

**SERVICE SCHEDULE 13  
NATIONAL ETHERNET  
(OCTOBER 2017)**

The following terms and conditions apply when du provides the National Ethernet Service (**Service**) to the Customer. This service schedule supersedes all prior oral or written understandings and/or representations between the Parties related to National Ethernet service.

**1. CONDITIONS OF SERVICE**

1.1 The Customer undertakes and warrants that:

- 1.1.1 it shall only provide the Service in accordance with the requirements of the Agreement (including this Service Schedule);
- 1.1.2 it is not authorized to contract with any UAE entities or provide services in the United Arab Emirates other than in accordance with this Agreement and applicable laws and regulations; and
- 1.1.3 prior to providing this Service to any End User, it must:
  - 1.1.3.1 **End User registration documents:** obtain all End User registration documents as required by du and immediately provide these to du. du is not required to provision the Service until these documents are provided to du in the form required by du; and
  - 1.1.3.2 **Compliance with UAE laws and regulations:** ensure that the End User has undertaken to comply with all applicable laws and regulations in the UAE.

**2. SERVICE DESCRIPTION**

2.1 The Service comprises Ethernet access over MPLS for enterprise End Users to enable them to connect two sites within the UAE for transporting telecommunication traffic. The Service is only available at locations which are On-net. The Service Demarcation Point (SDP) of the Service is the access switch located at the End User site. The Service includes one access ports circuit providing Ethernet access to the End User. Below is a diagram illustrating the high-level scenario.

**Diagram 1**



### **3. SERVICE PARAMETERS**

#### **3.1 Service bandwidth**

The bandwidth must be specified in the Service Order. The traffic exceeding CIR will be dropped. The following bandwidth allocations are available for the Service. du may notify the Customer if any further bandwidth allocations become available:

- 1Mbps to 5Mbps with increments of 1Mbps;
- 10Mbps to 100Mbps with increments of 10Mbps;
- 100Mbps to 600Mbps with increments of 100Mbps; and
- 600Mbps to 1000Mbps with increments of 200Mbps;

#### **3.2 Access interfaces supported (Customer facing ports)**

The Customer is responsible for all internal cabling. du supports the following interfaces and du may notify the Customer if any further interfaces are supported:

- 100BaseT – RJ45 (802.3u)
- 1000BaseT – RJ45 (802.3ab)

#### **3.3 Renewal Policy**

3.3.1 12 months contract is auto renewed annually at the expiry of the existing contract tenure;

3.3.2 12 month contract is auto renewed upon modifications (ex. but not restricted to Upgrade, downgrade, partial relocation...etc.).

#### **3.4 Maximum Transmission Unit (MTU)**

The Ethernet Service supports a MTU size of 1552 bytes. The standard MTU size setting is 1500 bytes. The Customer must specify the specific MTU size in the Service Order.

#### **3.5 QinQ (IEEE 802.1ad)**

du's security policy does not allow trunk mode on Customer facing ports. QinQ however, is supported by the Ethernet Service and which accepts a Customer trunk interface and transparently passes any number of Customer VLANs. If the Customer requires QinQ, it must specify this on the Service Order.

#### **3.6 Restrictions on Service**

3.6.1 VPN use is not expressly allowed under TRA regulations. The use of VPN for the bypass of UAE content filtering and/or unlicensed VOIP is prohibited. If a Customer chooses to use a VPN connection du may block the application.

3.6.2 The Service may be reduced by various factors outside du's control, including (without limitation): high du network use, performance and configuration of the Customer's IT systems (hardware and software) and the accessed server, congestion on the Internet outside the du network, type of data accessed (cached or non-cached data).

#### 4. DEFINITIONS

- 4.1 Capitalized words or phrases not otherwise defined in this Service Schedule have the meanings set out in the Standard Terms and Conditions. In this Service Schedule, the following terms have the following meanings:

**CE** means Customer or End User Equipment and refers to equipment that is owned and managed by the Customer or End User.

**CIR** or **Committed Information Rate** means the maximum guaranteed bandwidth allocation for traffic arriving at or departing from the port.

**On-net** means connected to du's network.

**Service Demarcation Point** or **SDP** is as defined in clause 2.1 above.

**UAE** means United Arab Emirates.

**MPLS** means multi-protocol label switching.