

5G IP TRANSIT SERVICE SCHEDULE

5G NETWORK OPERATIONS PTY LTD

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5G IP TRANSIT SERVICE SCHEDULE

BACKGROUND

- A 5G Networks Limited (ASX:5GN) (**5G**) and companies in the 5G Group supply a range of Services to Customers.
- B This document applies to the supply of IP Transit Services to a Customer and, along with the applicable Specifications and General Terms constitutes the Supply Agreement that governs the supply of IP Transit Services to the Customer.

1. DEFINITIONS AND INTERPRETATION

1.1 Definitions

In this document, unless the contrary intention appears:

- (a) **10GBase-LR** means long reach 10 gigabit Ethernet over Fibre.
- (b) **100GBase-LR4** means long reach 100 gigabit Ethernet over Fibre.
- (c) **5G Port** means a port hand off in a Facility where 5G has a network presence.
- (d) **Agreed Coverage Period** means 24 hours a day, 7 days a week, 52 weeks a year.
- (e) **Excused Downtime** means the number of minutes in month, rounded to the nearest minute that the link state of the Service is 'down' due to:
 - (i) the Customer's acts or omissions or the acts or omissions of the Customer's End Users, agents, contractors or anyone the Customer is responsible for;
 - (ii) the acts or omissions of any Third Party or a fault on a Third Party's network or equipment;
 - (iii) any failure, incompatibility or error in the configuration of Customer Equipment (including cross-connect cables used by the Customer to connect to the Services);
 - (iv) 5G suspending the Service in accordance with the Supply Agreement;
 - (v) a Fault that arises and is resolved within a Planned Outage Period;
 - (vi) the Customer exceeding the maximum capacity of a port connection or any other rate limitation set out in the relevant Service Order Form;
 - (vii) the Service is an Unprotected Service;
 - (viii) a Planned Outage Period; or

- (ix) a Force Majeure Event.
- (f) **Facility** means each data centre where 5G will provide the Service, as listed in the relevant Specifications.
- (g) **Fault** has the meaning given in clause 8.2, but excludes circumstances arising as a result of a Force Majeure Event or as a result of damage caused by the Customer or the Customer's staff, agents or contractors. For the avoidance of doubt:
 - (i) except to the extent that a Planned Outage Period exceeds the planned outage window notified in accordance with clause 7.1, Planned Outage Periods are not Faults for the purposes of the Supply Agreement; and
 - (ii) the failure of multiple Services over a single Fibre or device is treated as a single Fault.
- (h) **Fibre** means the optical fibre cable used to provide Services.
- (i) **Fault Restoration Target** refers to the targets set out in clause 8.6.
- (j) **Fault Ticket** has the meaning given in clause 8.3.
- (k) **General Terms** means:
 - (i) if 5G and the Customer are parties to an MSA, the terms set out in the MSA; or
 - (ii) if 5G and the Customer are not parties to an MSA, the general 5G General Terms and Conditions which are available at <https://5gnetworks.au/terms-conditions/>.
- (l) **Good Industry Practice** means the practice of a reasonable and prudent operator in the same business as the party required to comply with good industry practice.
- (m) **Help Desk** means a service offered by 5G accessed by a telephone number, email address or otherwise, as advised by 5G from time to time, which may be used to convey potential fault information to 5G.
- (n) **INDIGO** means the sub-sea cable systems connecting Singapore to Perth (INDIGO West) and Perth to Sydney (INDIGO Central).
- (o) **MSA** means a Master Services Agreement made between 5G and a Customer.
- (p) **Network Access Point** has the meaning given by clause 4.4.
- (q) **Planned Outage Periods** means the period during which 5G, or a party on behalf of 5G, may carry out work on its facilities, networks or systems for any reason, including arising out of or in connection with:
 - (i) installation of infrastructure;

- (ii) maintenance requirements (including scheduled maintenance);
 - (iii) infrastructure upgrades; and
 - (iv) Network relocation.
- (r) **Regulator** means any foreign or domestic government or governmental, semi governmental, administrative, fiscal, regulatory or judicial body, department, commission, authority, tribunal, agency or entity.
- (s) **Remedy Period** means the period that:
 - (i) commences on the earlier of when the Fault is reported to the Help Desk, or when 5G otherwise becomes aware of the Fault; and
 - (ii) ends when the Fault is remedied.
- (t) **RFS Date** means the requested date for delivery of a Service, as specified in the relevant Service Order Form.
- (u) **Services** means any of the IP Transit Services ordered by the Customer, as specified in the relevant Specifications.
- (v) **Service Availability** is calculated each month as Uptime divided by the number of minutes in the month (less Excused Downtime), expressed as a percentage.
- (w) **Service Availability Target** means 99.95%
- (x) **Site** means each of the Customer's physical premises, including Facilities, located at the site addresses specified in the relevant Specifications.
- (y) **Term** means the term of the Supply Agreement for the supply of the Services ending on the Expiry Date specified in the relevant Specifications unless, terminated or extended in accordance with the Supply Agreement.
- (z) **Third Party** means a person other than 5G or its affiliates (and their respective officers, employees, agents and subcontractors).
- (aa) **Uptime** means the number of minutes in each month where the link state of a Service is 'up', rounded to the nearest minute.
- (bb) **IP Transit Services** means IP Transit services as described in clause 2.

1.2 Application of the General Terms

Expressions defined in the General Terms shall have the same meaning when used in this document (unless otherwise defined in this document). This document is to be interpreted in the way provided for in the General Terms.

2. IP TRANSIT SERVICES

2.1 General

Internet Protocol (IP) Transit services allow traffic from one network to cross or transit through another network. 5G operates its IP Transit Network under the Autonomous System Numbers 63956. 5G may add or remove Autonomous System Numbers from its Network as required.

2.2 Applicable Services

This document applies to the following IP Transit services:

- (a) (Fixed IP Transit – a flat Mbps service based on a purchased committed information rate (i.e. fixed bandwidth). Each service is set up as a distinct BGP session;
- (b) Burstable IP Transit – a service which provides a flexible model of bandwidth usage, by using bursting capability on the committed information rate;
- (c) Border Gateway Protocol (BGP) – enables the exchange of information between the Customer and 5G via the BGP. 5G may supply a current full global BGP routing table or a default route to the Customer on request; and
- (d) Blended Service – IP Transit is provided on a “blended” basis, meaning it may be provided with both domestic and international routes,

(collectively and individually referred to as the **Service**).

2.3 IP Addresses

- (a) The Customer may elect to use 5G supplied IP addresses which will be of type IPv4.
- (b) The Customer’s right to use 5G supplied IP addresses ceases on the termination of the Supply Agreement, cancellation of the Service or where 5G ceases to provide the Service to the Customer.
- (c) 5G reserves the right to change any 5G supplied IP addresses allocated to the Customer on at least 7 days’ notice or immediately if an urgent change is required in order to maintain Network availability or to correct a Fault.

3. ACCESS

3.1 Access

The Service may be accessed by using:

- (a) Fibre;
- (b) 5G fixed wireless
- (c) Super Port; or

- (d) A Third-Party network

3.2 NBN Access Service

- (a) If the access service is NBN enterprise ethernet then that service is available at 3 levels:
 - (i) CoS-High: CIR data only
 - (ii) CoS-Medium: 1:3 CIR:EIR data; or,
 - (iii) CoS-Low: EIR data only .
- (b) The level of service will be set out in the applicable Specifications.

3.3 Meanings

In this clause, the following words have the following meanings:

- (e) **CORS** means the class of service provided by NBN.
- (f) **CIR** or Committed Information Rate means the information transfer rate which the NBN Co Network is committed to transfer for a particular link under normal conditions, as described in the NBN Enterprise Ethernet Product Technical Specifications.
- (g) **EIR** or Excess Information Rate means the rate or allowance for burstable bandwidth above the CIR.

4. SUPPLY OF SERVICES

4.1 Site Suitability Assessment

- (a) 5G may assess the Customer's Site to determine whether the Site contains the suitable infrastructure, systems and equipment required to facilitate the Services (**Suitability Assessment**).
- (b) Where the Customer requests a Suitability Assessment or 5G requires one to be done, the Customer must pay 5G's standard fees for the assessment (**Suitability Assessment Fees**).
- (c) If the result of the Suitability Assessment is that additional infrastructure, systems or equipment is required for 5G to provision the Service, 5G will advise the Customer of any additional Fees that will apply. If the Customer does not agree to pay those additional Fees, the respective Service Order Form will terminate. 5G may invoice the Customer for any reasonable provisioning costs 5G has incurred up to the date of termination of the Service Order Form.
- (d) 5G will refund the Suitability Assessment Fees to the Customer where:
 - (i) the Customer proceeds to acquire the Services within the validity period of the assessment;
 - (ii) 5G notifies the Customer of the results of the Suitability Assessment and the Customer confirms that the Customer

wishes to proceed with the Service Order Form for the acquisition of the Services; or

- (iii) 5G completes the provisioning of the Services without notifying the Customer of the results of the Suitability Assessment.

4.2 Provisioning

5G will take all reasonable steps to provision the Service by the requested RFS Date in accordance with Good Industry Practice. Where a Third Party network is used, the Service will be provisioned at the Third Party's nominated demarcation area within the Site.

4.3 Site access

- (a) 5G will use reasonable endeavours to install lead-in infrastructure and a suitable demarcation point for the Service within each Site where 5G supplies the Service.
- (b) 5G's obligation under the above clause 4.3(a) does not extend to:
 - (i) entering into licence agreements with property owners, managers, or occupiers;
 - (ii) paying licence fees for the installation of its infrastructure;
 - (iii) litigating to enforce its rights as a telecommunications carrier under relevant legislation (**Carrier Rights**); or
 - (iv) referring objections to the exercise of its Carrier Rights to any Regulator.

4.4 Network Access Points

The Network Access Point in respect of each Site where 5G supplies a Service will be at 5G's demarcation point inside the Site.

4.5 Testing of Services

Before making a Service available to the Customer, 5G will test the Services and any associated equipment and infrastructure to ensure that the Services conform with the network and technical requirements as set out in the Specifications contained within a Service Order Form.

4.6 Handover of Services

On or before the requested RFS Date for a Service, 5G will make the Service available to the Customer and give the Customer written notice of such availability warranting that 5G has completed all testing that is reasonably necessary to determine that the Service is active, including by providing to the Customer:

- (a) circuit identifiers; and
- (b) a sufficiently detailed network diagram, showing without limitation the Network Access Points, to enable the Customer to exercise the

Customer's right to use that Service in accordance with the Supply Agreement.

4.7 Acceptance Testing

Upon receipt of a notice from 5G under clause 4.6, the Customer will have 14 days to test the Service. The Service will be accepted on the earlier of:

- (a) the Customer notifying 5G that the Service is accepted;
- (b) expiry of the 14 day testing period without notifying 5G of any failure of the Service to meet the Service Levels; or
- (c) the Customer commencing using the Service for a purpose other than acceptance testing.

If the Customer notifies 5G of a failure of the Service to meet the Service Levels, 5G will rectify the fault and re-test the Service and repeat the steps in clauses 4.5 to this clause 4.7.

4.8 Failure to make a Service available at a Network Access Point

- (a) 5G's obligation to make a Service available at a Network Access Point by the RFS Date will be extended to reflect any delay in achieving the RFS Date caused or contributed to by the Customer, any Third Party or a Force Majeure Event.
- (b) Subject to the above clause 4.8(a), if 5G fails, to make a Service available to the Customer at a Network Access Point within 60 days of the RFS Date applicable to that Network Access Point, the Customer may, by notice in writing to 5G:
 - (i) request that the parties negotiate an alternative Network Access Point in good faith; and
 - (ii) if the parties cannot agree on an alternative Network Access Point within 30 days, 5G will have no further obligation in respect of the original Network Access Point and (as the Customer's sole and exclusive remedy) the Customer may terminate the affected Service by written notice to 5G.

4.9 Term

5G will supply the Services from the Commencement Date to the Expiry Date, unless terminated or extended in accordance with the Supply Agreement.

5. CHANGES

5.1 Relocations

- (a) In the event the Customer requires a relocation of a Service to a new Site, the Customer must make a written request to 5G in a manner nominated by 5G. The Customer acknowledges that not all Services can be relocated.

- (b) 5G will respond to the Customer's request and advise, in its absolute discretion, the Customer whether the Service can be relocated.
- (c) Where the Service can be relocated, a once-off fee may apply as well as a change to the Fees.

5.2 Upgrades

The Customer may at any time make a written request in a manner nominated by 5G to upgrade the bandwidth of the Service. The Customer acknowledges that a once-off upgrade fee and additional monthly Fees may apply.

5.3 Service Order Form

Where the Customer makes a request under clauses 5.1 or 5.2 which is accepted by 5G, the parties will give effect to that change by signing the relevant change request form. In circumstances where the changes are substantial or involve an extension of the Term, the parties will enter into a new Service Order Form which, upon execution, will replace the previous Service Order Form.

5.4 Variations by Third Parties

Without limiting 5G's rights under any other clause of the Supply Agreement, 5G may on written notice to the Customer vary the Supply Agreement (excluding the Fees) if a Third Party's supply terms or agreement with 5G is varied, terminated or replaced and as a result of that variation, termination or replacement, 5G considers (on reasonable grounds) that a variation to the Supply Agreement is necessary.

6. CUSTOMER'S GENERAL OBLIGATIONS

6.1 Address information

- (a) The Customer must provide accurate and complete Site address information to 5G for use in qualifying and provisioning each Service. The Customer may be liable for any costs incurred by 5G due to any incorrect, false or misleading information the Customer provide.
- (b) If the Customer changes a Site location prior to the delivery of a Service, the Customer must pay 5G's reasonable costs and fees (if any) arising from the change of Site.

6.2 Equipment

The Customer is responsible for the configuration, maintenance and correct operation of the Customer Equipment that the Customer uses in conjunction with the IP Transit Service and any third-party services the Customer uses in conjunction with the IP Transit Service.

6.3 Responsibility for Interconnection

- (a) The Customer is responsible for procuring and installing (at the Customer's own cost) any Customer Equipment necessary to connect the Customer's network infrastructure to the Network Access Point.

- (b) In circumstances where the Customer is unable to procure and install the Customer Equipment, the Customer may request that 5G does so on the Customer's behalf. The Customer agrees to pay 5G the costs associated with acquiring the equipment and its installation and acknowledges that such equipment is deemed Customer Equipment for the purposes of the Supply Agreement.

6.4 Rack space

The Customer must supply at least 2 rack units of space in a cabinet at the Network Access Point to accommodate 5G Equipment.

6.5 BGP

It is the Customer's responsibility to ensure Customer Equipment is capable of supporting 5G's current full global BGP route table.

6.6 Power

- (a) The supply of power to equipment installed at the demarcation point is the Customer's responsibility and must meet any relevant local laws, regulations and standards.
- (b) The Customer must not use extension cords in relation to equipment installed at the Network Access Point. 5G does not recommend that any other items with a high-power draw be connected to the same power board as telecommunications equipment.
- (c) 5G recommends the use of a power conditioner or Uninterruptible Power Supply (**UPS**).
- (d) 5G will not be liable for any disruption to the Service caused or materially contributed to by the failure of or type of power supply.
- (e) Transients on or changes in supply of the mains voltage must not exceed:
 - (i) Transients $\pm 7\%$ of the nominal 230 volts AC (phase to neutral);
 - (ii) Changes in supply $\pm 50\%$ of the nominal 230 volts AC (phase to neutral);
 - (iii) a duration of 10 milli-seconds; and
 - (iv) one occurrence in a 10 second window.

6.6 Heating/cooling

The Customer is responsible for ensuring that the Network Access Point temperature and humidity is within the below parameters:

- (a) temperature is between 15 and 35 Celsius; and
- (b) relative humidity is between 20% to 80%.

7. MAINTENANCE

7.1 Planned Outage Periods

5G will, wherever reasonably practical in the circumstances, give the Customer at least 7 days prior notice of any Planned Outage Period (**Proposed Outage**) and will consider any reasonable representations and requests by the Customer in respect of that Proposed Outage. The Customer acknowledges that such prior notice will not always be reasonably practicable, and that the Customer's requests in respect of a Proposed Outage may not be acted on.

7.2 Minimise Disruption

5G will use its reasonable endeavours to minimise disruption to any affected Service and the Network arising from any Planned Outage Periods.

8. FAULTS AND FAULT TICKETS

8.1 Reporting Faults

The Customer must report a Fault to the Help Desk promptly upon becoming aware of the Fault.

8.2 Fault classification

Faults are classified in accordance with the following table:

| Priority Matrix | Urgency | | | |
|--|-------------------------------------|------------------------------------|-----------------------------------|-------------------|
| Impact | Critical - entire business affected | High - wide spread business impact | Medium - VIP or small user impact | Low - single user |
| Critical Critical site or business service offline Complete interruption of Services at multiple sites | P1 | P2 | P2 | P3 |
| High Significantly reduced performance of critical sites or business services Single site offline | P2 | P2 | P3 | P3 |
| Medium Single site degraded Secondary service degraded or offline Permanent solution or workaround is available to | P2 | P3 | P3 | P4 |

| Priority Matrix | Urgency | | | |
|--|---------|----|----|----|
| restore the functionality of the Service | | | | |
| Low No Impact | P3 | P3 | P4 | P4 |

8.3 Fault Tickets

Upon being notified of a suspected Fault by the Customer and receiving a Fault report from the Customer, the Help Desk will assign a reference number to the Fault (**Fault Ticket**) and will issue that reference number to the Customer.

8.4 Closure of Fault Tickets

When 5G has remedied a Fault, it will notify the Customer that the Fault Ticket is “closed”.

8.5 Faults reported in error

If the Customer reports a Fault to the Help Desk in circumstances where the Service disruption is not due to a Fault within the Network (for example where unavailability of the Service is caused by Customer Equipment) or the Fault is due to damage caused by the Customer, the Customer will bear the cost of 5G investigating the reported Fault.

8.6 Fault restoration

5G will use its best endeavours to remedy each Fault within the Agreed Coverage Period in accordance with the Fault Restoration Target set out below.

| Fault | Response | Restoration Targets |
|-----------------|---------------------------------|----------------------------|
| P1 | 15 minutes | 4 hours |
| P2 | 30 minutes | 6 hours |
| P3 | 4 hours (during business hours) | 2 Business Days |
| P4 | 8 hours (during business hours) | 3 Business Days |
| Service request | 2 Business Days | Negotiable |

8.7 Information updates

During the Remedy Period, the Help Desk will, in response to a request from the Customer, provide updates in respect of the progress of any Fault resolution to the Customer where such information is reasonably available to 5G.

9. SERVICE CREDITS

9.1 Service credits

Subject to the IP Transit Service credit conditions set out in clause 9.2 if 5G fails to meet the Service Availability Target, the following IP Transit Service credits will apply (**IP Transit Service Credits**).

| Remedy Period | Service credit |
|----------------------|--|
| 0 – 2 hours | 0% |
| 2 hours to 4 hours | 20% of the monthly recurring Charge for the affected Service |
| 4 hours to 8 hours | 30% of the monthly recurring Charge for the affected Service |
| >8 hours | 40% of the monthly recurring Charge for the affected Service |

9.2 Service credit conditions

The following conditions apply to IP Transit Service Credits:

- (a) credits apply from the first full calendar month that the eligible IP Transit Service is operational;
- (b) where 5G supplies third party services, Service Credits are limited to the service credit provided by the third party;
- (c) where the credit is available, the credit is the only remedy in the event of any failure to meet the defined target (where the credit is not available, no remedy is available);
- (d) the Customer must apply for the credit by contacting the Help Desk and following the prescribed process for obtaining credits within 30 days of the end of the month to which the credit applies; and
- (e) the credit may only be applied by way of a credit, and cannot be redeemed for cash.

9.3 SLAs only remedy

An entitlement to Service Credits under this clause 9 is the Customer’s only remedy for loss arising out of a Service not being available. The Customer acknowledges and agrees that SLAs and service credits are conventionally the sole remedy for non-availability of telecommunications and information

technology services and that it enters into a Supply Agreement with 5G based on that understanding.