

Service Description

Customer Cage Space Service:

LightEdge will provide collocation of Customer provided computing equipment within an enclosed area dedicated to that Customer. Electrical power, environmental controls, physical security will be provided in a separate data center dedicated to cage space customers. Each cage will be individually secured via a Proximity Card Reader. Each Cage will be provided with two (2) Ethernet connections to the LightEdge backbone. Access charges for Internet Bandwidth and WAN bandwidth are separate. Such services will be provided to Customer in the increments and at the rates defined below. Customer will be responsible for management and maintenance of all computer and network hardware located within their cage space. Customer will be responsible for installation and management of all application software and content. LightEdge will provide Customer with access to the data center for two employees at no additional charge. Customer is responsible for designating an administrative contact that can designate which parties are authorized to have access into the data center.

Cage Space Services do not automatically include AC power and must be purchased separately.

Cage Space Managed Service Options

Service Description

Monitoring Service: LightEdge will provide basic ICMP monitoring of the Server(s) through PING 7x 24. In the event that the monitored device fails to respond to five (5) consecutive PINGs, LightEdge will send an email message to a maximum of two (2) email accounts provided by customer as well as notify our Network Operations Center (NOC). The LightEdge NOC will initiate a troubleshooting process to verify that the Server(s) hardware is operating properly. Customer is responsible for verifying proper operation of the OS and any applications.

Load Balancing Services: LightEdge provides Load Balancing Service. This service tracks network sessions and server load conditions in real time, directing each session to the most appropriate server.

Two Servers

Three Servers

Cross Connects: LightEdge Solutions offers Cross Connects to our hosting customers to allow for interconnect options. Customers are specifically banned from running any cabling outside of their rack(s) without the prior written consent of LightEdge. Customers contracted for adjacent racks can cable between the racks using the overhead channeling built into the racks. LightEdge reserves the right to remove inappropriate cabling in our data centers at our sole discretion. All Cross Connect services are tested and warranted for the life of the service contract.

Customer A to Customer B: Service can be used to connect services between racks contracted to different customers in the same facility using LightEdge provided wiring. Both customers will need to approve the cross connect.

Copper Cross Connect, RJ-45: Delivered to each rack via CAT-6 cabling and termination points and can be used for 2-8 wire copper services including phone lines, Ethernet, T1 lines or other copper based services.

Fiber Cross Connects, SC or LC, Multi-mode or Single-mode: Delivered to each rack as ordered with appropriate connectors and type of fiber. Typical uses include Gigabit Ethernet, OC-n or Fiber Channel.

Customer to 3rd Party: Service can be used to connect to 3rd parties at LightEdge determined demarcation point using LightEdge provided wiring.

Copper Cross Connect, RJ-45: Delivered to each rack via CAT-6 cabling and termination points and can be used for 2-8 wire copper services including phone lines, Ethernet, T1 lines or other copper based services.

Fiber Cross Connects, SC or LC, Multi-mode or Single-mode: Delivered to each rack as ordered with appropriate connectors and type of fiber. Typical uses include Gigabit Ethernet, OC-n or Fiber Channel.

CFA for Third Party Circuits: LightEdge offers CFA access to its fiber based TDM (Time Division Multiplexing) termination facilities in our datacenters for the delivery of third party circuits. Upon contracting for this service, customer will be given an LOA (Letter of Agency) from LightEdge and a CFA (Customer Facility Assignment) for the sole purpose of ordering a circuit from a third party to a LightEdge owned network facility. This service includes a cross-connect charge associated with delivering the appropriate service to the customers rack clear channel. Additional Port charges may also apply if LightEdge is required to terminate any third Party Circuit to our routing or switching infrastructure for alternate delivery of services.

DS1 CFA: 1.544Mbps over a T1 capable channel riding a LightEdge owned OC-n system

DS3 CFA: 44.73Mbps over a T3 capable channel riding a LightEdge owned OC-n system

OC-N CFA: OC-n capable channel riding a LightEdge owned OC-n system. Does not include a protect path.

Fiber Services: LightEdge offers access to direct fiber services with access to the Altoona EBCC. External providers will have to arrange splicing services to access fiber.

ACCESS COST (One Time): Initial cost to lease fiber services, 1 pair Single Mode to closest LightEdge / EdgeBCC owned Fiber Access. Includes in building cross connection to data center.

Monthly Maintenance: Monthly maintenance costs on 1 pair Single Mode fiber.

Port Services: LightEdge offers access to its regional network and data facilities for our hosting customers by offering a variety of port options. Options include all applicable Cross Connect charges required to deliver services to the customers rack.

10/100 Ethernet Port: Standard Ethernet ports are available to access the LightEdge services backbone.

Copper Gigabit Ethernet Port: Standard Ethernet ports are available to access the LightEdge services backbone.

Fiber Gigabit Ethernet Port: Standard Ethernet ports are available to access the LightEdge services backbone.

Internet Bandwidth:

LightEdge will provide Internet Access Services ("IAS"). IAS Service will include necessary Hosted Routing Platform (HRP), domain name services, and an Internet peering gateway for transit to other IP carriers. LightEdge may, from-time-to-time, provide advisory e-mail notification of virus alerts or other issues affecting the LightEdge IP network and/or other carrier's IP networks. Setup includes installation and qualification of HRP and associated Ethernet port initiation charges on the LightEdge Network, verification of IAS Service with Customer via LightEdge Customer Service and turnover of IAS to Customer representative as successfully installed. Monthly service includes bi-directional delivery of IAS and at the specified Committed Information Rate ("CIR"), including all HRP charges. **Note:** Firewall Service is highly recommended for this option. Please refer to Firewall Service Schedule for more information.

Inter-Datacenter Bandwidth:

LightEdge will provide and maintain IP network bandwidth between LightEdge data centers for use by customer equipment situated at these data centers. This bandwidth is delivered over the LightEdge private backbone network. Customer may utilize the bandwidth capped up to the contracted amount, as stated in the Statement of Fees, or burstable bandwidth for a base amount and 95th percentile billing for overage.

Service Level Agreement

Overview

Service Credits: Service Credits may be obtained if LightEdge fails to meet any of the service commitments outlined in this Service Level Agreement (SLA). The service credit(s) are limited to the monthly fee of the Service. In order to receive a Service Credit, the Customer or LightEdge Network Operations Center ("NOC") notifies LightEdge Customer Service by opening a Trouble Ticket within 24 hours of an outage for the Service Availability Commitment or 30 calendar days of any other Service Commitment not met. LightEdge must verify the Commitment violation within the trouble ticket. The Customer must submit a written request for a credit, including the trouble ticket number, to LightEdge within 5 days of opening the Trouble Ticket.

Service Credit Exceptions: Service Credits shall not be issued where the Service is unavailable as a result of: (a) Scheduled Maintenance, (b) Interruptions caused by the negligence, error or omission of Customer or end-user or others authorized by customer to use or modify the Customer's Service, (c) Customer's applications, equipment, or facilities including Customer premise wiring, (d) acts or omissions of Customer, or any use of the Service authorized by Customer or (e) reasons of Force Majeure (as defined in the Master Service Agreement), (f) Interruptions from Customer's use of Services in an unauthorized or unlawful manner, (g) Interruptions resulting from a LightEdge disconnect for non-payment or an interruption due to improper or inaccurate network specifications provided by Customer, (h) Interruptions during any period when Customer or user has released Service to LightEdge for maintenance or rearrangement purpose, or for the installation of a Customer service order; and/or (i) Interruptions during any period when Customer elects not to release the Service(s) for testing and/or repair and continues to use the Service on an impaired basis.

Scheduled Maintenance: Scheduled Maintenance shall mean any maintenance at the LightEdge hub to which Customer's circuit is connected (a) of which Customer is notified 48 hours in advance, and (b) that is performed during a standard maintenance window from 12 AM to 4 AM. Notice of Scheduled Maintenance will be provided to Customer's designated point of contact by email. It is Customer's obligation to make sure LightEdge has correct contact information.

Urgent Maintenance: Urgent Maintenance refers to efforts to correct network conditions that are likely to cause a material Service outage and that require immediate action. Urgent Maintenance may degrade the quality of the Services, including possible outages. Such effects related to Urgent Maintenance shall entitle Customer to service credits as set forth in the SLA. LightEdge may undertake Urgent Maintenance at any time deemed necessary and shall provide notice of Urgent Maintenance to Customer as soon as is commercially practicable under the circumstances.

Service Availability Commitment

LightEdge Service Availability Guarantee is to provide Customer's Server(s) with uninterrupted Internet protocol ("IP") access via standard IEEE 802.3 Ethernet interface to the LightEdge Network, domain name services, and Internet peering gateway(s) for transit to other IP carriers ("Access") 99.9% of the time.

Calculation: Service availability consists of the number of minutes in a month that the Service was available less unavailable minutes due to a Service outage.

$$\text{The calculation for Service Availability is: } 100 * (1 - \frac{\text{Sum of Outage Duration}}{\text{Total Available Time}})$$

Service Availability Remedy: In the event that, for a particular month, the Service Availability falls below the commitment noted above, Customer may receive a credit for service(s) affected for such month in accordance with the following calculation.

$$20\% * (\text{Total Service Monthly charge} - \text{Any Credit for other SLA remedies applied for that particular Service})$$

Example: Outage of 2.5 hours or 150 minutes in April

April has 43,200 minutes (30 days * 24 hours * 60 minutes)

Service Availability is: $100 * (1 - 150/43200) = 99.65\%$

Customer received a \$120 credit for Data Delivery Commitment on that service

Customer's service with the outage has a \$500 monthly fee

Credit: $20\% (\$500 - \$120) = \$38$

Data Delivery Commitment

LightEdge Data Delivery Commitment is average round-trip transmissions of 10 milliseconds or less between LightEdge's designated backbone network routers ("Hub Routers").

Data Delivery Remedy: If the Customer reports a data delivery problem and LightEdge's testing verifies that the Data Delivery Commitment is less than the commitment level for the appropriate technology, and LightEdge fails to remedy the problem within 30 days, the Customer will be entitled to a credit in an amount equal to a percentage of one month's Monthly Charge for each month (or part of a month) thereafter that the problem continues unremedied. The percentage is calculated as the Committed Data Rate Contracted less the Committed Data Rate Received divided by the Committed Data Rate Contracted. The Customer agrees to release the connection for testing by LightEdge to fix the trouble.

Example: Customer has 512 kbps Committed Data Rate
Customer had a 96.0% Data Delivery Rate for the Month
Customer actual rate was 512 kbps * 96% or 491.52 kbps
Credit is $(512 - 491.52)/512$ or 4%
Circuit price is \$400
Credit is $\$400 * 4\%$ or \$16.00

Notification Commitment

Notification Commitment: If requested by Customer, LightEdge will notify Customer within fifteen (15) minutes of a Service outage via e-mail (to pager) notification services.

Notification Commitment Process: LightEdge will monitor connections. An outage is defined as any fifteen (15) consecutive minutes where the connection is unavailable. If an outage is determined, LightEdge will generate an email notification to Customer. Customer is responsible for providing their own pager (s), a suitable email-pager gateway, and up to two (2) corresponding email addresses.

Response and Repair Time Commitment

LightEdge will **respond** to customer service requests within a specified time as outlined below after a trouble ticket has been opened with LightEdge Customer Service Department by Customer's designated point of contact or the LightEdge NOC.

These commitments represent LightEdge operational performance objectives but do not constitute a guarantee or offer any guarantee remedy. Services are available 24x7x365, however, additional fees may apply outside of normal business hours.

Configuration and Remote Hands: Configuration and Remote Hands requests will be confirmed within one (1) hour and fulfilled within four (4) hours after receipt.