

Wholesale Switched Native LAN Services - Ethernet

I. Product Description

“Ethernet Services” utilize Ethernet technology to transport data across TWTC’s Network. These Services are offered with the following types of Ethernet port: (1) 10/100 Mbps Ethernet port where (a) the 10 Mbps Ethernet service provides a physical IEEE-compliant (IEEE 802.3) 10Base-T (twisted pair), RJ-45 interface to the Customer (transmission speed is available at a maximum of 10 Mbps which is equal to the line rate of the 10Base-T interface); and (b) the 100 Mbps Ethernet (Fast Ethernet) service provides a physical IEEE-compliant 100Base-TX (twisted pair), RJ-45 interface to the Customer (transmission speed is available at a maximum of 100 Mbps, which is equal to the line rate of the 100Base-TX interface); (2) 1000 Mbps Ethernet port – Gigabit Ethernet where the 1000 Mbps Ethernet (Gigabit Ethernet) service provides an IEEE-compliant physical interface of either 1000Base-SX (multimode fiber), or 1000Base-LX (single mode fiber) interface to the Customer; and (3) 10000 Mbps Ethernet port – 10 Gigabit Ethernet where the 10000 Mbps Ethernet (10Gigabit Ethernet) service provides an IEEE-compliant physical interface of either 10GBase-SR (multimode fiber), or 10GBase-LR (single mode fiber) interface to the Customer.

Class of Service (“CoS”) is available as a value add-on service to TWTC’s Wholesale NLAN and Wholesale SNLAN Services. CoS provides customers with the ability to prioritize multiple applications that are competing for the same network resources. CoS provides several levels or “classes” of differentiated service and essentially controls Network and system resources in order to achieve a more predictable flow of Customer’s priority traffic across the Network. TWTC offers five levels of CoS priority (shown in descending order of priority): Realtime; Interactive; Mission Critical; Priority and Best Effort. Each CoS level represents traffic with similar network performance requirements for packet delay, jitter, latency and network availability and the bandwidth in each of these levels is not oversubscribed. Customer may select the type of CoS associated with each traffic group based in its own desired priority levels, provided that the amount selected by Customer as Realtime and Interactive bandwidth shall not exceed 50% of the total bandwidth ordered per location. The Wholesale SNLAN and Wholesale NLAN Services will be deployed using a VLAN tag implementation that is commonly referred to as “tunneling” or “q-in-q”.

II. Service Level Agreement

TWTC’s Ethernet-Wholesale Switched Native LAN Services will be available at least 99.99% of the time in a thirty day calendar month (“Wholesale SNLAN Availability”). A Wholesale Switched Native LAN Service is unavailable during any period of time that it experiences a Service Outage. Upon Customer’s request, TWTC shall issue credits for each Service Outage, and such credits shall be calculated by multiplying the percentage specified in the table below by the MRC for the non-performing Services.

Duration of Service Outage	Service Outage Credit
0 up to 5 minutes	No Credit
5 minutes to 4 hours	5% of the MRC
4 hours to 8 hours	10% of the MRC
8 hours to 12 hours	15% of the MRC
12 hours to 16 hours	20% of the MRC
16 hours to 24 hours	35% of the MRC
Over 24 hours	50% of the MRC