



Standard Form of Agreement

Service Description (IP Transit)

Revised 06-Nov-2020

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1 The Agreement

1.1 The Parties

1.1.1 Zettagrid and the Customer (being an entity subscribing to Zettagrid for cloud services) agree that by accessing Zettagrid cloud services, you (hereinafter referred to as “The Customer”, “you” and “your”) accept, without limitation or qualification, the terms and conditions contained within the Standard Form of Agreement.

1.2 What is a Service Description?

1.2.1 The Zettagrid Service Description defines the services offered and specific terms and conditions for each of these Services. This document forms part of our Standard Form of Agreement (SOFA). The SOFA comprises:

- a) General Terms and Conditions
- b) Service Descriptions
- c) Pricing Schedule

2 Service Description

2.1 What is IP Transit

IP Transit, also known as Internet Transit provides connectivity from a specific service to Zettagrid's internet peers.

2.2 Delivery

The service is presented as Ethernet with one or more routable internet addresses. This service is typically accompanied by a base service such as Metro Ethernet, Fibre, hosting or colocation.

2.3 Measurement

IP Transit

- Unlimited PIPE – customer purchases a per Mbit service and measured in Mbit’s (Mb).
- Data Quota – customer purchases a “data block” which may be bundled within the service (i.e. colocation) or as a standalone unit. Upon reaching the quota the customer incurs an excess charge per measured unit. This service is measured in Megabytes (MB) or Gigabytes (GB).

2.4 Contention

Unlimited PIPE services are delivered with 1:1, 1:4 or 1:8 contention ratios. This contention ratio refers to the transit contention guarantee to our internet peers and not contention within the Zettagrid network or on a customer endpoint or access tail.

Data Quota services are not provided with a contention guarantee.

2.5 Routes and Latency

Zettagrid cannot guarantee a specific traffic route or trip latency once customer traffic exits our network border.

2.6 IPv4 and IPv6

This service can be delivered as IPv4 or IPv6.

2.7 BGP Peers

Customers who have their own IP space and AS number may be eligible to peer with Zettagrid. Customers must prove direct ownership if the advertised IP space and autonomous system number. Customers are responsible for their own BGP maintenance and configuration.

2.8 Protected and Unprotected Services

Zettagrid provides two levels of IP transit redundancy. By default, all services are delivered over an unprotected “best-effort” service.

- Unprotected “Best-Effort” IP Transit – This service provides IP transit single homed out of Zettagrid’s the closest internet border.
- Protected IP Transit - This service provides IP transit multi homed out of all of Zettagrid’s internet borders.

2.9 Payment

2.9.1 Payment for the IP Transit service is required in advance. You may choose to pay for the service monthly, quarterly or yearly.

2.9.2 Any excess data are charged monthly in arrears for data block usage.

2.10 Target Service Level (Including Maintenance Windows)

Protected internet Transit - 99.99%

Unprotected Internet Transit - 99.9%

2.11 Call Response Target

2hrs

2.12 Restoration Target

2.12.1 1 Business Day

2.13 Service Level Rebates

The service level rebate for IP Transit is specified in your individual service contract. Where this is not stated, the following service rebates are applicable where the Service is Unavailable as per the General Terms and Conditions.

Service Unavailability (Protected)	Service Rebate (Protected)
Up to 30 minutes per calendar month.	No Rebate Available
More than 30 minutes but less than 2 hours during a calendar month.	10% of the Monthly Service Charge
More than 2 hours but less than 4 hours during a calendar month.	20% of the Monthly Service Charge

More than 4 hours but less than 8 hours during a calendar month.	30% of the Monthly Service Charge
More than 8 hours during a calendar month	50% of the Monthly Service Charge
Service Unavailability (Unprotected)	Service Rebate (Unprotected)
Up to 2 hours per calendar month.	No Rebate Available
More than 2 hours but less than 4 hours during a calendar month.	5% of the Monthly Service Charge
More than 4 hours but less than 8 hours during a calendar month.	10% of the Monthly Service Charge
More than 8 hours but less than 16 hours during a calendar month.	20% of the Monthly Service Charge
More than 16 hours during a calendar month	30% of the Monthly Service Charge

Where the IP transit forms a component of another service, only the proportion of the monthly value for the internet transit will be used to calculate any applicable service level rebate.

2.14 **Contract Term**

- 2.14.1 The contract term for IP Transit is specified in your individual service contract. Where this is not stated the minimum contract term is 12 months.
- 2.14.2 If you decide to cancel or move your service within the contract term you will be liable for an Early Termination Fee. The formula for determining this fee is detailed in the General Terms and Conditions