

Service Level and Additional Terms and Conditions for
Software-Defined Network (SDN) Data Centre Interconnect (DCI) Pilot

1. Pilot Services:

Data Centre Interconnect Services (DCI) at 1Gbps or 10Gbps for data centres with TraxComm’s presence, offered according to the below specifications and the prevalent TraxComm’s Standard Terms and Conditions of Service.

	DCI Connection	Interface
GE Port	a. Point-to-point	Optical
10GE Port	a. Point-to-point	Optical

(a) Service Level

Type of Service	MTTR (Mean Time to Repair)	Availability
DCI	4 hours	99.95% for TraxComm’s Network Only

(b) Technical Support

- (i) 24-hour hotline for Partner fault reporting
- (ii) 24 x 7 x 365 remote and on-site support service

(c) Provisioning Lead Time

Provisioning time is typically 0.5 day if resources are available. Otherwise both parties will agree on a best RFS date.

Cross-connections within data centres are not included. Customers or end users are responsible for ordering and payment of cross-connections to the data centre operator

2. Target Customers and Applications:

DCI is a service intended for partners to establish vPoP (virtual Point-of-Presence) in order to acquire new end customers whose equipment is hosted in data centres in which the partners have no presence. Partner shall not order DCI to replace existing TraxComm services already subscribed for themselves or for their end customers.

The target end customers are enterprises and corporations who are not existing direct customers of TraxComm. Existing TraxComm customers are major local and overseas telecommunication companies and service providers, ISPs, data centre operators, cloud service providers, global content providers such as Facebook, Google, Microsoft, Alibaba, Tencent. These are not target end customers of DCI. Please discuss with TraxComm in case of doubt or questions.

3. Participation in TraxComm SDN Working Group:

TraxComm is building a Software-Defined Networking (SDN) platform as an initiative of the overall digital transformation effort. In particular, TraxComm will implement a marketplace website as well as a customer portal for customers and partners to monitor and manage their subscribed services and order new services online.

All SDN DCI pilot partners are welcome to join the TraxComm SDN Working Group so that they can give advice to TraxComm as to the user interface design and functionalities of the SDN marketplace and customer portal.