

Internet Services

I. Product Description

Internet Services

TWTC offers a comprehensive suite of high-quality, high-speed Internet options -- Ethernet connections from 10Mbps ports to 10Gbps ports, as well as traditional connections (TDM) from T1 to OC48. Internet Services are high capacity, full duplex, Internet Protocol ("IP") Services connecting the Customer's network to TWTC's Internet backbone. Internet Services are comprised of two service elements -- Internet Access (bandwidth) and Internet Transport (port).

Ethernet Internet Services

Ethernet 10 Mbps - 2 Mbps to 10 Mbps in 2 Mbps increments

Ethernet 100 Mbps - 2 Mbps to 10 Mbps in 2 Mbps increments, 10 Mbps to 100 Mbps in 5 Mbps increments

Ethernet 1Gbps - 50 Mbps to 100 Mbps in 10 Mbps increments, 100 Mbps to 250 Mbps in 25 Mbps increments, 250 Mbps to 1 Gbps in 50 Mbps increments

Ethernet 10Gbps - 1 Gbps to 10 Gbps in 500 Mbps increments

Traditional Internet Services

T1 - 1.5 Mbps

NxT1 - multiple bonded T1s - 3 Mbps to 12 Mbps, in 1.5 Mbps increments

DS3 - 2 Mbps to 10 Mbps in 2 Mbps increments, 10 Mbps to 45 Mbps in 5 Mbps increments

OC3 - 35 Mbps to 95 Mbps in 10 Mbps increments, 100 Mbps to 150 Mbps in 25 Mbps increments, plus 155 Mbps

OC12 - 125 Mbps to 250 Mbps in 25 Mbps increments, 250 Mbps to 600 Mbps in 50 Mbps increments, plus 622 Mbps

OC48 - 1 Gbps, 1.5 Gbps, 2 Gbps, 2.488 Gbps

Note: Not all services available in all markets. Burstable service is available in most markets. Burstable bandwidth minimums may vary.

Available Features:

- Primary DNS (for up to 10 domains)
- Secondary DNS available at no charge (up to 50 domains)
- IP address space with proper justification
- 24x7 trouble shooting (excludes Customer's equipment)
- Online bandwidth utilization reports
- Backup mail-exchange (MX service)
- BGP peering

Available Services at an additional charge:

- Managed Router Service
- Managed Firewall
- DDoS
- Shared Web/E-mail Hosting

Additional Terms and Conditions

Usage. Customer will not originate the transmission of or store material in violation of any Federal or state laws or regulations, including, but not limited to, obscenity, indecency, defamation or infringement of trademark or copyright. Customer must comply with TWTC’s IP policy at <http://www.twtelecom.com/support-information/customer-resources/product-resources/ip-addressing-policy/> and Acceptable Use Policy at <http://www.twtelecom.com/support-information/legal-information/acceptable-use-policy/>; either may be reasonably modified from time to time.

II. Service Level Agreement

Network Availability

TWTC’s Internet Services will be available to Customer at least 99.99% of the time in a calendar month (“Network Availability”). Network unavailability occurs during a Service Outage. Upon Customer’s request, TWTC shall issue credits for each Service Outage, calculated by multiplying the percentage specified in the table below by the MRC for the non-performing Service.

Duration of Service Outage	Percentage Credit
Less than 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

Network Latency

TWTC measures network latency with respect to average round-trip transmission on its Network each month. Network latency calculations for Internet Services provided in the continental United States are made between designated points of presence (“POPs”) within the continental United States and, for Hawaii, are made between its POPs in Hawaii and its POPs on the west coast of the continental United States (collectively “Network Latency”). Upon Customer’s request, TWTC shall issue credits for TWTC’s failure to meet the Network Latency metrics specified below, and such credits will be calculated by multiplying the percentage specified in the table below multiplied by the MRC for the non-performing Service.

Network Latency Metrics (continental United States)	Network Latency Metrics (Hawaii to continental United States - west coast)	Percentage Credits
0.00 to 45.00 ms	0.00 to 75.00 ms	No Credit
45.01 to 55.00 ms	75.01 to 85.00 ms	5% of the MRC
55.01 to 60.00 ms	85.01 to 90.00 ms	10% of the MRC
60.01 to 65.00 ms	90.01 to 95.00 ms	15% of the MRC
65.01 to 70.00 ms	95.01 to 100.00 ms	20% of the MRC
70.01 to 75.00 ms	100.01 to 105.00 ms	35% of the MRC
75.01 ms or greater	105.01 ms or greater	50% of the MRC

Packet Delivery

TWTC measures packet delivery on its Network on a monthly basis. Packet Delivery is determined by averaging sample measurements taken each calendar month between TWTC's designated POPs. Upon Customer's request, TWTC will issue credits for TWTC's failure to meet the Packet Delivery metrics specified in the table below, and such credits will be calculated by multiplying the percentage specified in the table by the MRC for the non-performing Service.

Packet Delivery Metrics (continental United States)	Percentage Credits
99.9% or greater	No Credit
99.5% to 99.8%	5% of the MRC
99% to 99.4%	10% of the MRC
98% to 98.9%	15% of the MRC
97% to 97.9%	20% of the MRC
96% to 96.9%	35% of the MRC
Less than 96%	50% of the MRC

Performance metrics are available at TWTC's online customer portal at <https://customerportal.twtelecom.com/> or upon Customer's request.