

INTEGRATED LAN (ILAN) SERVICES

I. Product Description

TWTC's Integrated LAN service expands Customer's private voice and data network across the carrier infrastructure. This Service allows Customer to send voice traffic to the PSTN, transfer private data between its multiple locations and access the Internet. A Customer with multiple locations will benefit from Integrated LAN by transmitting data traffic over a private network that is scalable and secure behind a single firewall. All voice and data traffic between locations remain on a 'private' network (as described below) and TWTC will manage all traffic bound from the public switched telephone network and the Internet.

This Service allows a Customer to use bandwidth in the best interest of its business. ILAN uses layer 2 virtually bridged service to manage multiple data connections through Pure Packet Node (PPN) and OutBurst devices. A Customer transmits traffic destined for the Internet, as well as private data traffic, over the ILAN bandwidth. The Customer's router, located at its hub site, applies VLAN tags to the data. TWTC keeps Customer's private data and Internet-bound traffic separate through the use of distinct VLAN tags.

A Customer's private data ILAN combined with voice channels and Internet access creates a powerful, all-inclusive network that addresses the Customer's basic networking needs. Sites can be configured with combinations of voice, private data and Internet access. Data-only sites (no voice traffic) can also be configured on the ILAN application. ILAN provides a private LAN extension that allows a Customer to transfer its private data between its multiple locations. It is secure in that the traffic remains on the TWTC network. Only Customer-designated sites have direct Internet access. If additional security services are required (i.e. a firewall or TWTC Managed Security Services), the only location where this service would be required is at Internet enabled sites.

II. Service Level Agreement

TWTC's ILAN Services will be available at least 99.99% of the time during each calendar month. In the event of a Service Outage, upon Customer's request TWTC will issue credits as follows:

Duration of Service Outage	Percentage Credit
Under 5 minutes (99.99% availability)	No Credit
5 minutes up to 4 hours	5% of the MRC
4 hours up to 8 hours	10% of the MRC
8 hours up to 12 hours	15% of the MRC
12 hours up to 16 hours	20% of the MRC
16 hours up to 24 hours	35% of the MRC
24 hours or greater	50% of the MRC