SCHEDULE B

Internet Access and Data Services, Availability and Quality Specifications

1. Internet Access Services

(a) The USF Service Provider shall provide the Internet Access Services, in USF areas mentioned in schedule C.

(b) The Internet Access Services are defined as follows:

(i) **Public Internet Access and Fax Service –** Each such city, town, village or Muza with a population greater than 10,000 people identified in Schedule C shall be provided with Internet and fax service at a minimum of one Telecenter, in accordance with the following:

a) The Telecenter must be:

i) available to the public;

ii) staffed and open to the public for a minimum of twelve hours per day and seven days per week;

iii) equipped with at least one computer (equipped with printer, and adequate supply of paper) available for public access to the Internet services illustrated in Section 1 (b) (iii); and

iv) equipped with Public Telephones providing access to Public Voice Telephony service in accordance with Schedule A.

b) Public Internet Access shall be:

i) provided for both incoming and outgoing Internet traffic;

ii) available from each computer at the Telecenter; and

iii) at the data rates specified in Section 2 (i) of this Schedule B.

c) Each Telecenter shall also provide fax transmission and reception services. Such services, known as Public Fax Service, shall include:

i) the ability to transmit an image of written or graphic printed material to any destination PSTN telephone number that is able to receive such an image in a manner compliant with appropriate ITU standards; and

ii) the ability to receive fax transmissions in a manner compliant with appropriate ITU standards.

(ii) **Private Internet Access Service –**The USF Service Provider must offer Private Internet Access Service. Each subscriber of this service shall be provided with access to the Internet:

a) for both incoming and outgoing Internet traffic;

b) available from one or more computers at the subscriber's premises;

c) at the data rates specified in Section 2(i) of this Schedule B;

d) based on appropriate ITU standards; and

e) available to all Persons requesting Private Internet Access Service, provided such Persons are located within five (5) kilometres of any Telecenter established pursuant to Schedules A or B.

(iii) **Internet Applications Service –** Each subscriber of Internet Access Service, which includes Public Internet Access Service and Private Internet Access Service, shall be provided with access to common Internet applications, including:

a) "email service", meaning a service that provides subscribers with an e-mail address from which they can receive and transmit e-mail to e-mail servers throughout the public global Internet.

b) "web browsing service", meaning a service that allows subscribers to access information on the World Wide Web.

c) "file transfer service", meaning a service that provides subscribers with the ability to download files from Internet sites that comply with DNS addressing standards.

d) "Domain Name System (DNS) service", meaning a service that allows subscribers to access Internet sites.

(iv) **Subscriber Technical Support –** Each subscriber to Private Internet Access Service, and each user of Public Internet Access Service, shall be provided with technical support in accordance with the following:

a) initial and ongoing technical support, which will assist users:

i) in configuring computer hardware and software settings as necessary in order to use the Internet Access Services; and

ii) in resolving technical problems that they experience when using the Internet Access Services.

b) Subscribers to Private Internet Access Service shall also be provided with a Helpline number (the "Subscriber Technical Support Hotline") that subscribers can call to report any trouble they are experiencing with the service and obtain real-time technical assistance to resolve the trouble they are experiencing.

2. Minimum Service Requirements

(a) The Public Internet Access and the Private Internet Access Services may be provided by any network technology which can provide a minimum data transfer rate of 50kbps (upstream and downstream).

3. Service Provision

(a) Subject to the other provisions of this Schedule B, the USF Service Provider shall fulfill all requests for Private Internet Access Service:

(i) within one month from receipt of the request; or

(ii) where significant upgrades to the infrastructure of the USF Network are required to fulfill the request, such as the installation of additional wireless equipment or the laying of transmission lines to the subscriber's premises, no later than three months from receipt of the request.

4. Service Availability

(a) The Internet Access Services shall become available in the USF Areas in accordance with the USF Project Implementation Milestones identified in Schedule D and the requirements of this Schedule B.

(b) The Service Provider shall ensure that the Internet Access Services are maintained and continued, and meet applicable service standards and quality of service requirements, throughout the term of the Agreement.

(c) The availability of the Internet Access Services shall be effectively advertised to the public in the USF Areas, and the USF Service Provider shall publish its service plans and tariffs.

(d) Subscriber contracts for the Internet Access Services shall be of a standard form approved in advance by the PTA.

5. Quality of Service

Quality Criteria for Services – In addition to the service requirements identified in this Schedule B, the Internet Access Services shall be provided in accordance with all quality of service requirements specified in the USF Service Provider's Licences, and any other quality of service requirements established by the PTA.