



**SprintLink IP Network and Collocation - Global
Service Request Order**

This Service Request Order is effective this ____ day of ____ 200____ (“Service Request Order Effective Date”) and is between Sprint ____ (“Sprint”) and _____, a company organized under the laws of ____ with a registered address of _____, (“Customer”).

I. Customer Information:

Date: ____ (DD/MM/YY)

Customer Name: _____

Customer Address _____

Contact Name: _____

Contact Title: _____

Phone Number:* _____ Fax Number*: _____

E-Mail Address: _____

*Please include country code

II. Customer Requirement Information:

A. Requested Ready for Service Date for Circuit: ____ (DD/MM/YY)

Actual delivery date may vary depending on availability and order acceptance. All services are contingent upon available network capacity. If Customer requests in writing a delay in the delivery of Service, at least 10 working days prior to the requested ready for service date, Sprint will delay delivery of the Service up to a maximum period of 30 calendar days. However, Customer will be liable during the requested delayed period for any local access or other third party charges that Sprint incurs as a result of the requested delay. Sprint will deliver the Service and commence billing of all applicable charges in the Order at the end of the requested delay period. Sprint will notify Customer when the Services are installed, tested and available. Following Sprint’s notification, Customer will have 5 business days in which it may reject the Service’s readiness. In the event Sprint is not notified in writing within the 5 days, Service is considered accepted by Customer and billing will commence. Customer may only reject a Service that fails to meet the requirements set forth in this Order.

B. Order Type:

New Circuit Installation Other: ____

Change Circuit:

Port: Upgrade Downgrade Move Existing Circuit Number: ____

Other: ____

Access: Upgrade Downgrade Move Existing Circuit Number: ____

Other: ____

C. Local Access (if required):

Sprint Provided Access (SPA)

If Sprint provided access, is inside wiring required (if applicable)? Yes No

Customer Provided Access (CPA) Vendor: _____ Carrier Code: _____

Internal Wiring (Collocation and/or International Shared Tenant only)

Other: _____

D. Local Access Bandwidth and Quantity Required: (Please indicate access circuit type)

Frac T1/E1 (Please indicate speed below):

____ 64K ____ 128K ____ 256K ____ 384K
____ 512K ____ 768K ____ 1024K ____ Other

T1 (Please specify quantity [Multi-meg only]: _____)

E1 (Please specify quantity [Multi-meg only]: _____)

E3 DS3 STM-1 Other: _____

For Chile, choose either access option: 2M National Access 10M National Access

E. Port Bandwidth/Speed Required: (Note: Port Bandwidth cannot exceed Local Access Bandwidth; Frac E1 not available with Global Collocation [E1 minimum per cabinet]).

Frac T1/E1 (Please indicate speed below):

____ 64K ____ 128K ____ 256K ____ 384K
____ 512K ____ 768K ____ 1024K ____ Other

T1 E1 E3 DS3 STM-1 Other: _____

Multi-meg: N x T1 N x E1

Please specify quantity: _____

Frac E3 (Please include numeric port speed: _____)

Frac DS3 (Please include numeric port speed: _____)

Fast Ethernet (100M)

Frac Fast Ethernet (International Shared Tenant sites only):

30M 40M 50M 60M 70M 80M 90M Other: _____

Gigabit Ethernet (1000M)

Frac Gigabit Ethernet (International Shared Tenant sites only):

200M 250M 300M 400M 500M 600M 700M
 800M 900M Other: _____

F. Global Collocation Space/Power Requirements

1. eHosting Reservation Number (required): _____

Number of Racks¹: _____

Reservation fee (if applicable):

# Racks	Monthly Reservation Fee per Rack (in US\$)	# Months Reserved	Total Reservation Fee (in US\$)

2. Customer Equipment List

Manufacturer & Model ²	Watts	Weight ³	Energy (heat dissipation in # of BTU's)	Dimensions (H x W x D)
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
TOTAL				

G. Term of Service: The term of this Service Request Order begins on the Activation Date and ends:

- One year (12 months) after the Activation Date;
- Two years (24 months) after the Activation Date; or
- Three years (36 months) after the Activation Date
- Other: _____

Upon expiration of the initial term, the Order will automatically renew for successive 1 month periods, unless (a) the Customer or Sprint provides 30 days written notice to terminate the Order; or (b) the parties execute a new Order for Services.

¹ Sprint provides standard cabinets that are 600mm x 800mm x 2200mm (600mm x 700mm x 2200mm in Japan). Collocation space is provided with 1760 usable watts of AC power with UPS backup, per cabinet or cabinet-space-equivalent (2 square meters).

² Customer is responsible for obtaining from manufacturer all product homologation and certification documentation required in the country in which the equipment is to be installed, for each model of equipment listed in this chart.

³ Weight should be listed in pounds (lbs.) or kilograms (kg)

H. Installation Target Date and Location

- 1. Customer's estimated date for completion of its in-country customs clearance and shipment to Collocation Premises: _____
- 2. Target date for commencement of installation: _____
- 3. Collocation Premises - Sprint-designated third party collocation services provider:

Street Address: _____
Floor/Room /Telco demarc: _____
City: _____
Country: _____
Postal Code: _____

On-Site Contact Name: _____
Title: _____
On-Site Phone Number*: _____
E-mail: _____
*Please include country code

Name of vendor co-located with at customer premise (if applicable): _____

Is this a manned site? Yes No

If no, provide a remote contact name and phone number below:

Name: _____
Title: _____
Phone Number: _____

Network Terminating Unit (NTU) Device:

- Existing NTU (DSU) New NTU (DSU)
- Existing WIC card on router New WIC card (as part of new service)
- Other: _____

If existing NTU or WIC card on router, please provide:

_____ Make _____ Model _____ Part number of the NTU (DSU) or router card

Interface standard supported by NTU:

- X.25 G.703 G.703/704 X.21/D-Plug V.35 G.975
- Other: _____

Preferred physical interface:

- 1.5/1.6 BNC 4 wire RJ-45 RJ-48 DB-9 DB-15 SC
- Winchester Other: _____

(Please Note: LEC support of requested interface must be confirmed during access pricing submission)

I. Desired IP Node/Global Collocation Facility Location: _____

J. Customer Technical Contact Information:

Physical Layer Test Contact:

Name: _____
Title: _____
Address: _____
Phone Number*: _____
E-Mail: _____
*Please include country code

Logical Layer Test Contact (if different than Physical Layer Test Contact):

Name: _____
Title: _____
Address: _____
Phone Number*: _____
E-Mail: _____
*Please include country code

Follow-up Service Assurance Contact (if different than Physical Layer Test Contact):

Name: _____
Title: _____
Address: _____
Phone Number*: _____
E-Mail: _____
*Please include country code

K. Customer Billing Information (if different than customer information in Section I):

Billing Contact Name: _____
Contact Title: _____
Billing Address: _____
City: _____
Province/State: _____
Country: _____
Postal/Zip Code: _____
Phone Number*: _____
E-Mail: _____
*Please include country code

III. Technical Information Provided By Customer:

A. Interface Jack Type Information:

Optical: E200 SC Other: _____
Electrical: BNC Other: _____

B. IP Address Information:

Additional IP Addresses Required? Yes No

If yes, please complete appropriate IP Request Form (available from your sales representative).

If no, please indicate which existing IP Address to use: _____

C. Newsfeed Required: Yes No

D. Multicast Required: Yes No

Note: If multicast is required, please complete Multicast Request Form available at www.sprint.net; form should be completed during the implementation phase of the SprintLink IP Network – Global port.

E. DNS Information:

Primary DNS: Yes: Quantity: _____ (0-5 per customer \$0USD Monthly Recurring Charge [MRC];
each additional \$5USD MRC)
 No

Secondary DNS: Yes: Quantity: _____ (0-50 per customer \$0USD MRC; each additional requires Special
Customer Arrangement [SCA])
 No

Note: If DNS services are Sprint provided, please complete “DNS Request Form” (available from your sales representative) and submit to your registrar.

If DNS services are customer-provided, please enter the DNS Administrator contact information in the section below.

DNS Administrator Name: _____

Phone Number:* _____

E-Mail: _____

*Please include country code

Existing Domain Name: _____

F. Value-added Services (if applicable):

- Managed Network Service
- SprintLink CPE (non-managed router)
- Internet VPN
- Firewall
- Other: _____

IV. Information Provided By Sprint :

A. CMS ID #: _____ **SCA #** (if applicable): _____ **Pricing #** (if applicable): _____

Account Manager Name: _____

Account Manager Phone Number: _____

Account Manager SSN#: _____

Account Manager SRN#:

TAC (Regional Program Manager) Name:

TAC (Regional Program Manager) Phone Number:

B. Pricing:

Local Access price quote is subject to change upon a site survey by the Local Access Provider. After completion of the site survey, Local Access price (including any modification of the price quote) will be final for the minimum period of the Local Access Services. Sprint's rates and charges for Services do not include taxes. Except for Sprint's income taxes, Customer will pay all taxes, imposed on or based upon the provision of Services.

1. **Billing Currency:** US Dollars Euro Other: _____

2. **Is this a Flat Rate or Burstable (usage-based) Port?**

Burstable Flat rate Other: _____

***Attach pricing schedule to order**

Please ensure charges entered below match billing currency.

Local Access Charges:

Non-Recurring Activation/Installation Charge:

Monthly Recurring Charge:

IP Port Charges:

Non-Recurring Activation/Installation Charge:

Monthly Recurring IP Port Charge:

Global Collocation Space/Power Charges:

Non-Recurring Installation Charge:

Monthly Recurring Charge per Rack:

Value-added Services Charges (if applicable):

Primary/Secondary DNS Monthly Recurring Charges:

Managed Network Service/SprintLink CPE Charges:

Newsfeed Monthly Recurring Charges:

Internet VPN Charges:

Total Contract Value:* ("include all Monthly Recurring Charges" multiplied by the number of months in the "Term of Service" plus "Non-Recurring Activation/Installation Charge")

V. Additional Terms and Conditions

VI. Terms and Customer Acceptance:

Terms and Conditions

Equipment List for Global Collocation Orders – The space, power, and connectivity requirements included in this Order are based upon the equipment to be collocated. Any modifications to Customer’s equipment list may affect the space, power, environmental conditions, connectivity requirements, and Service Activation date(s), and may also result in additional charges.

The provision of Services under this Service Request Order by Sprint, and the use of such Services by Customer, will be governed by:

- (1) (a) any Custom or Master Service Agreement signed between Sprint and Customer; or
(b) Standard Terms and Conditions for Communications Services (if an Agreement has not been signed); and
- (2) Supplemental Provisions for International Collocation Services, as posted by Sprint on the Internet at www.sprint.com/business/support under Product-Specific Terms, International Services; and
- (3) the terms and conditions in this Order, including any applicable service level agreements.

In the event of a conflict of interpretation between any provisions of a Custom or Master Agreement or Standard Terms and Conditions and the Supplemental Provisions for International Collocation Services, the Supplemental Provisions for International Collocation Services will prevail with respect to all issues associated with International Collocation Services.

By signing below, Customer’s duly authorized representative acknowledges that it is entering into a binding agreement, having payment obligations, term commitments, and liabilities for early termination.

Sprint

Customer

By: _____

By: _____

Print Name

Print Name

Title

Title

Date

Date

[End of Service Request Order]