3G-based Internet wireless access from the remote Location up to the Orange MPLS Network.

1.1.5 **Charges.** One-time charges and monthly recurring charges for the Air Quick-Start solution are invoiced on a per Location basis.

1.1.6 **Main Features.** The main features of the Air Quick-Start solution are as follows:

- (a) **Multi-Protocol Integration:** No, IP only route re-distribution is not supported. Customer may choose, and will be responsible for managing, the LAN IP addressing scheme up to a maximum of 5 subnets.
- (b) **Class of Service:** Silver Service only (i.e. streaming audio and video, peer-to-peer traffic, voice over IP and telephony over IP are not supported).
- (c) **Access Subscription:** Wireless subscription at Customer's Location and associated usage charge are Orange responsibility so long as Customer complies with the traffic volume limitations set by the mobile carrier. The SIM card is considered CPE and shall remain the property of Orange at all times. Customer shall use the SIM card in connection with the operation of the Air Quick-Start Service only. Customer shall not use the SIM card for any other purpose. Customer shall not allow any third party to use the SIM card.
- (d) **Wireless Qualification:** The installation of Air Quick-Start at a Location is contingent upon the mobile carriers' ability to provide wireless access at the Location. Orange will conduct a qualification check of Customer's Location where the wireless access is to be provided based on the information provided by Customer. Customer is responsible for providing Orange with complete and accurate information. Orange may propose that a post-qualification site survey be conducted by Orange (which may be subject to an additional charge to be mutually agreed by both Parties) at the Location where Customer has ordered an Air Quick-Start Service to confirm whether the mobile carrier can provide wireless access at the Location. During the site survey, Orange will evaluate whether the mobile carriers can provide wireless access at the Location. If Customer does not agree to a site survey at the Location and, consequently, Orange cannot: (a) confirm if the mobile carrier can provide wireless access at the Location, or complete the installation of the Air Quick-Start Service, then Orange may invoice the Customer, and Customer will pay Orange, the installation costs (including preparation costs) incurred by Orange. Except as set forth in the immediately preceding sentence, the order for Air Quick-Start Service will be cancelled without liability to either Party if the mobile carriers cannot provide wireless access at the Location.
- (e) **Bandwidth:** Bandwidth depends on the network capabilities of the mobile carrier at the Location. There is no guaranteed bandwidth because radio performance is unpredictable due to several environmental factors such as radio density, radio cell load, type of radio coverage, distance of the CE Router antenna from the base station of the local mobile carrier, number of simultaneous data users, etc.
- (f) **Traffic Limitations:** Wireless traffic is subject to traffic volume limitations set by the mobile carrier. Unless otherwise specified by Orange, Customer's monthly traffic volume shall not exceed three (3) gigabytes per month per wireless access. If Customer exceeds the traffic volume limitation, then in addition to the charges for the Air Backup Service set forth on the order, Orange may invoice Customer any additional charges that Orange may be liable to pay to the mobile carrier plus an administrative fee equal to five (5%) percent of such additional charges and may suspend or terminate the Air Quick-Start Service without liability upon thirty (30) calendar days written notice. The CPE Router for the Air Quick-Start Service includes a SIM card.

- (g) **Traffic Filtering:** Customer traffic, using UDP ports from 64001 to 64005 is filtered on Air Quick Start access.
- (h) **Reporting:** Customer will be able to see the utilization of the wireless interface in My Service Space. Path Availability and Path Performance reporting are not available.
- (i) **Monitoring (option):** Permanent monitoring through the wireless connection.