1.1 Multicast

1.1.1 **Overview.** Multicast is an optional feature of the Business VPN Service, consists of the replication and delivery of IP packets within the network from a 'source' Location to several 'receiver' Locations (i.e. point-to-multipoint communication). The source Location only sends an IP packet once, and the network takes care of replicating and delivering the packet to the receiver Locations. Each multicast-enabled Location must be classified as either a multicast sender or receiver; however, a sender is also a receiver by default.

1.1.2 **Availability.** The Multicast option is available with Business VPN Corporate, and the availability of this optional feature will vary from country to country. Multicast is available only for the Silver, Gold, and Platinum Service Types.

1.1.3 **Service Levels.** Notwithstanding anything to the contrary set forth in the Service Level Agreement for Business VPN Service, the following conditions and exclusions shall apply in respect to multicast service:

(a) There is no separate or additional Site Availability Service Level associated with multicast service.

(b) CE-to-CE Path Availability, CE-to-CE Round Trip Delay, CE-to-CE Packet Loss Ratio, and CE-to-CE Jitter Service Levels are not measured for multicast service. In short, these Service Levels are not applicable to multicast traffic.

(c) At some Orange POPs, multicast traffic is routed differently from unicast traffic. The traffic path for multicast can be longer than the traffic path for unicast traffic.

(d) There is no Service Level for installation of the multicast service.

(e) There is no GTTR Service Level for any Incident relating to, and affecting the proper operational condition of the multicast optional service at any Location.

1.1.4 **Service Transition Delivery and Support.** When subscribing to the multicast service feature, it is mandatory that Customer also subscribe to Service Transition Service Select - Extended Service Delivery and Service Select – Extended Service Support with VPO option.

1.1.5 **Charges.** The Charges for multicast optional feature consist of monthly recurring charges per multicast Location. These Charges are in addition to the charges for the Business VPN Service.