
Arcstar Universal One Service Service Description

Ver.6.8 Mar 19th, 2025

Version History

Issue	Date	Comments
1.0	08/01/2014	Release
2.0	10/07/2014	Soft MAC,AP-Flow and WPA added
2.1	12/05/2014	Value-Added Services added
2.2	01/30/2015	Global M2M added
2.3	05/26/2015	UNO Virtual added
2.4	07/01/2015	Value-Added Services, Soft MAC, Business Portal – modified
2.5	08/07/2015	Value-Added Services modified
2.51	11/05/2015	UNO Virtual modified
2.6	11/20/2015	Additional service added to UNO Virtual
2.7	12/11/2015	DMVPN Type added
2.72	01/29/2016	Notes for BIA/DIA added
2.73	02/08/2016	Global M2M modified
2.74	01/03/2016	Value-Added Services modified
2.8	04/26/2016	Data Center Type added
2.9	06/17/2016	Multi Cloud Connect added
3.0	07/05/2016	CBAAS(Hybrid Type) added
3.1	08/09/2016	ECL2.0 added to MCC
3.2	12/01/2016	Value-Added Services modified Notes for Access Line added
3.3	02/03/2017	Internet Type added
3.4	04/14/2017	CPE Service modified
3.5	04/18/2017	Type of Multi Cloud Connect added
3.6	06/27/2017	DMVPN Type modified
3.7	07/01/2017	Value-Added Services modified
3.8	07/31/2017	Excluding DMVPN Type from Service Grade
3.9	09/04/2017	CPE Service modified
4.0	12/04/2017	Value-Added Services modified
4.1	01/31/2018	Multi Cloud Connect modified
4.2	02/16/2018	Traffic Report modified
4.3	03/13/2018	Multi Cloud Connect modified (Public Peering deleted)
4.4	04/02/2018	Appendix (Unified Communication Service) deleted *Refer to the applicable Service Description specified by Company.
4.5	04/13/2018	Notes for Value-Added Services added
4.6	06/29/2018	Multi Cloud Connect modified
4.7	02/08/2019	Extended Network Management Service added
4.8	04/15/2019	Value-Added Services modified
4.9	05/07/2019	CPE Service and Extended Network Management Service modified
5.0	08/01/2019	Multi Cloud Connect modified
5.1	04/30/2020	Traffic Report modified (CE Premium deleted)
5.2	07/01/2020	CPE Service, Universal One Virtual and Notes modified
5.3	12/14/2020	Multi Cloud Connect, Global M2M modified
5.4	04/01/2021	Value-Added Services modified (WPA of On-Premise Services deleted)
5.5	08/01/2021	Universal One Virtual deleted
5.6	11/24/2021	Value-Added Services modified

		(Five options of Cloud-Based Network Services added)
5.7	10/01/2022	Multi Cloud Connect modified Maintenance modified
5.8	12/14/2022	Remote maintenance provisions modified
5.9	02/04/2023	CPE Service modified (Selling of CPE Arrangement Type ended)
6.0	04/01/2023	Multi Cloud Connect modified (ECL Type deleted)
6.1	04/10/2023	Data Center Type modified
6.2	07/04/2023	Data Center Type deleted
6.3	09/04/2023	CPE Service modified
6.4	11/21/2023	Remote maintenance provisions modified
6.5	05/28/2024	Application Flow Monitoring deleted
6.6	01/21/2025	Internet Type modified
6.7	01/31/2025	Multi Cloud Connect modified (Arkadin Type deleted)
6.8	03/19/2025	Remote maintenance provisions modified

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Introduction

Company provides Arcstar Universal One Service to Customer according to the following documents.

- Master Services Agreement ("MSA") sets forth the general terms and conditions on which Company provides Arcstar Universal One Service and applies to Arcstar Universal One Service provided by Company to Customer, if applicable.
- Service Orders set forth the exact services to which Customer subscribes.
- Arcstar Universal One Service Specific Terms and Conditions ("T's&C's") set forth additional service-specific terms and conditions for Arcstar Universal One Service as well as any Country-Specific Terms, if applicable.
- This Arcstar Universal One Service Service Description ("Service Description") set forth detailed descriptions of each service offered by Company to Customer.

MSA, including T's&C's, this Service Descriptions, and all Service Orders comprise the Agreement between Customer and Company.

To the extent of any conflict among the documents that comprise the Agreement, unless otherwise provided in the Agreement except of this Service Description, the conflict will be resolved by giving precedence to the terms of the documents in the following order: (i) MSA; (ii) MSA's Exhibits; (iii) the applicable Service Orders; (iv) T's&C's; and (v) this Service Description. If the Parties agree on a Country-Specific Terms, such Country-Specific Terms will supersede any conflicting terms of this MSA, (other) Exhibits, the applicable Service Orders, T's&C's, and/or this Service Description.

This Service Description may be revised by the Company from time-to-time and the provisions after the revision of the Service Description shall be applicable. The Service Description shall be posted within "NTT Communications Business Portal" as prescribed by NTT Communications Corporation (<https://b-portal.ntt.com/>) or the Company may provide the Service Description to Customer on Customer's request.

1. Basic Service

Arcstar Universal One Service consists of Core Network, Access Line, CPE Service, and Optional Service. The Basic Service may have difference depending on the country, area, and network configuration.

1-1. Service Types and Access Line Types

1) Company provides the following Arcstar Universal One Service Types.

Service Types	Description
VPN Type	Other than Internet Type.
Internet Type	The Type which is an internet access with managed CPE services.
Remarks 1 Internet Type shall be ordered with CPE Service which shall be Managed CPE Option #1 or Managed CPE Option #2. 2 Access Line of VPN Type and Access Line of Internet Type shall not belong to the same VPN Group.	

2) Company provides the following Arcstar Universal One Service Access Line Types (VPN Type).

Access Line Types	Description
Dedicated Access	Dedicated Access is an access line of which the bandwidth is not shared among users.
Dedicated Internet Access	Dedicated Internet Access is an access line which goes through Internet and the last one-mile access is not shared among users.
Broadband Internet Access	Broadband Internet Access is an access line which goes through Internet and the last one-mile access is broadband access (access line shared among users).
Remarks 1 The Following Dedicated Access Types are available.	

(1) Network Layer Service Types

Network Layer Service Types	Description
MPLS	The service which uses Multi-Protocol Label Switching technology to enable IP data networking.
Ethernet	The service which uses Virtual Private LAN Service technology or other technologies to provide point-to-point routing and allows Customer to both retain control of routing and architectural and topology changes.

(2) Separate accommodation Types

Separate accommodation Types	Description
Separate Accommodation Pattern 1	Separately accommodating circuits to different node equipments located at the same Point of Presence (POP) location designated by Company.
Separate Accommodation Pattern 2	Separately accommodating circuits to node equipment located at different Point of Presence (POP) locations designated by Company.
Remarks Company may change to accommodate a circuit to a different VPN Port and/or different node equipment. In such case, Company may change the accommodation Type subject to the new accommodation condition.	

2 The following Network Connection Types are available for Dedicated Internet Access Service and Broadband Internet Access Service.

Network Connection Types	Description
MPLS Type	Other than DMVPN Type.
DMVPN Type	Network connection where circuits can be interconnected without passing through Universal One Network.
Remarks 1 Universal One Group Representative shall request by a service order form if connection to Universal One Network shall be restricted for DMVPN Type. 2 DMVPN Type shall be ordered with CPE Service which shall be Managed CPE Option #1 or Managed CPE Option #2.	

3 For Broadband Internet Access, two (2) types of internet access services are available.

- (1) internet access service provided by Company
(2) internet access service (IPsec only) prepared by Customer

3) Company provides the following Arcstar Universal One Service Access Line Types (Internet Type).

Access Line Types	Description				
Dedicated Internet Access	Dedicated Internet Access is an access line which goes through Internet and the last one-mile access is not shared among users.				
Broadband Internet Access	Broadband Internet Access is an access line which goes through Internet and the last one-mile access is broadband access (access line shared among users).				
Remarks 1 The following Network Connection Type is available for Dedicated Internet Access Service and Broadband Internet Access Service.					
<table><tr><th>Network Connection Type</th><th>Description</th></tr><tr><td>Internet Services</td><td>The separated internet access lines with managed CPE services.</td></tr></table>		Network Connection Type	Description	Internet Services	The separated internet access lines with managed CPE services.
Network Connection Type	Description				
Internet Services	The separated internet access lines with managed CPE services.				

4) Depending on the country or area, available Access Line Types, bandwidth and/or type of interface, the available Optional Service, etc., shall be designated by Company.

5) Depending on the country or area, the provisioning of Access Line may be terminated or may be changed by other telecommunications carriers. In that case, the charges incurred for migrating to an alternative Access Line or any other charges due to the termination or change of Access Line, shall be borne by the Customer.

1-2. CPE Service (Universal One Terminal)

CPE Service (Universal One Terminal) provides the design, installation, selling, Rental, off-site maintenance and/or on-site maintenance of the network-connected equipment located in customer's or equivalent site. CPE service is only available for VPN Type (except Ethernet Type of Dedicated Access) and Internet Type.

- 1) This service provides the following CPE connected with Network Service.
 - Universal One Terminal Type 1 (available only in Japan and only for Broadband Internet Access)
 - Universal One Terminal Type 3
- 2) CPE service is composed of the following menus.
 - A) CPE Arrangement Type
 - A. Selling
 - B. Rental
 - C. Customer-Provided

※Company ended Selling on Feb/4th/2023, with the exception of Selling on a valid quotation made by Company on or before Feb/3rd/2023.
 - B) CPE Management Type

Type	Description
Managed CPE Option #1	Fully managed by Company.
Managed CPE Option #2	Fully managed by Company and Customer may check the status of CPE subject to the permission given by Company.
Unmanaged CPE Option #1	Customer holds the final authority for CPE and Company may check the status of CPE in order for monitoring and operation subject to the condition designated by Company.
Unmanaged CPE Option #2	Customer holds the final authority for CPE and Company offers only ping monitoring.
Conditions <ol style="list-style-type: none">1 In case of Dedicated Internet Access and Broadband Internet Access, Customer shall apply Managed CPE Option #1 or Managed CPE Option #2.2 In case of Business Grade and using Dedicated Internet Access or Broadband Internet Access as a backup circuit, Customer shall apply Managed CPE Option #1 or Managed CPE Option #2 for CPE Management Type of main circuit.3 In case that CPE Arrangement Type is Selling or Rental, the CPE Management Type shall be Managed CPE Option#1 or Managed CPE Option#2.	

- 3) CPE Service only provides the equipment which is designated its hardware model (hereinafter referred to as "Hardware" in this section), hardware configuration, software, and settings by Company (hereinafter referred to as "CPE Configuration").
 - 4) Company sets the criteria of CPE Configuration (the criteria of Hardware, hardware configuration, software, and settings, etc., hereinafter referred to as "CPE Standard").
 - 5) In the event that the current CPE Standard has influence on provision of CPE Service, Company will change the current CPE Standard to new CPE Standard.
 - 6) In case of changing the current CPE Standard, Company will provide a prior notice, except for an immediate or unavoidable case.
 - 7) If the CPE Configuration does not meet the CPE Standard (In case that changing the
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current CPE Standard has occurred, the new CPE Standard overwrites it.), Customer shall comply with the following conditions, depending on the CPE Management Type:

- A) In case of Managed CPE
 - A. Company will change the CPE Configuration to meet the CPE Standard.
In this case, Company may request remote hands support ,etc. to Customer.
 - B. Company shall not be liable for any damage or detriment of the Customer or the Third Parties arising from such changes, except of gross negligence.
- B) In case of Unmanaged CPE
 - A. If the CPE Configuration does not meet the CPE Standard, Customer will have to change the CPE Configuration to meet the CPE Standard.

- 8) If Customer requests Company to change the CPE Configuration which is already meet the CPE Standard subject to 4) or 5), Company will change the CPE Configuration for a fee only if the CPE Management Type is Managed CPE. In this case, Customer shall be liable to pay for that change.
- 9) In case of 7), if Customer disagrees to make such changes on the CPE Configuration, such CPE Service would no longer be supported, monitored, and may be terminated by Company.
- 10) In the case referred to in the preceding paragraph, Company shall not be liable for any damage or detriment, etc. of the Customer or Third Parties arising from the failure to change the configuration, etc., or any damage or detriment of the Customer or Third Parties arising from the measures taken by Company.
- 11) Even in the case of 9) or 10), Customer shall be liable for the Arcstar Universal One Service including CPE Service, until the contract of the CPE Service or the Arcstar Universal One Service is terminated.
In this case, if the CPE Service or the Arcstar Universal One Service is within the minimum usage period, the termination fee of minimum usage period shall be complied with applicable Agreement.
- 12) Even though CPE Configuration partly or fully falls under the manufacturer's EoL (End of Life: This refers to the end of support for the manufacturer's Hardware or software, etc. published officially by the manufacturer. Hereinafter referred to as "Manufacturer EoL") or manufacturer's partial end of support after manufacturer's EoS (End of Sales: This refers to the end of sales for the manufacturer's Hardware or software, etc. published officially by the manufacturer. Hereinafter referred to as "Manufacturer EoS") before the Manufacturer EoL (including Manufacturer EoL, hereinafter referred to as "Manufacturer EoL or Manufacturer's Partial End of Support"), the CPE Management Type is Selling or Rental, affiliated maintenance provider is possible to maintain the CPE Configuration, and Customer use the CPE Configuration continuously after the Manufacturer EoL or Manufacturer's Partial End of Support, then Company will continue to provide the CPE Configuration maintenance on the condition that Customer will be deemed to have agreed to the following conditions.
 - A) Company shall be able to terminate the part or all of CPE Configuration maintenance which partly or fully falls under Manufacturer EoL or Manufacturer's Partial End of Support due to changes in the policies of the affiliated maintenance provider or Company.
 - B) Company may terminate to provide or maintain the part or all of CPE Configuration which partly or fully falls under Manufacturer EoL or Manufacturer's Partial End of Support.
 - C) If the Hardware of the CPE Configuration falls under Manufacturer EoL, the relocation or modifying bandwidth of the Access Line or Hardware will be disapproved by Company.
 - D) Company will disapprove to modify the version of the software if the Hardware falls under Manufacturer EoL.
 - E) Company will make no modification of CPE Configuration, such as an addition or modification of cards or boards, etc., or the provision of additional license services, etc. except some settings, when the CPE Configuration partly or fully falls under Manufacturer EoL or Manufacturer's Partial End of Support.
 - F) In the case where the CPE Configuration partly or fully falls under Manufacturer EoL

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- or Manufacturer's Partial End of Support and if failure occurs in the configuration modification of that CPE, Company may return to the pre-modification settings and cancel that modification.
- G) If (i) the Hardware Manufacturer EoL, (ii) a failure occurs upon the CPE Configuration, and (iii) a failure is assumed to have occurred because of Hardware fault, Company will perform a replacement of the Hardware in cooperation with the affiliated maintenance provider.
However, the replacement may not solve the problem or the replacement itself may not be able to be performed by the affiliated maintenance provider.
- H) Company may not be able to resolve problems such as bugs or vulnerabilities in software in the case where the CPE Configuration partly or fully falls under Manufacturer EoL or Manufacturer's Partial End of Support.
- I) If the CPE Configuration provided by the telecommunications carrier providing the Access Line Service partly or fully falls under Manufacturer EoL or Manufacturer's Partial End of Support, Customer may not use the part or all of the CPE Configuration continuously.
- J) In the case where the CPE Configuration partly or fully falls under Manufacturer EoL or Manufacturer's Partial End of Support, Company may unavoidably decide that maintenance work cannot be performed depending on the condition of the CPE Configuration,
- K) If the software of the CPE Configuration falls under Manufacturer EoL, Customer may not apply for some optional services related to the software.
- L) Company shall not be liable for any malfunction of the CPE Configuration which partly or fully falls under Manufacturer EoL or Manufacturer's Partial End of Support to the Customer or third parties, as well as damage or detriment, etc. arising from the malfunction, and any damage or detriment caused by the measures taken by Company.
- M) If the CPE Configuration which partly or fully falls under Manufacturer EoL or Manufacturer's Partial End of Support experiences a failure and cannot be recovered and even if the Universal One Service is not be able to be used, the Customer is required to pay for the Universal One Service including the CPE Service until the contract for the CPE Service is terminated (If the Access Line contract for the CPE Service is within the minimum usage period, the minimum usage period shall not expire.).
In addition, in the event of termination of the CPE Service or Universal One Service within the minimum usage period, the Customer shall comply with the applicable Service Order Form, this Service Description, the applicable Terms and Conditions and applicable MSA.
- 13) Hardware (limited to the CPE Management Type Customer-Provided) falls under Manufacturer EoL, Customer cannot use that Hardware.
In this case, if Company becomes aware the Customer is continuously using that Hardware, Company may not manage and monitor the CPE Configuration or may terminate the CPE Service.
- A) Company shall be able to terminate the part of maintenance of CPE Configuration which falls under Manufacturer EoL or Manufacturer's Partial End of Support due to changes in the policies of Company.
- B) Company may terminate the provision and maintenance of some option services related to the CPE Configuration which falls under Manufacturer EoL or Manufacturer's Partial End of Support.
- C) In the case where the CPE Configuration partly falls under the Manufacturer EoL or Manufacturer's Partial End of Support, and if a failure occurs configuration modification of that CPE, Company may return to the pre-modification settings and cancel that modification.
- D) Company may not be able to modify the CPE Configuration if the CPE Configuration partly falls under the Manufacturer EoL or Manufacturer's Partial End of Support.
- E) Even if the CPE management type is Managed CPE, Company may not be able to resolve problems such as bugs or vulnerabilities in software in the case where the CPE Configuration partly falls under Manufacturer EoL or Manufacturer's Partial End of Support.
- F) In the case where the CPE Configuration partly falls under Manufacturer EoL or Manufacturer's Partial End of Support, Company may unavoidably decide that
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- maintenance work cannot be performed depending on the condition of the CPE Configuration.
- G) If the software of the CPE Configuration falls under the Manufacturer EoL, Customer may not apply for some optional services related to the software.
 - H) Company shall not be liable for any malfunction of the CPE Configuration which partly falls under Manufacture EoL or Manufacturer's Partial End of Support to the Customer or third parties, as well as damage or detriment, etc. arising from the malfunction, and any damage or detriment caused by the measures taken by Company.
 - I) If the CPE Configuration which partly falls under Manufacture EoL or Manufacturer's Partial End of Support experiences a failure and cannot be recovered and even if the Universal One Service is not be able to be used, the subscriber is required to pay for the Universal One Service including the CPE Service until the contract for the CPE Service is terminated (If the Access Line contract for the CPE Service is within the minimum usage period, the minimum usage period shall not expire.).
In addition, in the event of termination, etc. of the CPE Service or Universal One Service within the minimum usage period, the Customer shall comply with the applicable Service Order Form, this Service Description, the applicable Terms and Conditions and applicable MSA.
- 14) Remote configuration change works and remote maintenance of CPE are provided via WAN circuit(s) as follows:
- A) Company may require Customer to do the remote hand work (including turning CPE on or off, or plugging or unplugging cables, etc.) or the confirmation (checking status of lamps related to CPE.) during remote configuration change works or remote maintenance by Company.
 - B) Company does not provide any modification (the modification to CPE that has no redundant configuration and can only be connected through a single circuit, or the modification that has a high possibility of stopping CPE.) which has a high possibility for making communications via WAN circuit(s) unavailable, except in case that Customer do the remote hand work or the confirmation.
 - C) In case that doing the remote hand work or the confirmation is required for Customer, Company shall not be liable for any damage or detriment to Customer and Third party arising from Customer's omission of doing the remote hand work or the confirmation.
- 15) In case of receiving the termination order of the Rental CPE, Company shall remove the CPE within 60 days from the Requested Date of Termination specified in the Service Order Form.
- 16) In case of not completing the removal of the CPE within 60 days, which is not attributable to Company, the CPE shall be deemed to have lost and Company may charge the amounts. In this case, Customer shall be liable for the charges.

1-3. Service Grade

Service Grades of the VPN Type (excluding DMVPN Type) are listed in the following table:

Grade	Description
Premium Grade	Including the elements below: 1) Both main and backup circuit (including act/act policy) 2) Both circuits are Dedicated Access 3) Separate Accommodation Pattern 1 or Separate Accommodation Pattern 2
Business Grade	Including the elements below (except in the case of Premium Grade) : 1) Both main and backup circuit (including act/act policy) 2) Main circuit is Dedicated Access
Standard Grade	Single Circuit and Dedicated Access
Light Grade	Single Circuit and Dedicated Internet Access or Broadband Internet Access

2. Optional Service

Available Optional Service may differ depending on the country, area or network configuration. Other condition not indicated in this Service Description for Optional Service shall be

designated by Company.

2-1. Priority Control Service

Priority Control Service is the service that transfers the IP Packet or Ethernet Frame according to the priority given per IP Packet or Ethernet Frame by the customer. The following classes are offered. Packet or Frame is forwarded with priority based on ToS / CoS bit designated by customer.

2-2. Jumbo Frame [MPLS/Ethernet]

This service enables to forward Ethernet Frame with the larger size than standard Ethernet Frame size. Maximum Ethernet Frame size shall be designated by Company.

2-3. Multi VRF [MPLS]

This service enables use of multiple VPNs sharing the same facility by setting up multiple VPNs on one physical access line and CPE.

2-4. IPV4/V6 Dual Stack [MPLS]

This service is the service that enables the IPV4/V6 dual stack communication among sites.

2-5. Multicast [MPLS]

- 1) Multicast for MPLS is a service that provides IP multicast function that can duplicate packets from L3 VPN users within the IP-VPN network and broadcast them to multiple locations.
- 2) Broadcast, unknown unicast and/or multicast traffic which exceeds 10% of contracted BW or maximum 10Mbps may be filtered within the backbone.

2-6. Multicast [Ethernet]

- 1) Broadcast, unknown unicast and/or multicast traffic which exceeds 10% of contracted BW or maximum 10Mbps may be filtered within the backbone.

2-7. Traffic Report (COS Performance)

- 1) This service provides the following data on Customer Portal: Port usage, transmission delay time, data transmission rate, jitter, In/Egress QoS, Transmission delay time between routers, data transmission rate between routers, jitter between CPEs, CE router performance (CPU, memory, buffer use rate, interface use rate, and CRC error rate) and inventories.
- 2) Customer cannot use this service in case of using below.
 - Service Type of Arcstar Universal One is VPN Type, and Network Connection Type is DMVPN Type.

2-8. Traffic Report (Netflow)

- 1) This service provides the web-based analysis reports of network traffic on Customer Portal by activating the Netflow function on the CPE of the Universal One Service.
- 2) The full amount of the monthly charge is billed to the Customer even if the service is not provided for the full month.

2-9. deleted

2-10. Business Portal

- 1) This service is provided by NTT Communications Corporation. Through the "NTT Communications Business Portal", the Universal One Group Representative enables to browse and control the Customers' information whose circuit belongs to the VPN group and entry simple work of configuration change (Soft MAC).
- 2) The contract of "NTT Communications Business Portal" shall be made and entered into by Customer and NTT Communications Corporation based on "Customer Portal Terms and Conditions" of NTT Communications Corporation. Terms and conditions shall be provided in the Customer Portal Terms and Conditions other than the provisions of this Service

Description.

- 3) In case Customer other than the Universal One Group Representative belongs to the VPN group, Company may restrict the functions allowed to Customer (including the Universal One Group Representative), e.g. object of browsing and control.
- 4) Related to the preceding paragraph, Customer other than the Universal One Group Representative shall consent to the rights of the Universal One Group Representative to make changes and/or configuration to their own circuits.

2-11. Value-Added Services ("VAS")

1) General Rules

A) VAS consists of the services listed below.

Services	Contents
Cloud-Based Network Services	Cloud-based services are provided by NFV (Network Function Virtualization) platform.
On-Premise Service	On-Premise service is provided by hardware appliance devices installed at the Customer sites.

B) Conditions for Orders

- a) Only Universal One Group Representative can apply for VAS.
- b) Universal One Group Representative who has applied this service (limited to Cloud-Based Network Services) can apply the service listed in the 2) A) in accordance with the method specified by Company.

In this case, Universal One Group Representative should specify the circuit which utilizes the service ("**Circuit**") with the prior consent of the Customer concerning the Circuit.

C) Conditions for Billing

Unless otherwise provisioned in Section 2-10, the charge of On-Premise Service shall be added to the charge of Universal One Service of each Circuit. Charge of Cloud-Based Network Services shall be added to the charge of Universal One Service of each Circuit specified by Universal One Group Representative.

2) Cloud-Based Network Services

A) Conditions for Cloud-Based Network Services.

a) Cloud-Based Network Services consists of the services listed below.

Services		Contents
Application Acceleration Service (CBAAS)	Not Hybrid Type	This service enables application to accelerate between Access Points.
	Hybrid Type	This service enables application to accelerate between CPE and Access Point.
IPSEC VPN Gateway (CBIPSEC)		This service enables a secure remote access through the Internet to Customer's MPLS by using IP security protocol.
SSL VPN (CBSSL)		This service enables a secure remote access through the internet to Customer's MPLS by using SSL/TLS protocol.
Secure Web Gateway (CBSWG)		This service enables a secure and effective Internet access through the access point from Customer's MPLS.

b) Cloud-Based Network Services provides the following types of contract term. Customer can upgrade the Type listed below and the Items of each Cloud-Based Network Service specified in 2) B) through 2) E).

Type	Contents
Not Annual Contract (Pay per use)	Contract term shall be monthly, daily or hourly. (Contract term of CBSSL shall be monthly.)
Annual Contract	Contract term shall be annual and Minimum Usage Period shall be 1 year, 2 years or 3 years based on

	the order.
<p>Conditions</p> <p>1 Conditions for "Annual Contract"</p> <p>i) If Customer terminates the service within the Minimum Usage Period, Customer is required to pay in lump-sum the amount equivalent to the charge corresponding to the remaining period.</p> <p>ii) At the end of the Minimum Usage Period, the Service shall be automatically renewed by the consecutive one (1) year period ("Renewal Term") in spite of the original service term rate, and the preceding condition i) will be also applied during the Renewal Term.</p> <p>iii) The Minimum Usage Period shall be starting from the commencement date of providing the Services specified in 2) A) (including the additional function of these Services), the date of up-grading, and the date of renewal.</p> <p>2 Conditions for "Not Annual Contract"</p> <p>i) Customer shall pay the charges corresponding to the contract term in a lump in case of commencement, renewal or change of the contract term or Items unless otherwise provided from the provision of 2) B) to the provision of 2) E).</p> <p>ii) Each Service Order shall be automatically renewed by 1 month, 1 day or 1 hour in accordance of the order until Customer orders the termination of the service.</p>	

- c) Charges for Cloud-Based Network Services shall be posted within "NTT Communications Business Portal". These Charges may be modified by Company from time to time unless otherwise agreed between Customer and Company.
- d) Company shall calculate the date and time relating to Cloud-Based Network Services based on Coordinated Universal Time.
- e) Cloud-Based Network Services specified in 2) B) through 2) E) shall be designed or configured by Customer.

B) Application Acceleration Service ("CBAAS")

Company applies the Charges of CBAAS as listed below.

Items	Contents																						
CBAAS Network Charge	Company will apply to each Circuit.																						
<p>Conditions</p> <p>1 Items relating to this service are listed in the following table.</p> <table> <tr> <th>Items</th><th>Contents</th></tr> <tr> <td>2Mb/s</td><td>Acceleration up to 2Mbit/s bandwidth</td></tr> <tr> <td>5Mb/s</td><td>Acceleration up to 5Mbit/s bandwidth</td></tr> <tr> <td>10Mb/s</td><td>Acceleration up to 10Mbit/s bandwidth</td></tr> <tr> <td>20Mb/s</td><td>Acceleration up to 20Mbit/s bandwidth</td></tr> <tr> <td>30Mb/s</td><td>Acceleration up to 30Mbit/s bandwidth</td></tr> <tr> <td>50Mb/s</td><td>Acceleration up to 50Mbit/s bandwidth</td></tr> <tr> <td>100Mb/s</td><td>Acceleration up to 100Mbit/s bandwidth</td></tr> <tr> <td>150Mb/s</td><td>Acceleration up to 150Mbit/s bandwidth</td></tr> <tr> <td>200Mb/s</td><td>Acceleration up to 200Mbit/s bandwidth</td></tr> <tr> <td>500Mb/s</td><td>Acceleration up to 500Mbit/s bandwidth</td></tr> </table> <p>2 Company shall apply the minimum Item corresponded to the bandwidth of Circuit. Provided, however, (a) bandwidth is over 500Mbps, Item of 500Mb/s shall be applied (b) the Item shall remain regardless of the down-grading of the bandwidth of Circuit. Ex.) 2Mbps Bandwidth: Item shall be 2Mb/s, 6Mbps Bandwidth: Item shall be 10Mb/s 25Mbps Bandwidth: Item shall be 30Mb/s, 300Mbps Bandwidth: Item shall be 500Mb/s 700Mbps Bandwidth: Item shall be 500Mb/s</p> <p>3 SLA of transmission delay time, data transmission rate and jitter are not applied between Circuits unless otherwise agreed to SLA of Arcstar Universal One Service.</p> <p>4 Conditions of Hybrid Type are as followings.</p>		Items	Contents	2Mb/s	Acceleration up to 2Mbit/s bandwidth	5Mb/s	Acceleration up to 5Mbit/s bandwidth	10Mb/s	Acceleration up to 10Mbit/s bandwidth	20Mb/s	Acceleration up to 20Mbit/s bandwidth	30Mb/s	Acceleration up to 30Mbit/s bandwidth	50Mb/s	Acceleration up to 50Mbit/s bandwidth	100Mb/s	Acceleration up to 100Mbit/s bandwidth	150Mb/s	Acceleration up to 150Mbit/s bandwidth	200Mb/s	Acceleration up to 200Mbit/s bandwidth	500Mb/s	Acceleration up to 500Mbit/s bandwidth
Items	Contents																						
2Mb/s	Acceleration up to 2Mbit/s bandwidth																						
5Mb/s	Acceleration up to 5Mbit/s bandwidth																						
10Mb/s	Acceleration up to 10Mbit/s bandwidth																						
20Mb/s	Acceleration up to 20Mbit/s bandwidth																						
30Mb/s	Acceleration up to 30Mbit/s bandwidth																						
50Mb/s	Acceleration up to 50Mbit/s bandwidth																						
100Mb/s	Acceleration up to 100Mbit/s bandwidth																						
150Mb/s	Acceleration up to 150Mbit/s bandwidth																						
200Mb/s	Acceleration up to 200Mbit/s bandwidth																						
500Mb/s	Acceleration up to 500Mbit/s bandwidth																						

- (1) CPE service specified by Company (hereinafter referred to as "Specified CPE") shall be provided for Hybrid Type.
 - (2) Hybrid Type enables application to accelerate between Specified CPE and Access Points of opposite Circuit.
 - (3) Type of contract term shall be Annual Contract.
 - (4) Items shall be 2Mb/s, 5Mb/s, 10Mb/s, 20Mb/s or 50Mb/s.
 - (5) Type of Specified CPE shall be "Selling" and "Managed CPE".
 - (6) In addition to the condition of the preceding 2 Items, the conditions applicable to the CPE Service shall apply mutatis mutandis to Specified CPE.
- 5 Company shall not apply the Charges of CBAAS for the specified period ("Specified Period") in case of ordering this service for the first time for each Circuit in accordance with the method specified by Company. In that case, the type of contract term shall be "Not Annual Contract", and the Specified Period shall be starting from the commencement date of the order above.
- 6 Notwithstanding the provision of the preceding paragraph, Company may apply the Charges of CBAAS for the Specified Period, provided that Customer's use of this service is determined by Company, in its sole but reasonable discretion, to be (i) resulting in a degradation of any Service, or (ii) otherwise damaging or likely to damage the rights or property of Company, until such time as such violation, degradation, or damage has been remedied.
- 7 Company shall apply the Charges of CBAAS on and after:
- (1) the next day of expiration of Specified Period; or
 - (2) the day when Customer upgrades the type of contract term of this service from "Not Annual Contract" to "Annual Contract" during the Specified Period.
- 8 Company shall calculate the Specified Period as below.
- (1) If the first day of the Specified Period is at the beginning of a month, the expiration date of the Specified Period shall be at the end of the same month; one (1) month
 - (2) If the first day of the Specified Period is not at the beginning of a month, the expiration date of the Specified Period shall be the day before the corresponding day of the next month (If there is no corresponding day in the next month, the expiration date shall be at the end of the next month.) ; one (1) month

C) IPSEC VPN Gateway ("CBIPSEC")

Company applies the Charges of CBIPSEC as listed below.

Items	Contents
CBIPSEC Network Charge	Company will apply to each Connecting Circuit
Conditions	
1 Company will apply CBIPSEC Network Charge to each circuit which is connecting with IPSEC VPN Gateway (" Connecting Circuit ").	
2 Items relating to this service are listed in the following table.	
Items	Contents
2Mb/s	Capable of up to 2Mbit/s bandwidth
5Mb/s	Capable of up to 5Mbit/s bandwidth
10Mb/s	Capable of up to 10Mbit/s bandwidth
20Mb/s	Capable of up to 20Mbit/s bandwidth
30Mb/s	Capable of up to 30Mbit/s bandwidth
40Mb/s	Capable of up to 40Mbit/s bandwidth
50Mb/s	Capable of up to 50Mbit/s bandwidth
100Mb/s	Capable of up to 100Mbit/s bandwidth
3 Notwithstanding the provision of the preceding paragraph, in case the bandwidth of Connecting Circuit exceeds 2Mbps Company shall apply the additional charge based on the bandwidth of uplink or downlink, which is wider in accordance with the special agreement.	
4 Concerning the provision of the preceding paragraph, Bandwidth of Connecting Circuit is measured as below.	
(1) Collect all the data samples for a period of time.	
(2) Sort the data by value from highest to lowest and discard the highest 5% of the	

- sorted samples.
- (3) The next highest sample is the 95th percentile value for the data set.
- 5 Company shall not apply the Charges of CBIPSEC for the specified period ("Specified Period") in case of ordering this service for the first time for each VPN group in accordance with the method specified by Company. In that case, the type of contract term shall be "Not Annual Contract", and the Specified Period shall be starting from the commencement date of the order above.
- 6 Notwithstanding the provision of the preceding paragraph, Company may apply the Charges of CBIPSEC for the Specified Period, provided that Customer's use of this service is determined by Company, in its sole but reasonable discretion, to be (i) resulting in a degradation of any Service, or (ii) otherwise damaging or likely to damage the rights or property of Company, until such time as such violation, degradation, or damage has been remedied.
- 7 Company shall apply the Charges of CBIPSEC on and after:
- (1) the next day of expiration of Specified Period; or
 - (2) the day when Customer upgrades the type of contract term of this service from "Not Annual Contract" to "Annual Contract" during the Specified Period. (Company shall apply the Charges only for the one of Connecting Circuit that Customer upgrades the type of contract term.)
- 8 Company shall calculate the Specified Period as below.
- (1) If the first day of the Specified Period is at the beginning of a month, the expiration date of the Specified Period shall be at the end of the same month; one (1) month
 - (2) If the first day of the Specified Period is not at the beginning of a month, the expiration date of the Specified Period shall be the day before the corresponding day of the next month (If there is no corresponding day in the next month, the expiration date shall be at the end of the next month.) ; one (1) month

D) SSL VPN ("CBSSL")

Company applies the Charges of CBSSL as listed below.

Items		Contents
CBSSL Network Charge		Company will apply to each Gateway
CBSSL Per User Charge		Company will apply to each ID
CBSSL Option Charge	CBSSL Per Host Checker Policy Charge	Company will apply to each ID
	CBSSL ZTNA(Basic) Charge	Company will apply to each ID
	CBSSL ZTNA(Premium) Charge	Company will apply to each ID

Conditions

- 1 Customer can increase the amount of IDs according to the CBSSL Per User.
- 2 Company provides CBSSL Options as listed below.
 - (i) CBSSL Per Host Checker Policy: This option enables to connect the checked Host (passed Host against checks) to the CBSSL Gateway, using an endpoint status check, such as version of security software, or MAC address, etc.
 - (ii) CBSSL ZTNA(Basic): This option enables to check ID/PWD Authentication on the external IdP Server.
 - (iii) CBSSL ZTNA(Premium): This option provides additional security functions to ZTNA(Basic), such as behavior check prevention from TOR access, etc.
- 3 Customer will use CBSSL Options, with prior consent of not defending security risks perfectly.
- 4 Two (2) types of Gateways are available for CBSSL.
 - (i) Gateway for primary use ("Primary Gateway")
 - (ii) Gateway for backup use ("Backup Gateway")
- 5 Ordering only one (1) Primary Gateway in one (1) VPN Group enable Customer to order one (1) Backup Gateway simultaneously in the same VPN Group.
- 6 The Charge of Backup Gateway shall be included in the CBSSL Network Charge of Primary Gateway.

- 7 Customer ordering the Backup Gateway shall be deemed to have agreed to the following conditions.
- (1) The Backup Gateway is only available automatically after the unavailability of the Primary Gateway.
 - (2) Company shall, at its discretion, decide the location of the Access Point of the Backup Gateway.
 - (3) Company shall apply the Types and Items to the Backup Gateway, those of which are equal to the Primary Gateway, without guarantee of the number of simultaneous connections
 - (4) The use of Gateway shall not migrate from primary use to backup use and vice versa.
 - (5) In the event that Customer terminates the Primary Gateway in the VPN Group which also has the Backup Gateway, the Backup Gateway shall be terminated simultaneously.
- 8 Company shall not apply the Charges of CBSSL for the specified period ("Specified Period") in case of ordering this service for the first time for each VPN group in accordance with the method specified by Company. In that case, the type of contract term shall be "Not Annual Contract", and the Specified Period shall be starting from the commencement date of the order above.
- 9 Notwithstanding the provision of the preceding paragraph, Company may apply the Charges of CBSSL for the Specified Period, provided that Customer's use of this service is determined by Company, in its sole but reasonable discretion, to be (i) resulting in a degradation of any Service, or (ii) otherwise damaging or likely to damage the rights or property of Company, until such time as such violation, degradation, or damage has been remedied.
- 10 Company shall apply the Charges of CBSSL on and after:
- (1) the next day of expiration of Specified Period; or
 - (2) the day when Customer upgrades the type of contract term of this service from "Not Annual Contract" to "Annual Contract" during the Specified Period. (Company shall apply the Charges only for the one of Gateway or ID that Customer upgrades the type of contract term.)
- 11 Company shall calculate the Specified Period as below.
- (1) If the first day of the Specified Period is at the beginning of a month, the expiration date of the Specified Period shall be at the end of the same month; one (1) month
 - (2) If the first day of the Specified Period is not at the beginning of a month, the expiration date of the Specified Period shall be the day before the corresponding day of the next month (If there is no corresponding day in the next month, the expiration date shall be at the end of the next month.) ; one (1) month

E) Secure Web Gateway ("CBSWG")

a) Charges

Company applies the Charges of CBSWG as listed below.

Items		Contents
CBSWG Network Charge	Primary Use	Company will apply to each Gateway
	Backup Use	Company will apply to each Gateway
CBSWG Per Site		Company will apply to each Site
Option Charge	IPS	Company will apply to each Gateway
	URL Filtering	Company will apply to each Gateway
	DLP	Company will apply to each Gateway
	Sandbox	Company will apply to each Gateway
	DNS Security	Company will apply to each Gateway

Conditions

- 1 Items relating to CBSWG Network Charge are listed in the following table.

Items	Contents
5Mb/s	Internet Access up to 5Mbit/s bandwidth
10Mb/s	Internet Access up to 10Mbit/s bandwidth
20Mb/s	Internet Access up to 20Mbit/s bandwidth
50Mb/s	Internet Access up to 50Mbit/s bandwidth
100Mb/s	Internet Access up to 100Mbit/s bandwidth
150Mb/s	Internet Access up to 150Mbit/s bandwidth
200Mb/s	Internet Access up to 200Mbit/s bandwidth

- 2 Items relating to CBSWG Network Charge are listed in the following table, which Customer can order until the date of June 30th 2017.

Items	Contents
Type XL	Internet Access up to 100Mbit/s bandwidth
Type L	Internet Access up to 50Mbit/s bandwidth
Type M	Internet Access up to 10Mbit/s bandwidth
Type S	Internet Access up to 2Mbit/s bandwidth
Conditions (1) Company shall not accept the new orders about these Items after the date of June 30th 2017. (2) Unless otherwise specified as conditions (1), Customer can only upgrade the Items from condition 2 to condition 1 (3) Unless otherwise specified as conditions (1), Customer can order Options with these Items.	

- 3 Company provides CBSIG Options as listed below.
- (i) CBSIG IPS: This option enables to detect unauthorized accesses, etc. from the outside of network, prevent those accesses automatically, and notify the administrator of those events.
 - (ii) CBSIG URL Filtering: This option enables to set accessibility to specific URLs.
 - (iii) CBSIG DLP: This option enables to prevent the transmission of personal information (and other identifiable information)
 - (iv) CBSIG Sandbox: This option enables to isolate and check the suspicious files whether having a malware infection, etc. or not.
 - (v) CBSIG DNS Security: This option enables to block DNS communication when DNS send queries to suspicious servers, such as C&C servers.
- 4 Customer will use CBSIG Options with prior consent of not defending security risks perfectly.
- 5 Two (2) types of Gateways are available for CBSWG.
- (i) Gateway for primary use ("Primary Gateway")
 - (ii) Gateway for backup use ("Backup Gateway") in one (1) CBSWG Region (which is specified separately by Company) in a VPN Group
- 6 No less than one (1) Primary Gateway in one (1) CBSWG Region (which is specified separately by Company) in a VPN Group enable Customer to order one (1) Backup Gateway in the same CBSWG Region.
- 7 Customer ordering the Backup Gateway shall be deemed to have agreed to the following conditions.
- (1) The Backup Gateway is only available automatically after the unavailability of all the Primary Gateways.
 - (2) Customer can order the Contract Term or configuration of the Backup Gateway without influence of the Primary Gateway in the same CBSWG Region.
 - (3) Customer can decide the location of the Access Point of the Backup Gateway except for the ones of the Primary Gateway in the same CBSWG Region.
 - (4) The use of Gateway shall not migrate from main use to backup use and vice versa.
 - (5) In case of terminating all the Primary Gateways in the one (1) CBSWG Region, the Backup Gateway in the same CBSWG Region is also terminated automatically. In this case, Customer shall be liable to pay the rest of the Charge during the Initial Order Term of Backup Gateway provided by Annual Contract type.
- 8 Company shall not apply the Charges of CBSWG for the specified period ("Specified Period") in case of ordering this service for the first time for each VPN group in accordance with the method specified by Company. In that case, the type of contract term shall be "Not Annual Contract", and the Specified Period shall be starting from the commencement date of the order above.
- 9 Notwithstanding the provision of the preceding paragraph, Company may apply the Charges of CBSWG for the Specified Period, provided that Customer's use of this service is determined by Company, in its sole but reasonable discretion, to be (i) resulting in a degradation of any Service, or (ii) otherwise damaging or likely to damage the rights or property of Company, until such time as such violation, degradation, or damage has been remedied.
- 10 Company shall apply the Charges of CBSWG on and after:
- (1) the next day of expiration of Specified Period; or
 - (2) the day when Customer upgrades the type of contract term of this service from "Not Annual Contract" to "Annual Contract" during the Specified Period. (Company shall apply the Charges only for the one of Gateway, Site, IPS, URL Filtering, DLP,

- Sandbox, or DNS Security that Customer upgrades the type of contract term.)
- 11 Company shall calculate the Specified Period as below.
- (1) If the first day of the Specified Period is at the beginning of a month, the expiration date of the Specified Period shall be at the end of the same month; one (1) month
- (2) If the first day of the Specified Period is not at the beginning of a month, the expiration date of the Specified Period shall be the day before the corresponding day of the next month (If there is no corresponding day in the next month, the expiration date shall be at the end of the next month.); one (1) month

3) On-Premise Service

A) Conditions for On-Premise Service.

Service	Content						
Application Acceleration	This service enables an application to accelerate between hardware appliance devices to be interconnected via Circuit.						
<p>Conditions</p> <p>1 Items relating to Application Acceleration of On-Premise Service are listed below.</p> <table> <tr> <th>Items</th><th>Contents</th></tr> <tr> <td>CBSH-A</td><td>This service enables an application to accelerate between hardware appliance devices (Cloud-Based Steel Head Appliances only; hereinafter "CBSH-As") to be interconnected via circuit.</td></tr> <tr> <td colspan="2"> <p>Conditions</p> <p>1 Minimum Usage Period for CBSH-As shall be 1year or 3years.</p> <p>2 Customer cannot use the CBSH-As in case of using Light Grade of the VPN Type.</p> </td></tr> </table> <p>2 Contract is per CBSH-A. (Only for hardware appliance devices connected to Universal One Service).</p> <p>3 When terminating the service within the contract term, Customer should provide Company with the written notice 60 days prior to the requested termination date.</p>		Items	Contents	CBSH-A	This service enables an application to accelerate between hardware appliance devices (Cloud-Based Steel Head Appliances only; hereinafter "CBSH-As") to be interconnected via circuit.	<p>Conditions</p> <p>1 Minimum Usage Period for CBSH-As shall be 1year or 3years.</p> <p>2 Customer cannot use the CBSH-As in case of using Light Grade of the VPN Type.</p>	
Items	Contents						
CBSH-A	This service enables an application to accelerate between hardware appliance devices (Cloud-Based Steel Head Appliances only; hereinafter "CBSH-As") to be interconnected via circuit.						
<p>Conditions</p> <p>1 Minimum Usage Period for CBSH-As shall be 1year or 3years.</p> <p>2 Customer cannot use the CBSH-As in case of using Light Grade of the VPN Type.</p>							

2-12. Global M2M [MPLS]

- 1) This service provides the function to make the connection available between Company's function of mobile access and VPN group (including functions of global roaming and of SMS). It consists of the functions as follows.

- A) function of incoming call
B) function of mobile access

- 2) Company applies the Charges of Global M2M as listed below. Free of Charge Data Traffic may available depending on the countries/areas designated by Company.

Items	Contents						
PAYG type	Free of Charge Data Traffic is not included						
1MB bundle type	Free of Charge Data Traffic configured at 1,024 kilobytes						
5MB bundle type	Free of Charge Data Traffic configured at 5,120 kilobytes						
10MB bundle type	Free of Charge Data Traffic configured at 10,240 kilobytes						
50MB bundle type	Free of Charge Data Traffic configured at 51,200 kilobytes						
100MB bundle type	Free of Charge Data Traffic configured at 102,400 kilobytes						
1GB bundle type	Free of Charge Data Traffic configured at 1,024,000 kilobytes						
<p>Conditions</p> <p>1 Countries/Areas classified Zone 1 to Zone 6 by Company are listed below, and Free of Charge Data Traffic is applied only for the data traffic in countries/areas at Zone 1.</p> <table> <tr> <th>Classifications</th><th>Countries/Areas</th></tr> <tr> <td>Zone 1</td><td>Australia, Canada, China, France, Germany, Hong-Kong, India, Indonesia, Italy, Japan, South Korea, Malaysia, Mexico, Netherlands, Saudi Arabia, Singapore, South Africa, Spain, Taiwan, Thailand, Tunisia, Turkey, United Kingdom, USA, Vatican City, Vietnam</td></tr> <tr> <td>Zone 2</td><td>Aland Islands, Armenia, Austria, Bahrain, Belarus, Belgium, Benin, Brazil, Bulgaria, Cambodia, Chad, Colombia, Comoros,</td></tr> </table>		Classifications	Countries/Areas	Zone 1	Australia, Canada, China, France, Germany, Hong-Kong, India, Indonesia, Italy, Japan, South Korea, Malaysia, Mexico, Netherlands, Saudi Arabia, Singapore, South Africa, Spain, Taiwan, Thailand, Tunisia, Turkey, United Kingdom, USA, Vatican City, Vietnam	Zone 2	Aland Islands, Armenia, Austria, Bahrain, Belarus, Belgium, Benin, Brazil, Bulgaria, Cambodia, Chad, Colombia, Comoros,
Classifications	Countries/Areas						
Zone 1	Australia, Canada, China, France, Germany, Hong-Kong, India, Indonesia, Italy, Japan, South Korea, Malaysia, Mexico, Netherlands, Saudi Arabia, Singapore, South Africa, Spain, Taiwan, Thailand, Tunisia, Turkey, United Kingdom, USA, Vatican City, Vietnam						
Zone 2	Aland Islands, Armenia, Austria, Bahrain, Belarus, Belgium, Benin, Brazil, Bulgaria, Cambodia, Chad, Colombia, Comoros,						

	Croatia, Cyprus, Czech Republic, Denmark, Dominican Republic, Ecuador, Egypt, El Salvador, Estonia, Finland, French Guiana, Gibraltar, Greece, Guadeloupe, Guatemala, Guernsey, Honduras, Hungary, Iceland, Ireland, Israel, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Malta, Martinique, Mayotte, Midway Islands (Hawaii), Moldova, Morocco, New Zealand, Nicaragua, Norway, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Reunion, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Sri Lanka, Sudan, Sweden, Switzerland, Togo, Ukraine, United Arab Emirates, Virgin Islands (US), Yemen
Zone 3	Afghanistan, Andorra, Anguilla, Antigua and Barbuda, Argentina, Azerbaijan, Bahamas, Bangladesh, Barbados, Bermuda, Botswana, Burkina Faso, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chile, Congo, Cote d'Ivoire, Faroe Islands, Gabon, Grenada, Guinea, Guinea Bissau, Iraq, Jordan, Kazakhstan, Kenya, Macau, Madagascar, Maldives, Mali, Mauritania, Mauritius, Monaco, Montenegro, Montserrat, Niger, Nigeria, Pakistan, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Senegal, Tajikistan, Tanzania, Turks and Caicos Islands, Uganda, Uruguay, Uzbekistan, Zambia
Zone 4	Albania, Algeria, Bosnia and Herzegovina, Democratic Republic of the Congo, Guyana, Jamaica, Kyrgyzstan, Namibia, Oman, Panama, Seychelles, Sierra Leone, Vanuatu
Zone 5	Aruba, Fiji, French Polynesia, Georgia, Ghana, Greenland, Isle of Man, Kuwait, Laos, Liberia, Mozambique, Netherlands Antilles, New Caledonia, Palestinian Territory, Papua New Guinea, Rwanda, Suriname, Trinidad and Tobago, Virgin Islands (UK)
Zone 6	Bhutan, Brunei Darussalam, Cuba, Haiti, Lebanon, Mongolia, Venezuela

2 Company calculates the charge of this service by using Central European Time (which is 8 hours behind Japan Standard Time) or Central European Summer Time (which is 7 hours behind Japan Standard Time).

3) Regarding this service, Company applies SIM monthly basic charge, Data usage fee, SMS usage fee as below.

A) SIM monthly basic charge

Customer is required to pay SIM monthly basic charge which is calculated in accordance with Billing period (which means the period starting from the charging month when SIM is transitioned to the mode separately specified by Company (included in case the connection occurred before the commencement date) until the charging month which includes the date of abolishment of this function (in the case where the commencement date of providing and the date of abolishment belong to the same charging month, the period shall be regarded as one charging month)).

B) Data usage fee

a) Data usage fee is calculated per 1,024 kilobytes, and is applied when the data traffic per charging month exceeded the amount of Free of Charge Data Traffic.

b) Customer is required to pay Data usage fee which is calculated based on the conditions of service order form and on the amount of traffic calculated by Orange Business Service Japan Co., Ltd. (in this case, the amount of traffic may be different from the one on the Business Portal calculated by Company).

C) SMS usage fee

Customer is required to pay SMS usage fee based on the conditions of each service order form.

2-13. Unified Communications Services [MPLS]

This service is provided as set forth in the applicable Service Description specified by Company.

2-14. deleted

2-15. Multi Cloud Connect Service [MPLS]

Only Universal One Group Representative can apply for Multi Cloud Connect Service as listed below.

Types	Contents
AWS type	This type enables the VPN group to connect with the application service of Amazon Web Services, Inc.
Microsoft type	This type enables the VPN group to connect with the application service of Microsoft Corporation, Inc.
Oracle type	This type enables the VPN group to connect with the application service of Oracle Corporation, Inc.

Remarks

- 1 Items relating to this service are listed in the following table.

Types		Items
AWS type	Shared type	Capable up to 100Mbit/s bandwidth code transmission
		Capable up to 1Gbit/s bandwidth code transmission
Microsoft type	Dedicated type	Capable up to 50Mbit/s bandwidth code transmission
		Capable up to 100Mbit/s bandwidth code transmission
		Capable up to 200Mbit/s bandwidth code transmission
		Capable up to 500Mbit/s bandwidth code transmission
		Capable up to 1Gbit/s bandwidth code transmission
Oracle type	Dedicated type (Public Connection)	Capable up to 100Mbit/s bandwidth code transmission
	Dedicated type (Private Connection)	Capable up to 100Mbit/s bandwidth code transmission

- 2 Universal One Group Representative shall obtain the prior consent from the application service contractor to connect with the application service.
- 3 The Company shall not guarantee the quality of the communications concerning this service.
Provided, however, this shall not apply to the connected segment of Dedicated type between Cloud GW (set within Universal One Network by Company to provide Multi Cloud Connect Service) and the application service. In this case, Company shall ensure the communications with the code transmission speed specified in the above table.
- 4 Universal One Group Representative cannot request to change the Types.
- 5 Universal One Group Representative can request to change the Items with one another only in each Shared type or in each Dedicated type; provided, however, that Company shall only accept the upgrade in case of Microsoft type.
- 6 Company applies the Additional Charge to Microsoft type based on the logical connections as listed below.
(1) Private Peering
(2) Microsoft Peering
- 7 Initial Order Term shall be 1 month.
- 8 In the case that Customer places orders via portal, NTT Communications Corporation makes a direct contract with Customer and sends invoice to Customer. Contract conditions not stipulated in this Service Description shall be in accordance with Basic Service.

2-16. Extended Network Management Service ("ENMS")

ENMS provides monitoring and management service of circuits and/or devices which are out of Company's maintenance scope of Arcstar Universal One Service. ENMS is only available for VPN Type (except Ethernet Type of Dedicated Access) and Internet Type.

ENMS consists of the services listed below.

Services	Contents
ENMS WAN Vendor Management	This service provides operational management of the circuit carrier, mainly support of troubleshooting and

	driving them to resolution.
ENMS Device Management	This service provides the following functions. - function of ENMS Device Monitoring - incident management and resolution - equipment break / fix - configuration and change management (excluding initial configuration design)
ENMS Device Monitoring	This service provides fault monitoring, outage notification, show statistics via portal, and device status monitoring.
<p>Remarks</p> <ol style="list-style-type: none"> 1 In case of ordering ENMS WAN Vendor Management and/or ENMS Device Management, Customer shall have the maintenance contract with circuit carrier and/or maintenance vendor. Customer shall provide Company with the copy of LOA (Letter of Authorization) which is appointed Company as authorized entity to contact with circuit carrier and/or maintenance vendor directly for troubleshooting. 2 ENMS WAN Vendor Management shall be ordered with ENMS Device Management. 3 ENMS Device Management is available for the device which is connected with: <ol style="list-style-type: none"> (1) CPE Service of Arcstar Universal One Service (Managed CPE Option #1 or Managed CPE Option #2); (2) CPE Service of Arcstar Universal One Service (Managed CPE Option #1 or Managed CPE Option #2) via circuit which is outside the scope of Arcstar Universal One Service; (3) the device which is used with ENMS Device Management; or (4) the device which is used with ENMS Device Management via circuit which is outside the scope of Arcstar Universal One Service. 4 ENMS requires some bandwidth of Customer-provided circuit for management traffic. 5 ENMS shall not provide the document of trouble and failure report. 6 ENMS is only available in English. Company will contact circuit carriers and/or Customer's maintenance vendor only in English. 7 NO Prior Notice available for carrier maintenance in ENMS WAN Vendor Management. 8 Dedicated telecommunications circuit(s) (e.g. POTS line or comparable circuit) and OOB (Out-of-Band) modem shall be prepared by Customer for using ENMS Device Management to support remote access to devices when in-band access is lost. 9 Regarding ENMS Device Management, access to the managed devices should be completely with Company. 10 Delivery support (including but not limited to the order representative service, device configuration design, circuit and/or device installation work) is out of scope for ENMS. 11 Company may not enable to provide ENMS depending on the Customer existing configurations of circuits and/or devices. Company will conduct service acceptance test after the firm order is submitted from Customer, and the availability of the requested service will only be confirmed after that. If necessary, Company shall provide a revised quote based on the result of the confirmation and Customer shall submit the revised service order form if Customer agrees to order the service based on the revised quote. 	

3. Provisioning, Maintenance and Billing

3-1. Installation and Testing

- 1) Completion test shall be done based on Arcstar Company's standards only for VPN Type and Internet Type. Success of transmission toward CPE shall be deemed completion of installation. In case that Customer requests redundancy architecture for "Core Network Service" and/or "Access Service", switch back test will be performed.
- 2) In case of Dedicated Internet Access and Broadband Internet Access, ping connectivity test is conducted as completion test (bandwidth is not included as the condition of test completion). The test is deemed as completed when ping connectivity rate satisfies the predefined criteria. The result of the completion test is not guaranteed as the service level in the future.

3-2. Maintenance

- 1) Company provides proactive monitoring 24 hours a day, seven (7) days a week. The restoration time of a circuit shall be based on service conditions of local service provider (In principle, business hour of 9:00-17:00 in local time). Company will

monitor CPE via use of the simple network management protocol ("SNMP") and internet control message protocol ("ICMP" commonly called a "ping") for status and error conditions (e.g., SNMP trap messages). If the problem is software-related, Company will remotely bring the CPE back to operational condition. If required, Company will dispatch a field technician to repair/replace the CPE.

- 2) Company provides outage notification for the Service (VPN Type and Internet Type). Company's network operation center ("NOC") will create a trouble ticket and notify Customer's designated point of contact of the outage.
- 3) If required, Company will dispatch a field technician to repair/replace the Access Line and/or CPE ("on-site maintenance"). On-site maintenance hours may differ depending on the country, area or network configuration.
- 4) In the event Company performs on-site maintenance at the request of Customer and it is determined that the cause of on-site maintenance is not attribute to Company, Customer shall bear all the costs for this on-site maintenance.
- 5) In case of Dedicated Internet Access and Broadband Internet Access, Company may not enable to provide support for the outage such as communications on the internet established via several different ISPs.
- 6) As a result of investigation, Company may not enable to identify the cause of trouble arising from complicated network or unexpected situation, etc.

3-3. Planned Maintenance Work

- 1) Company conducts maintenance work of Universal One Service at the date and time designated as "planned maintenance work hours". Disconnection of the circuits may occur during these hours.
- 2) For the third party's service and equipment including, but not limited to, Access Service, the maintenance works may be conducted from time to time. Company will use reasonable effort to make a prior notification of the schedule except for the ones of Dedicated Internet Access and Broadband Internet Access. Company will not make a prior notification of planned maintenance for Dedicated Internet Access and Broadband Internet Access.

3-4. Billing

- 1) The calculation of the billing is based on a calendar month, and bills are issued monthly. Company may include Service Charges for installation works and/or monthly Charges for two or more months in one bill.
 - 2) For services that are newly started, cancelled or changed in the middle of the month, the monthly charge is billed on a daily basis. (This is calculated by multiplying the number of days from the service start date to the end of the month in case of newly built, from the first day of the month to the cancel date in case of a cancellation, from the first day of the month to the day before the change date for the old bandwidth, and from the change date to the end of the month for new bandwidth (the latter two are for bandwidth changes) by 1/30th of the monthly charge.)
However, for some services, the monthly charge will not be billed on a daily basis.
 - 3) When any fractions are generated in the course of discount calculations, daily charge calculations and the exchange rate, such fractions shall be omitted. The adjustments are to be made on the basis of each charge item.
 - 4) Taxes specified under the applicable laws in each country will be added to the billing amount.
 - 5) An actual cost for payment, such as bank transfer charges, shall be borne by Customer.
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- 6) In case that Customer requests to pay with automatic transfer, if the transfer is failed on the date when automatic transfer is to be done, Customer shall pay Service Charges with a bill sent by Company by the due date designated in the bill.

4. Notes

4-1. Notes on Service Quality of Dedicated Internet Access and Broadband Internet Access

- 1) The access service enables connection via the Internet by encapsulating packet per header, using IPsec encryption and authentication technology. The service is not provided in countries or by service providers which do not allow the use of encrypted communication including IPsec.
- 2) The service does not guarantee bandwidth nor quality of the access section (including DDR, Transmission Time and Jitter), as it will be affected by the traffic status of local service provider and the Internet. Priority Control service, which is the Optional services of Universal One, is not available for this access service. The other available/unavailable Optional Services shall be designated by Company.
- 3) In the case Company receives report from Customer related to the quality stipulated in 2), Company will check reachability by using ping packet. The Company will only conduct further investigation if the test result does not meet the criteria as defined by the Company. Such investigation does not guarantee the identification of cause of trouble or restoration of the service quality.
- 4) In case of Dedicated Internet Access and Broadband Internet Access, the service termination of the local service provider for the access portion is deemed as the termination of Universal One service.
- 5) Company may restrict the utilization of Universal One Service in case that Customer's traffic exceeds the standard which is separately specified by Company and the business or the telecommunications facilities of Company is disturbed or likely to be disturbed.
- 6) As defined in "3-3. Planned Maintenance Work", Company will not make a prior notification of planned maintenance for Dedicated Internet Access and Broadband Internet Access.

4-2. Others

- 1) Customer shall specify and implement own security measures (security measures means such as setting Access Control List (the list of rules that allow or deny packets pass through the devices.) appropriately, taking measures to protect against known or unknown malware threats.), etc.
- 2) Company disclaims any responsibility or liability to Customer or any third party for any damages arising out of the security of the Services, except as a result of Company's willful misconduct or gross negligence