

DEDICATED INTERNET SERVICES ADDENDUM

1. INTERCONNECTION SPECIFICATIONS. Dedicated Internet service will be delivered using American National Standards Institute (“ANSI”) specifications. The signal characteristics and supported MAC Layers at the Network Interface (“NI”) will be as specified in the ANSI standards. The physical NI will be dependent on the physical data rate contracted.

2. PERFORMANCE STANDARDS. Dedicated Internet service standards apply on a one-way basis between the Dedicated Internet Service edge router at the point of demarcation (“DEMARC”) and Fidium’s ingress/egress Internet uplinks. When a third-party provider is used to extend the Fidium network, standards apply only to the Fidium network handoff (Network to NI) to the third party. Dedicated Internet service standards exclude nonperformance due to force majeure or planned interruptions for necessary maintenance purposes. The actual end-to-end availability and performance of Dedicated Internet service may be affected by the customer-provided equipment, dependent upon the type and quality of customer-provided equipment used.

3. AVAILABILITY OBJECTIVE. Availability is a percentage of total time that service is operative when measured over a 30-consecutive-day (720-hour) period. The end-to-end availability standards for Dedicated Internet service are:

Fidium MARKET	SPECIFICATION	AVAILABILITY
Fidium Legacy Markets	Access – With Redundant CPE*	99.995%
Fidium Legacy Markets	Access – With Non Redundant CPE	99.95%
Fidium NNE Markets**	Access – With Redundant CPE	99.995%
Fidium NNE Markets	Access – With Non Redundant CPE	99.95%

*Redundant CPE consists of two (2) NIs on two (2) different CPE devices and two (2) different uplink fiber pairs at each of your sites terminating in two (2) core nodes in two (2) different Fidium offices (dual homed).

**Fidium NNE Markets include Maine, New Hampshire and Vermont.

4. INOPERABILITY. Dedicated Internet service is considered inoperative when there has been a loss of signal.

5. REPAIR AND SCHEDULED MAINTENANCE. Repair efforts will be undertaken upon notification of trouble by internal network surveillance and performance systems or by notification of trouble and release of Dedicated Internet service by you for testing. You will be notified a minimum of five (5) business days in advance of any scheduled maintenance. Scheduled maintenance will be performed in a manner that minimizes any system interruption. Performance and availability standards will not apply during scheduled maintenance periods.

6. SLA SERVICE CREDIT PROCESS. SLA credits will be granted for Dedicated Internet service if Fidium fails to meet service parameters as previously defined under Availability, subject to the following terms and conditions. Fidium reserves the right to change, amend or revise this policy at any time. For the SLA credit process, please refer to the terms and conditions on your contract.

ACTUAL SERVICE AVAILABILITY	CONFIGURATION		EXAMPLE FOR 30-DAY MONTH	
	Redundant	Non-Redundant	Type 2	
100%-99.999%	0%	0%	0%	Less than 40 sec
99.999%-99.95%	5%	0%	0%	40 sec up to 24min
99.95%-99.5%	10%	10%	0%	24 min up to 4 hrs
99.5%-98.9%	25%	25%	0%	4 hrs up to 8 hrs
98.9%-98.2%	40%	40%	0%	8 hrs up to 12 hrs
<98.2%	50%	50%	0%	Greater than 12 hrs