

Broadband Internet Access Service Level Agreement

PERFORMANCE GUARANTEED

At BULLSEYE TELECOM, we back up our promises with industry-leading performance and reliability guarantees - demonstrated by our superior performance over seven years of providing high-value, mission-critical data access and transmission services to the commercial marketplace. We are one of only very few providers to guarantee minimal packet loss over the Internet - not just on our local access and switching platform - and we guarantee 100% network availability. If our network is not performing as promised, or you lose connectivity as defined below, you are entitled to receive a credit. It's another way that BULLSEYE TELECOM demonstrates its commitment to complete customer satisfaction.

BULLSEYE TELECOM INTERNET ACCESS GUARANTEES 100% NETWORK AVAILABILITY.

BULLSEYE TELECOM guarantees that the BULLSEYE TELECOM network will always be available. You will receive a credit of one (1) day's service of your monthly recurring connectivity charges for every service-impacting network outage. If you incur eight (8) or more consecutive hours of downtime in any given month, you will receive the service for that month at the impacted location free of charge. Network outages are measured from the time we receive a customer report of the outage.

PROACTIVE CUSTOMER NOTIFICATION.

BULLSEYE TELECOM guarantees 24 hours a day, 7 days a week that you will be notified of any network outage resulting in downtime. You will be entitled to a prorated credit equivalent to one (1) day's share of your monthly recurring access charge for any month in which BULLSEYE TELECOM does not notify you of a service affecting outage, provided that the e-mail address, phone number and other contact information provided by you to us for this purpose is accurate and current.

MINIMAL PACKET LATENCY.

BULLSEYE TELECOM guarantees an average monthly Internet latency of less than 85 milliseconds within the BULLSEYE TELECOM network. Latency is measured between the BULLSEYE TELECOM network and the rest of the Internet as represented by over 100 popular webs sites on various other national Internet service providers' networks. You will be entitled to a prorated credit equivalent to one (1) day's share of your monthly recurring access charge for any month in which BULLSEYE TELECOM's average Internet latency exceeds 85 milliseconds.

MINIMAL PACKET LATENCY FOR ETHERADVANTAGE.

BULLSEYE TELECOM guarantees an average monthly latency of less than 60 milliseconds within the BULLSEYE TELECOM network and between sites using EtherAdvantage.

MINIMAL PACKET LOSS.

BULLSEYE TELECOM guarantees an average monthly Internet packet loss of less than five (5) percent. You will be entitled to a prorated credit equivalent to one (1) day's share of your monthly recurring access charge for any month in which BULLSEYE TELECOM's average packet loss exceeds five percent.

ON-TIME INSTALLATION.

BULLSEYE TELECOM guarantees new service installation by the quoted activation date, contingent on the availability of properly conditioned physical facilities between your service location and the appropriate network point of presence. If BULLSEYE TELECOM does not meet the respective installation intervals listed below, you are entitled to the following:

Access Technology	T1 Broadband Access	DSL Core Network Broadband Access	DSL Extended Network Broadband Access	ETHERADVANTAGE	Cable Broadband Access	Fixed Wireless Broadband Access
<i>Installation Commitment:</i>	30 business days from receipt of a completed order and credit approval	30 business days from receipt of a completed order and credit approval	Best efforts	Within 10 business days of quoted installation date following facilities engineering approval	35 business days from receipt of a completed order and credit approval	30 business days from receipt of a completed order and credit approval
<i>Credit:</i>	One full month MRC at the impacted location	One full month MRC at the impacted location	No credit	Pro-rated one day MRC credit for each business day beyond the ten-day commitment standard	One full month MRC at the impacted location	One full month MRC at the impacted location

Note: The network performance metrics defined in these Data Services Terms and Conditions and any applicable Service Order do not apply to non-availability of network services arising from traffic or other service impacts induced by extraordinary events such as viruses, denial of service attacks and other network events that are not originated by or are beyond the control of BULLSEYE TELECOM.