

**SERVICE SCHEDULE  
FOR GLOBAL ZONE CROSS-CONNECT**

The Parties agree and acknowledge that all the terms set out in the General Terms and Conditions for Global Zone Services shall be deemed to form an integral part of this Service Schedule for G Global Zone Cross-Connect Service (“**GZ-XC**”), and shall be read in conjunction with it (the “**Agreement**”). This document sets out the specifications applicable for Global Zone Cross-Connect Service (“**GZ-XC**”) offered by Batelco to the Customer in accordance with the relevant duly signed Order Form.

**1. SERVICE DESCRIPTION**

The Global Zone Cross-connect Service provides a physical media cable connecting two (2) patch panel ports within Global Zone MMR.

Batelco shall offer the GZ-XC to the Customer in accordance with the below Service specifications and the Service Level Agreement(s), which may be amended from time to time.

- 3.1. Internal Cabling is cabling routed from the B-End to GZ-Gate via cable trays;
- 3.2. The availability of Internal Cabling is a condition for the provision of GZ-XC Service;
- 3.3. Where Internal Cabling is not available, Batelco can install Internal Cabling within an average installation time of fifteen (15) Working Days after receipt of a duly signed Order Form.

**2. SERVICE SPECIFICATIONS**

2.1. **Service Types.** GZ-XC provides a range of interconnection types:

- 2.1.1. **Intra XC** is a Fiber Cross-Connect provided to the Customer to interconnect their own equipment rack(s) within Global Zone in the same geographical location. Both rack(s) must be contracted to Batelco by one and the same Customer legal entity.
- 2.1.2. **Standard XC** is a Fiber Cross-Connect between Customer and another Customer inside the Global Zone in the same geographical location.
- 2.1.3. **Remote XC** is a transport layer Cross-Connect between Customer rack(s) and/or another Customer in Global Zone at a geographically different location.

2.2. **Specifications.** The GZ-XC Service is offered over Single-Mode Fiber with the following specifications:

- a) Connector Type is SC-LC
- b) Maximum service length is 800 meters
- c) Supports up to 12km with standard optics.

2.3. All cross connects are established via the Global Zone MMR and all cabling is being routed from the B-End to Global Zone MMR Patch Panels.

2.4. This Service cannot be installed or used to cross the boundary of Global Zone.

**3. INTERNAL CABLING**

**4. LETTER OF AUTHORIZATION (“LOA”)**

- 4.1. Customer shall provide a letter of agreement/authorization/approval of the other Customer’s approval to install the Cross-Connect Service.
- 4.2. Upon submitting a letter of authorization, the Customer shall grant Batelco:
  - a) access to Customer B-End in order to perform the necessary installation or dismantling activities;
  - b) shall be deemed to have accepted the installation of the GZ-XC and/or in-rack cabling;
  - c) confirmation that in relation to the provision of GZ-XC Service requested by another GZ Customer, the Customer contemplated under this clause 4.2 has no contractual relationship with Batelco regarding such GZ-XC Service(s);
  - d) confirmation that Batelco is not liable for any damages, losses, costs, charges and expenses incurred by the other Customer and resulting from or arising out of the performance of such GZ-XC Services.

**5. CUSTOMER EQUIPMENT IN-RACK CABLING**

- 5.1. The GZ-XC Service does not include Customer Equipment in-rack cabling. The Customer may opt for in-rack cabling at a charge agreed between Batelco and the Customer through the relevant Order Form.
- 5.2. Following the installation of the in-rack cabling, it is Customer’s responsibility to manage and maintain this connection.