

SERVICE LEVEL AGREEMENTS FOR HOSTED SECURITY DEDICATED INTERNET ACCESS SERVICES

1.0 Service Level Agreement ("SLA") for Hosted Security DIA

1.1 General

- 24/7/365 live management and monitoring.
- Automatic daily updates of configurations and software.
- 99.99% monitoring center uptime.
- 24/7/365 access to secure web-based customer portal.
- 24/7/365 access to security analyst personnel

1.2 Network Availability Guarantee (100%)

The XO IP Network, as defined in this section, is guaranteed to be available and capable of forwarding IP packets 100% of the time, as averaged over a calendar month. The XO Network includes Customer's access port (the port on the XO aggregation router upon which Customer's circuit terminates) and the XO backbone Network. The XO backbone Network includes XO owned and controlled routers and circuits (including any transit connections).

If the Network Availability guarantee is not met in a calendar month, Customer will receive a credit of 1/30th of the MRC for that month for each full hour of outage in excess of the 100% guaranteed under this SLA. Limits on the credit and the reporting procedures are detailed below.

1.3 Credit Limits and Reporting Procedures

Total credits under this SLA are limited to the MRC for the affected Hosted Security DIA Service for the month in which the Service does not meet the guarantee. The above guarantee does not include the local access circuit (e.g. local loop), Customer Premises Equipment (router or CPE) or Customer's Local Area Network ("LAN"), scheduled maintenance events, Customer caused outages or disruptions, interconnections to or from and connectivity within other Internet Service Provider ("ISP") networks, or force majeure events (as defined in the Agreement).

Customer must call XO Customer Care at 1.888.575.6398 to report a service outage and open a trouble ticket for service credits to be considered.

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