



Fiber Services SLA Summary

Conterra’s goal is to provide a high-performance, fiber-based service that includes the following service level commitments (hereinafter “SLAs”). Except for circumstances beyond Conterra’s reasonable control, if SLAs are not satisfied, Conterra will provide service credits upon written notification within 30 calendar days from the end of the month of the qualifying event.

- For Fiber DIA, Conterra offers a Network Availability SLA of 99.99% to on-net locations - measured monthly on that portion of the Service between the customer demarcation point and Conterra’s Internet gateway (the hand-off the Internet traffic to upstream providers). NOTE: Conterra does not measure or guarantee performance over the public Internet.
- For Fiber Ethernet, Conterra offers a Network Availability SLA of 99.99% to on-net locations, as well as SLAs for Latency, Jitter, and Frame Delivery that are based on the corresponding Class of Service per the table below:

Conterra’s Class of Service	One-Way Latency	One-Way Jitter	Frame Delivery Rate
Real Time	5 ms	3 ms	99.995%
Business Critical	15 ms	n/a	99.99%
Business Standard	30 ms	n/a	99.95%

Conterra provides a mean-time-to-repair service level objective of less than 4 hours calculated as a monthly average of the time taken to repair all service outages on a circuit.

If the Network Availability SLA is not met in a calendar month, Customer may request a credit for the Monthly Recurring Charge (MRC) for affected fiber service components according to the table below:

Length of Service Interruption	Amount of Credit (% of MRC)
Less than 4 minutes	None
At least 4 minutes but less than 4 hours	5% of MRC
At least 4 hours but less than 8 hours	10% of MRC
At least 8 hours but less than 12 hours	20% of MRC
At least 12 hours but less than 16 hours	30% of MRC
At least 16 hours but less than 24 hours	40% of MRC
At least 24 hours or greater	50% of MRC

Credits for a service outage for one or more related services outages are limited to no more than 50% of one month’s MRC. In the event of a chronic availability issue, Conterra Fiber Service to that location may be canceled without any penalty for early termination. A chronic event for a site is defined as three consecutive months of service interruption of one hour or longer during each month.

For additional information about how each of these service performance metrics is calculated, how to request service credits, and any applicable exceptions, please see the corresponding service terms and conditions.