Business

PUBLICATION 1 MY SERVICE SPACE TERMS OF USE

1.1   Introduction

These Terms of Use govern the use of My Service Space ("**MSS**"), which is a self-service portal provided by Orange that allows Orange's customers to manage some of the products and services provided by Orange to them.

The information that a customer may access through MSS will depend on:

(a)   the Solution(s) (as defined hereinafter) ordered by such customer, and

(b)   the web portal option that the Orange makes available.

The MSS features and exclusions described hereafter, as well as their applicability to the Solution(s), are subject to change at any time by Orange in its sole discretion, and any such change will apply automatically to Orange's customers.

The availability of MSS features varies based on the Solutions. Orange will provide a then-current list of the Services covered by each MSS feature to a customer upon such customer's request.

"**Solution(s)**" shall mean the service(s) and/or products ordered by the customer from, and provided to such customer by, Orange.

"**User**" shall mean the Orange customer and any person to whom customer gives or permits access to MSS.

"**Orange Network**" shall mean Orange's network used to deliver the Network Services, excluding Tail Circuits, public networks, and CPE. Orange organizes its Services into categories (e.g. Network Services), as identified in Orange's Service Publication at https://www.orange-business.com/en/service-publication.

1.2   MSS Features

The standard features of MSS are as follows:

- **Quotes and orders management:** request quotes, access quote details, confirm the proposal and track the status and progress of orders.
- **Disconnects management:** request disconnects.
- **Billing:** access and download invoices and credit notes per billing account number with monthly or billing period breakdowns. Submit online queries regarding invoices and credit notes, set-up notifications to receive emails when reports and billing documents are available.
- **Selfcare:** access to dedicated management tools related to Solutions ordered (e.g. manage online Solutions and User's profiles as well as User services (such as mailboxes, mail relay, etc.)).
- **Incidents and events management:** manage incidents online and follow resolution status through notifications and standard reports.
- **Change management**: request and track changes from change catalog or device inventory, follow status through notifications and dashboards.
- **Inventory:** get an up-to-date list of the components of the network included in the Solution(s), based on general or focused queries.
- **Reporting:** obtain reports about the usage, quality, and performance of Solutions.
- Any IP enhanced reporting that Orange agrees to provide will be subject to additional Charges.
- **Maintenance activities:** receive information of upcoming planned and expedited Orange Network maintenance that impacts the customer's network through notifications and dashboards that include maintenance events and details.
- **Documents management:** access to a secured documentation space with a library of documents published by your Orange customer representative. This is an optional service feature that may be subject to additional Charges.
- **Contacts:** access to Orange contact details.
- **Account Settings:** manage customer contacts information and notifications preferences.
- **Online help:** access to FAQ, tutorials.

1.3   Exclusions and Limitations

Notwithstanding anything otherwise contained herein or in any agreement between Orange and the customer, the following information is not available through MSS:

- Equipment in the Orange core Network;
- Public gateways;
- Equipment connected to the Orange Network through a dial interface;
- Cascaded routers.

1.4 Customer Connectivity and Environment Requirements

The customer will ensure that the technical network environment used to access MSS is fully compliant with Orange's requirements as set forth herein and which may be modified at any time in Orange's sole discretion.

- The customer may access MSS 24 hours, 7 days a week, through the Internet using "https", i.e. the https://my-servicespace.orange.com, or such other URL as Orange may identify.
- To access MSS, the customer shall create at least one User account. The access to the portal will be secured by authentication codes.
- Orange may update a new version or replace software by another equivalent for the purpose of the Service.
- The customer will provide its own hardware, software, and web browser for use with MSS in accordance with the following minimum requirements:
    - MSS portal requires Microsoft Internet Explorer 11.
    - MSS portal also supports the last versions of Firefox and Google Chrome.
    - MSS is available on mobile devices but tablet and smartphone accesses are not guaranteed for all products and/or services.

1.5 Account Request for MSS

The customer can subscribe to MSS online at https://www.orange-business.com/en/my-service-space-account-request or through the customer's established contact person at Orange.

1.5.1 Authentication Codes

Upon the customer's subscription to MSS, Orange will deliver to the e-mail address indicated by the customer for each User a username (login) and a link to initialize their password to authenticate themselves and to access MSS.

The Customer is responsible for keeping the login details in a secure and confidential way. Orange will not be liable or responsible for any misappropriation or misuse of the usernames or passwords.

If the User forgets their password, they may request a new one by clicking on the "Forgot password" link available on the MSS login page. After three typing errors of the Username or password, the access to MSS is temporary locked.

1.5.2 Stagnant Accounts

Orange reserves the right to cancel without prior notice to the customer any MSS login that is not used during any 6 months period. However, if requested, a new MSS account may be created by the customer.

1.6 Planned Maintenance on Portal

Orange will use reasonable efforts to provide advance notice of any scheduled outages of MSS through the notification dashboard on the homepage of MSS.

1.7 Security of Data Exchange

All exchanges are encrypted via HTTPS (VeriSign certificate).

The communication protocols used are those used on Internet.

The access to MSS is secured and individual. Each User logs into the portal with its confidential codes (username and password).

1.8 Pricing

MSS is accessible by Internet and is freely available for Orange's Customers. The connection expenses and the subscription to the Internet access are borne by the customer.

END OF MY SERVICE SPACE TERMS OF USE

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