1.1 NAS Backup – Single CPE Continuity Solution

1.1.1 **Overview.** The NAS Backup – Single CPE continuity option (also referred to as "**Single CPE Network Access Service**" or "**Single CPE NAS Backup Service**") provides degraded continuous Business VPN Service in case the primary path fails as a result of a failure on any of the following:

- the Orange Provider Edge ("**PE**") router;
- all elements of the access between Customer's Location and the Orange PE, including the PTO modem (when site is connected through a Lease line circuit).

1.1.2 **Availability.** NAS Backup - Single CPE option is available on Business VPN Small and Business VPN Corporate that have a Service Bandwidth of 8Mbps maximum, and the availability of this optional feature will vary from country to country.

1.1.3 **Single CPE Backup.** Orange will provide a single CPE Router with ISDN or PSTN connection capability at the Location where Customer has ordered a NAS backup – Single CPE service. If there is an outage on the primary access path, the CPE router will automatically detect the outage and will establish the ISDN or PSTN backup connection to the nearest Orange dial POP. Upon the establishment of the ISDN or PSTN backup connection, the CPE router then routes the IP traffic through the ISDN or PSTN backup connection. Traffic will be switched back to the primary access when it becomes operational again.

1.1.4 **Secured backup.** The Single CPE NAS Backup Service is based on the establishment of an IP tunneling protocol (L2F) through the dial line from the remote Location up to the Orange Network Concentrated Access Server ("**CAS**") shared equipment.

1.1.5 **Charges.** One time charges and monthly recurring charges for the Single CPE NAS Backup Service are invoiced on a per Location basis.

1.1.6 **Main Features.** The main features of the NAS backup service are as follows:

- **Remote Location Topology:** Single router supporting primary link and backup.
- **Hub Location Topology:** CAS is included in the Orange resilient shared IP backbone router.
- **Multi-Protocol Integration:** Yes, (IP and SNA traffic supported over backup path).
- **Degraded Backup:** The backup of a Tail Circuit can be proposed at a lower ISDN connection speed.
- **Class of Service:** Not supported on the backup link.
- **Backup Access Type:** ISDN PPP.
- **Backup Subscription:** ISDN (PSTN) line rental installed at Orange Dial PoP is the responsibility of Orange; and for ISDN (PSTN) line rental installed at Customer's Location, the ISDN (PSTN) line rental, and all associated call charges are the responsibility of Orange. This is the default option (also called NAS Backup All Inclusive option) in most the countries where the Single CPE NAS Backup Service is available, except in some countries where ISDN (PSTN) lines is stipulated as under customer responsibility. In this case, ISDN (PSTN) line rental at Customer Location and all associated call charges are Customer's responsibility.
- **Backup Speeds (kbps):**
  - 128 as default and unique backup speed for Business Small, and
  - 128, 256, 512, and 1024 as standard backup speeds for Business Corporate.
- **Reporting:** Customer will be able to see via My Service Space the utilization of the backup link.