

MANAGED ROUTER/SWITCH ADDENDUM

1. MANAGED ROUTER/SWITCH SERVICE. Fidium's Managed Router/Switch Services (the "Services") consist of an overlay service that provides a management layer of the routers in the customer network for certain Fidium Ethernet-based services.

1.1 Configuration and Installation. The Service provides full configuration and installation of the router/switch as well as continued maintenance including Software (defined) upgrades/patches and router fixes as well as pro-active trouble-ticketing.

1.2 Monitoring. The Ethernet portal and circuit will be monitored via pinging of the router/switch and health checks of the router's performance.

- a. Performance. Degradation of performance or connectivity loss will result in a call to you as well as a trouble ticket and immediate start to work on the router trouble.
- b. Customer Portal. A customer portal also provides you visibility of your respective sites and queries the performance, per site, of your routers/switches and circuits.

1.3 Managed Firewall. The Service also includes a managed firewall feature for routers which Fidium will configure for you on an ongoing basis.

1.4 Billing. The Service and features are billed on a monthly basis with an activation charge and are billed in advance with the underlying Ethernet service.

1.5 Routing IP Traffic. The router will route IP traffic via the installed Ethernet circuits and will connect to a Fidium-provided Network Interface Device ("NID") on the network side as well as connect to any Ethernet switches on the LAN side of the router.

2. REQUIREMENTS. The Service requires your purchase of a Cisco router or rental of an Adtran router through Fidium. Availability of purchase and rental programs varies depending on service location.

2.1 Cisco Router Purchase Program. Fidium's Managed Router Program for Cisco router purchases includes the following configuration services:

- Delivery and Installation of Cisco router
 - Configure LAN interface per your specifications
 - Configure WAN interface per your specifications
 - Configure existing software-based services
 - One (1) service request change once initial installation and configuration are completed
 - Upgrading software versions or repair of equipment is not included in configuration
 - Equipment warranties are disclaimed by Fidium. A separate end user license agreement with Cisco may be required
- a. Fidium's Managed Router Service and Cisco Smartnet. As part of this program, you must purchase a Smartnet license from Cisco covering the purchased router, which includes the following:
 - i. Monitoring services to include auto-notification based on SNMP PING monitoring.
 - ii. Trouble resolution, device fault and configuration management.
 - iii. Electronic customer notifications via email and phone call.
 - iv. Five (5) service request changes per month per router once initial installation and configuration are completed.
 - v. Optional features include a managed firewall.

- b. Renewal of License. You are responsible for annual renewal of Cisco's Smartnet license through Fidium. Failure on your part to renew the Cisco Smartnet license will terminate support and equipment replacement services.
- c. Ethernet Services. You must purchase Ethernet services from Fidium for the installation location for the Cisco router. Your purchase of Ethernet services is governed by a separate service order and Addendum.
- d. License Changes. Any increase in bandwidth during the term of the Service will result in additional NRCs for license fees.

2.2 Adtran Router/Switch Rental Program. Fidium's Managed Router/Switch Program for Adtran router rentals includes the following configuration services:

- Delivery and Installation of Adtran router/Switch
 - Configure LAN interface per your specifications
 - Configure WAN interface per your specifications
 - Configure existing software-based services
 - One (1) service request change once initial installation and configuration are completed
 - Upgrading software versions or repair of equipment is not included in configuration
 - Equipment warranties are disclaimed by Fidium; a separate end user license agreement with Adtran may be required
- a. Fidium's Managed Router Service. Fidium's Managed Router Service for Adtran router rentals include the following:
 - i. Monitoring services to include auto-notification based on SNMP PING monitoring
 - ii. Trouble resolution, device fault and configuration management
 - iii. Electronic customer notifications via email and phone call
 - iv. Five (5) Service request changes per month per router once initial installation and configuration are completed
 - v. Optional Features include a managed firewall
 - b. Ethernet Services. You must purchase Ethernet services from Fidium for the installation location for the Adtran router. Your purchase of Ethernet services is governed by a separate service order and Addendum.

3. TERMINATION. You acknowledge and agree that, upon termination of the Services for any reason, you will be solely responsible for managing the configuration on your routers, and Fidium will not be responsible for any management and/or configuration support on any of your equipment following termination.

4. SLA SERVICE CREDIT PROCESS. Fidium guarantees that Managed Routers or Switches will be replaced onsite within four hours of a non-repairable designation by the Advanced Services Team. Failure to replace it within four hours will result in a 100% refund of the Managed Router or Switch charge for that month's charge.