Managed Internet Connectivity: Service Fulfilment Technical Service Description

1 Overview

1.1 Managed Internet Connectivity (MIC) is a supplementary Service made available to Client's receiving NTT DATA's Managed Campus Network (MCN), Network-as-a-Service (NaaS), or other qualifying base service from the Managed Network Services (MNS) portfolio of NTT DATA ('**Base Services**').

1.2 Through the MIC Services, NTT DATA leverages its portfolio of ISPs to provide Client with connectivity between its in-scope Sites and the public Internet, with NTT DATA managing the procurement, installation and activation of the relevant Access Circuits, as well as providing ongoing operational support to Client during the lifespan of the associated internet service.

1.3 This Technical Services Description (TSD) addresses the procurement, installation, activation and transition provided in respect of those Access Circuits that are in-scope for the MIC Services.

1.4 An accompanying **Managed Internet Connectivity: Managed Service Delivery TSD** addresses the ongoing network operations support activities and decommissioning services of the MIC Services.

2 Supported Configurations

See clause 2 of the Managed Internet Connectivity: Managed Service Delivery TSD for the supported configurations and related information applicable to the MIC Services.

3 Service Fulfilment activities

3.1 During the fulfilment phase of the MIC Services, NTT DATA will perform the following activities for the in-scope Sites:

Project management

3.2 NTT DATA and Client will each assign a project manager as a single point of contact ('**SPOC**'), who will be responsible for coordinating (across all in-scope Sites) all planning, requirements gathering, and management activities associated with the Services during the deployment phase to ensure successful service fulfilment and activation.

3.3 The NTT DATA SPOC will create a deployment and transition plan, to be mutually agreed with the Client SPOC, that outlines project schedules, details the project risks, and sets out meeting intervals and procedures for project tracking and status reporting ('**Project Plan**'). The Project Plan is additionally intended to include the project governance framework to be applied to the deployment phase of the MIC Service engagement, as agreed by the parties pursuant to this clause.

3.4 NTT DATA's and Client's respective SPOCs (and other necessary stakeholders, as identified in the Project Plan) will participate in planning and deployment status meetings, as per the schedule set in the Project Plan, to discuss the parties' progress in performing their respective responsibilities and meeting the deployment schedules.

Service fulfilment

3.5 NTT DATA will perform the following service fulfillment activities for the in-scope Sites under the applicable SOW:

(a) prior to the submission of any orders for Access Circuits to the relevant ISPs, review and validate the in-scope Sites and the associated Access Circuit specifications set out in the SOW;

(b) once validated, submit the required orders for Access Circuits to the relevant ISPs and confirm details of the applicable Feasibility Check and, to the extent available, an estimated on-site installation date, for each Site (once received from the applicable ISP).

Service activation

3.6 As per the agreed activation approach in the Project Plan, NTT DATA will perform the following deployment activities for the in-scope Sites under the applicable SOW:

(a) coordinate with Client and the relevant ISPs to schedule and complete Feasibility Check, which Client acknowledges will be carried out directly by the ISP or its representative;

(b) validate the results of the Feasibility Check with Client and, where applicable, advise the Client of any necessary adjustments to the Sites (including any associated Access Circuit specifications) or associated Charges specified on the Agreed Access Circuit List including (without limitation) where unanticipated installation or construction requirements may be necessary to provision the relevant Access Circuit;

(c) notify Client of the expected on-site installation date on a per-Site basis, as communicated by the relevant ISP;

(d) coordinate with Client and the relevant ISP (or its representative) to carry out installation and activation of the relevant Access Circuit at each Site;

(e) create and maintain the dispositive list of provisioned Access Circuits across the in-scope Sites.

Service transition

3.7 As per the agreed activation approach in the Project Plan, NTT DATA will perform the following transition activities for the in-scope Sites under the applicable SOW:

(a) complete remote integration of the Access Circuit with the Client Network Environment at the relevant Site;

(b) complete acceptance testing, as per the scope defined in the Project Plan; and

(c) where mutually agreed by both parties, NTT DATA may additionally provide on-site support for cabling, enable remote access to devices, configure devices, or conduct additional speed testing as part of service transition.