

1.1 Service Description for Network Boost

1.1.1 **Overview.** Network Boost is an optional service feature of the Business VPN Service. It provides visibility on the applications' traffic flows, restores the traffic control, and ensures the right level of performance for the critical applications. It is an ITIL compliant managed service relying on Ipanema Technologies' business network optimization technology.

Network Boost is composed of an entry package that includes dashboard indicators, which provide information regarding the applications' performance. It also includes a global objective-based application Quality of Service enabling real-time resource adaptation to reach the applications' performance objectives. The Network Boost option is available on Business VPN Small, Business VPN Small Off-Net, and Business VPN Corporate. Unless prohibited by law or regulation, Network Boost is available in countries where Orange provides Customer with Business VPN Service.

1.1.2 **Options.** Customer can select one of the following Network Boost options:

- (a) **Acceleration Option:** The Acceleration option is a combination of technologies that accelerate the data exchange by optimizing the TCP and CIFS dialogs and increasing the usable bandwidth through data compression and elimination of redundancy.
- (b) **Application SLA Option:** The Application SLA option provides Customer with a Mean Opinion Score performance indicator for voice applications and a Profile Quality Score performance indicator for data applications. The Application SLA option is not available if Customer subscribes to the Self-Management option described below.
 - (i) **Mean Opinion Score:** The Mean Opinion Score ("**MOS**") is the quality performance indicator for voice applications. The Mean Opinion Score is derived using the E-model recommended by the International Telecommunications Union Standardization Sector ("**ITU-T**"). The Mean Opinion Score estimates the quality of the voice services, as perceived by the voice application end users ("**Voice End Users**"). The Voice End Users rank their perception of the sound quality on a scale of 1 to 5 (the "**MOS-scale**") and all rankings are averaged to obtain the MOS-value of the voice application. Orange uses Ipanema Technologies' reporting platform to evaluate the Voice End Users' perception of the sound quality based on the ITU-T E-Model. The mean rating (or "**MOS-average**"), which is the average MOS-values obtained by the reporting platform during a measurement cycle, is calculated as described in Clause 1.1.4 (Service Level Credit) of the Service Levels for Network Boost. The voice application MOS-target depends on the voice codec. The target Mean Opinion Score ("**MOS-target**") for the codec G711 is set forth in Clause 1.1.3 (MOS Target and P-QS Targets) of the Service Levels for Network Boost.
 - (ii) **Profile Quality Score:** Data applications are grouped into Top, High, Medium and Low categories based on their criticality. The quality indicator for data applications is the "**Profile Quality Score**" or "**P-QS**". Since the network is shared among many applications with varying degree of criticality, the P-QS performance indicator will only support up to a maximum of 5 data applications comprised of either Top-criticality applications and/or High-criticality applications ("**Top 5 Data Applications**"). Orange and Customer will jointly select the Top 5 Data Applications. The target Profile Quality Scores ("**P-QS Targets**") for the Top-criticality and High-criticality applications are set forth in Clause 1.1.3 (MOS Target and P-QS Targets) of the Service Levels for Network Boost.

The Profile Quality Score performance indicator reports cases when the Business VPN Service Users demand network resources beyond the network capacity allotted for the Location. Such cases are called 'over-activity'. By way of example only and not by limitation, an over-activity occurs when the applications' end users demand more IP bandwidth over and above the IP bandwidth that Customer has ordered for the Location. The P-QS performance indicator does not apply during any period of over-activity. Thus, the P-QS data during over-activity periods are excluded from the calculation of the average P-QS.
- (c) **Application Monitoring Option:** The Application Monitoring option automatically detects application performance degradation based on alarm thresholds defined by Customer. The Application Monitoring option is not available if Customer subscribes to the Self-Management option described below. When an alarm is triggered, a trouble ticket is created informing Customer of the application performance degradation problem. Customer must purchase Service Select – Extended Service Support when subscribing to the Application Monitoring option.
 - (i) If the cause of the problem is related to application traffic (e.g. http traffic is over 80% of the bandwidth) and is not caused by a degradation in the Service Levels of the Business VPN Service (e.g. the problem is not caused by a degradation in the CE-to-CE RTD, CE-to-CE Jitter, etc.), then Orange will close the trouble ticket without troubleshooting the incident.
 - (ii) If the application performance degradation is caused by a degradation in one of the Service Levels for Business VPN Service (e.g. actual CE-to-CE Jitter is more than 40 milliseconds; actual CE-to-CE Round Trip Delay exceeds the committed CE-to-CE RTD Service Level, etc.), then Orange will diagnose the problem and take corrective action if necessary. Customer can define up to a maximum of 100 alarm thresholds.
- (d) **Self-Management Option:** The Self-Management option allows Customer to directly make the changes on the Application QoS policy performance objectives. Under the Self-Management option, Orange will grant Customer access to the central management platform after Orange completes the initial configuration and tuning of the

Network Boost. The Self-Management option is not available if Customer subscribes to either the Application SLA option or the Application Monitoring option described above.

1.1.3 **Resiliency.** Customer can enhance the resiliency of a Location's network architecture by ordering a second Network Boost appliance with a dual access.

1.1.4 **Implement.** There are three steps to implementing the Network Boost optional service.

(a) **Deployment.** Orange will ship to, and install the Network Boost appliances at Customer's Location. The Network Boost appliances are considered CPE and remain the property of Orange. During the installation, Orange will update the router configuration so that it is compatible with Network Boost. Orange will also:

- (i) configure the central management platform to manage the appliances,
- (ii) grant access for up to five (5) defined users, and
- (iii) will validate the topology by collecting the required LAN addressing information.

Orange can grant access for additional users subject to Customer's payment of additional fee,

(b) **Application QoS Policy Definition.** After the installed Network Boost appliances complete the inventory of Customer's applications, Orange and Customer will complete a Service Request Form to define the application performance indicator thresholds that Orange will program into the system. Customer cannot define more than 20 User-Classes (i.e. an application or a group of applications) per domain, which means that the application performance policy cannot have more than 20 applications with defined performance objectives.

(c) **Application QoS Policy Tuning.** Once the initial application performance policy is implemented, Orange will observe the behavior of the monitored applications and will modify the policy as needed. The tuning phase is considered complete when:

- (i) the critical applications required by Customer or 90% of Customer's applications have been inventoried by the Network Boost appliance; or
- (ii) the value of the quality index ("**AQS**") of the applications, whose performance is to be monitored by the Network Boost, is 8.

1.1.5 **Service Delivery and Support.** When subscribing to the Network Boost, it is mandatory that Customer also purchase Service Select - Extended Service Delivery. Customer must also purchase Service Select – Extended Service Support if Customer wishes proactive management of the Network Boost appliances or if Customer selects the Application Monitoring option.

(a) **Incidents Management:** If Customer has purchased Service Select - Extended Service Support for the Business VPN Service, the monitoring system will automatically detect and report incidents to the Orange Service Desk, which in turn will create a trouble ticket.

(b) **Change Management:** With the Self-Management option, Customer can directly access the configuration interface of the Ipanema platform and may then change the application QoS policy (i.e. the application performance objectives). Customer may also request such changes in the same way as it requests changes to the configuration of its Business VPN Service. These changes include modifications to the application QoS policy (i.e. criticality, objectives, compression, TCP acceleration); addition, modifications, or suppression of applications or user classes; and user access (i.e. add or delete) management.

1.1.6 **Service Levels.** The MOS and P-QS performance indicators are available only if Customer selects the Application SLA option for both voice and data applications. The Service Levels are set forth in the Service Levels for Network Boost.

1.1.7 **Charges.** Business VPN Service is a separate service from Network Boost. Unless otherwise expressly set forth in the Orders for Business VPN Service or the Charges Schedule for Business VPN Service, any and all Charges associated with Network Boost are not included in the Charges for Business VPN Service.

1.1.8 **Data Processing**

Exhibit A sets out the subject matter, duration, nature, and purpose of the Processing, the type of Personal Data and the categories of Data Subjects of the Processing of Personal Data carried out by Orange as part of the Network Boost Service.

EXHIBIT A DESCRIPTION OF PROCESSING OF PERSONAL DATA BY ORANGE BUSINESS SERVICES AS PROCESSOR FOR CUSTOMER - ARTICLE 28 OF GDPR

Name of the Service: Network Boost (Scope 0&1)

ExA.1 Processing Activities

Collection (receiving personal data of employees and users of customer who are natural persons, etc.).	Yes
Recording (capturing personal data in a file or software program, including the generation of metadata like Call Details Records, etc.).	Yes
Organization (organizing personal data in a software program, etc.).	Yes
Storage (keeping the personal data in a software program for a determined period, including for archiving purposes, etc.).	Yes
Modification (modifying the content or the way the personal data are structured, etc.).	Yes
Consultation (looking at personal data that we have stored in our files or software programs, etc.).	Yes
Disclosure or otherwise making available (communicating personal data to another recipient by any means, etc.). Except for disclosure mentioned in the service description or required by law, or otherwise specifically directed by the customer, the categories of potential recipients are only those subcontractors referenced herein or otherwise approved by the customer.	Yes
Combination (merging two or more databases with personal data, etc.).	Yes
Restriction (implementing security measures in order to restrict the access to the personal data, etc.).	Yes
Deletion or destruction (deleting or anonymizing the personal data or destroying the hard copies, etc.).	Yes
Other use (if "YES" to be detailed).	No

ExA.2 Categories of Personal Data Processed (Type of Personal Data)

Categories of Personal Data Identifiable by Orange	
Identification data (ID document / number, phone number, email, etc.).	Yes
Traffic / Connection data (IP address, Mac address, CDRs, access and usage data, online tracking and monitoring of services).	No
Location Data (geographic location, device location).	No
Customer Relationship Management data (billing information, customer service data, ticketing info, telephone recordings, etc.).	Yes
Financial data (bank account details, payment information).	No
Sensitive Data (racial/ethnic background, religion, political or philosophical beliefs, trade union membership, biometric data, genetic data, health data, sexual life, and/or orientation).	No
Categories of Personal Data Not Identifiable by Orange	
Any categories of personal data that may be recorded or stored (voicemail, call recording, files) by Customer and which recording is hosted on Orange infrastructure.	No

ExA.3 Subject-Matter and Duration of the Processing

Subject-Matter of Processing		Duration of Processing
Service activation.	Yes	For the period necessary to provide the service to the customer plus 6 months.
User authentication.	Yes	
Incident Management.	No	
Quality of Service.	Yes	
Invoice, contract, order (if they show the name and details of the contact person of Customer).	Yes	For the period required by applicable law.
Itemized billing (including traffic / connection data of end-users who are natural persons).	No	
Customer reporting.	No	
Hosting.	No	
Other. [if yes please describe]	No	

ExA.4 Purposes of Processing

Provision of the service to Customer.

ExA.5 Categories of Data Subject

Customer's employees/self-employed contractors using or managing the service or the contract who are natural persons.	Yes
Customer's other end-users of the service who are natural persons (client of the Customer, etc.); usable by users other than internal users.	Yes, according to the customer usages.

ExA.6 Sub-Processors

Sub-Processors Approved by Customer	Safety Measures
Orange Business Services entities that are processing information for this Service and that are within the EU/EEA are communicated separately to the Customer.	NA
Orange Business Services entities that are processing information for This Service and that are outside of the EU/EEA are communicated separately to the customer.	Intra-group agreements with standard model clauses, Binding Corporate Rules approval request filed with CNIL.
Orange Business Services suppliers which are performing one or more processing activities described above in connection with this Service and that are within the EU/EEA are communicated separately to the Customer.	NA
Orange Business Services suppliers that are processing information for this Service and that are outside of the EU/EEA are communicated separately to the Customer.	Standard Model Clauses in contract with supplier.