

## **MTU BUSINESS INTERNET ACCESS SERVICE LEVEL AGREEMENT**

The Service Level Agreement (SLA) is a part of the MHO Networks Service Order Agreement (SOA) between the Customer and MHO Networks (MHO).

### **1. SERVICE COMMITMENT**

MHO is committed to providing high speed network services that are among the most reliable in the industry. As part of this commitment, MHO is pleased to offer Customers the following guarantees:

- Installation Guarantee
- Network Availability Guarantee
- Network Latency Guarantee
- Packet Delivery Guarantee

If MHO fails to meet any of these Guarantees, it will provide eligible Customers with a Service Credit, as set forth below.

### **2. GUARANTEES**

#### **2.1 INSTALLATION GUARANTEE**

For the services listed below, MHO guarantees connections will be installed within the following corresponding time-frames, starting from the date an order has been placed, validated and entered into MHO's provisioning system by its Account Coordination Team.

- MTU Business Internet Access 10 to 100 Mbps 20 business days

An order will not be validated until a signed SOA, Landlord Agreement (LA) and other required documentation specified by MHO has been received, validated, approved and entered into MHO provisioning system by its Account Coordination Team. Additional required documentation may include a completed credit application and a completed questionnaire for IP Allocation as well as completed questionnaires for BGP, SMTP and DNS configurations when requested by the Customer on the IP Allocation Questionnaire.

The Installation Guarantee does not apply when installing in third-party data centers.

If MHO fails to meet these commitments, Customers will receive (at Customer's request) one (1) month Service Credit. Customers may obtain no more than one (1) month Service Credit for any given month. MHO's Installation Guarantee is subject to the following conditions:

- Customers and/or its representatives must cooperate with MHO in the installation process, which includes accurate completion of an Order Form containing detailed demarcation information and other onsite contact listings. Changes in the Order Form made by or on behalf of the Customer or the occurrence of events outside the reasonable control of MHO, such as Act of God may result in a delay for which MHO is not responsible hereunder.
- Customers and/or its representatives must be physically present at the time of installation and must provide access to the designated building's phone closet(s) and building's roof on the date(s) agreed to by MHO's Installation Coordination Department. Such building access and escort must also be provided to other necessary personnel to perform the installation of the connection.
- If the Customer requests a change to an order date during implementation of Service, the Installation Guarantee date shall at MHO's sole discretion, begin again upon change acceptance.
- The Service Credit for failure to meet the Installation Guarantee is not available to Customers for whom installation charges have been waived or reduced.

#### **2.2 NETWORK AVAILABILITY GUARANTEE**

MHO's MTU Internet Access is designed for 99.9% availability. If Customer experiences a network outage MHO will restore the network connection within four (4) hours. Customer will receive, at the Customer's request, a Service Credit as follows:

- One (1) day Service Credit for each additional two hours after the first four (4) hours of down time
- One (1) month Service Credit if Internet Service is down 48 hours or more after first four (4) hours of down time

Customer may obtain no more than one (1) month Service Credit for any given month.

Down time commences once Customer notifies MHO or MHO Contacts Customer and MHO issues a service ticket to the Customer. The outage will conclude once MHO restores the affected MTU Internet Access Circuit.

### **2.3 NETWORK LATENCY GUARANTEE**

For Dedicated Internet Access Customer only, MHO guarantees the monthly average Network Latency for round-trip packets carried between Customer demarcation point and MHO's IP Gateway to be an average of < 60ms or less.

This average latency is measured as the average of 15 Minute samples as taken throughout a calendar month.

After being notified by the Customer of Network Latency in excess of the rates specified above, MHO will use reasonable best efforts to determine the source of such Network Latency and to correct such problems within four (4) hours.

If MHO fails to remedy such Network Latency within four (4) hours of being notified of any excess Network Latency and average Network Latency for the proceeding 30 days has exceeded the rates specified above, the Customer will receive, at the Customer's request, a Service Credit as follows:

- One (1) day Service Credit for each additional two hours after the first four (4) hours of down time
- One (1) month Service Credit if Internet Service is down 48 hours or more after first four (4) hours of down time

Customer may obtain no more than one (1) month Service Credit for any given month.

### **2.4 PACKET DELIVERY GUARANTEE**

MHO guarantees an average monthly Packet Loss no greater than 0.2% (for successful delivery of 99.8% of packets). Packet Loss is defined as the percentage of packets that are dropped between Customer demarcation point and MHO's IP Gateway. MHO monitors this aggregate Packet Loss on an ongoing basis and compiles the collected data into a monthly average packet loss measurement for the MHO network.

After being notified by the Customer of Packet Loss in excess of 0.2%, MHO will use reasonable best efforts to determine the source of such excess Packet Loss and to correct such problem.

If MHO fails to remedy such Packet Loss within four (4) hours of being notified of any excess Packet Loss and average Packet Loss for the proceeding 30 days has exceeded the rates specified above, the Customer will receive, at the Customer's request, a Service Credit as follows:

- One (1) day Service Credit for each additional two hours after the first four (4) hours of down time
- One (1) month Service Credit if Internet Service is down 48 hours or more after first four (4) hours of down time

Customer may obtain no more than one (1) month Service Credit for any given month.

## **3. ADDITIONAL DEFINITIONS**

MTU Internet Access means MHO's Layer 3 service that provides Customer access to the public Internet.

Customer Demarcation Point means MHO's Router or Switch port that faces the Customer.

MHO's IP Gateway means MHO's Router or Switch port that connects MHO's network to the public Internet

Monthly Recurring Charge (MRC) means the fixed, recurring charge invoiced by MHO to the Customer on a monthly basis for the Service. MRC is exclusive of any surcharges and/or variable charges.

Network Unavailability means that the MHO network was not available to the Customer. Network Unavailability will not include unavailability resulting from:

- Scheduled Maintenance
- Problems with or maintenance on Customer's applications equipment or facilities
- Acts or omission of Customer and/or an authorized user
- Unavailability caused by companies other than MHO
- Acts of God

Scheduled Maintenance means any maintenance of the MHO Network (or portion thereof). Customer will be notified of the date, time, and duration of any maintenance that is likely to affect their service via E-mail at least two (2) business days in advance of the scheduled time. In most cases, maintenance will not take the full maintenance window; however, MHO will inform the Customer as to the anticipated duration in the maintenance notification E-mail.

Service Credit means

- One (1) day Service Credit = 1/30<sup>th</sup> of Customer's Monthly Recurring Charges
- One (1) month Service Credit = Full amount of Customer's Monthly Recurring Charges

#### **4. SERVICE CREDIT CLAIM PROCESS**

In order to initiate a claim for Service Credit the Customer must contact MHO's Customer service group within seven (7) business days after the end of the month for which the credit is requested. The Service request must provide:

1. Customer name and contact information
2. Date and time of the start and the end of the claimed outage or failed metric
3. Brief description of the claimed outage or failed metric

The Customer will be notified via e-mail upon resolution of the request. If rejected, the notification will specify the basis or rejection. If approved, MHO will issue Service Credit to Customer's account, appearing on the next invoice issued.

The total amount of all Service Credits will not exceed one month's Monthly Recurring Charge (MRC) in a given month.

The Guarantee and Service Credits provided for in this SLA assume compliance by Customer with terms and conditions of its SOA with MHO, and failure of Customer to materially comply with those terms and conditions may invalidate MHO's guarantees provided herein. No credit is available if for any reason Customer:

1. Blocks MHO from monitoring Customer's premises router
2. Does not provide the necessary access to personnel and facilities at the Customer's premises to enable MHO to perform comprehensive troubleshooting
3. Account is not in good financial standing with MHO

MHO is not liable for failure to fulfill its obligations hereunder if such failure is due to the Customer's use of bandwidth in excess of the maximum account specified in the Customer's MHO Networks Service Order Agreement (SOA), Customer's tampering with any equipment, or acts beyond MHO's reasonable control.