Network Service Exhibit

I. Private Line Services

Private Line Service (the “Service” or “Services”) provides a dedicated, secure connection between two (2) Customer locations delivered on US Signal’s SONET protected backbone network. Private Line Services can be between US Signal’s designated long-haul Point of Presence (“PoP’s”), within any of its metro markets or any combination thereof. Bandwidth options range from DS1 to OC-192. Access from Customer’s locations to US Signal’s network is delivered linear and unprotected unless protected services are specifically ordered and accepted by US Signal.

The following table provides the installation intervals in business days for Private Line Services:

<table>
<thead>
<tr>
<th>Capacity</th>
<th>On-Net</th>
<th>Off-Net</th>
</tr>
</thead>
<tbody>
<tr>
<td>DS1</td>
<td>15 days</td>
<td></td>
</tr>
<tr>
<td>DS3</td>
<td>30 days</td>
<td></td>
</tr>
<tr>
<td>OC-n</td>
<td>ICB</td>
<td></td>
</tr>
</tbody>
</table>

If a shorter interval is required, then Customer may negotiate with US Signal for an expedited installation interval. An order expedite charge will be assessed as follows plus any third party charges US Signal experiences for such an expedite:

<table>
<thead>
<tr>
<th>Capacity</th>
<th>Expedite Charge (NRC)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>DS1</td>
<td>$300</td>
</tr>
<tr>
<td>DS3</td>
<td>$1,000</td>
</tr>
<tr>
<td>OC-n</td>
<td>ICB</td>
</tr>
</tbody>
</table>

* All NRCs are per Access component.

II. Dedicated Internet Services

US Signal’s Dedicated Internet Access Service provides a continuous connection to the public Internet (the “Internet”) across US Signal’s protected backbone.

**Fixed Port Service.** Fixed service allows Customer access to US Signal’s network at a predetermined rate. The rate charged for the port will not fluctuate with use.

**Burstable Port Service.** Burstable service allows Customer to access US Signal’s network at up to 10 Gbps. Actual burstable speed is dependent upon Customer’s Access type and CPE deployment. Recurring charges are based
upon Customer’s selected burstable service level and monthly sustained use level at the 95th percentile. The procedure used by US Signal for 95th percentile billing is to sample the rate of traffic on an interface once every 5 minutes, and record these values for one billing period (usually one month, for example 8640 samples for 30 days). At the end of the billing period, the samples are sorted in order from highest to lowest, the top 5% (ex: 432 samples, or the top 36 hours) is removed, and the value immediately under this (the 8208th sample) is the 95th percentile. This process is done twice, once for inbound traffic and once for outbound, and the larger of the two values is what is billed. If during any month, Customer’s use exceeds the selected burstable service level, then Customer’s invoice shall be adjusted according to the following two (2) step formula:

\[
\text{Burstable Port MRC ÷ Service Level Mbps} = \text{Price per Mbps}
\]

\[
(\text{Price per Mbps} + $5) \times \text{Mbps over Service Level} + \text{Burstable Port MRC} = \text{Month’s Burstable Port Charge}
\]

**Handoff.** US Signal offers DS1, DS3, OC3, Fast Ethernet (“FE”) and Gigabit Ethernet (“GigE”) handoffs. Customer’s equipment must be configured according to US Signal’s requirements for the desired handoff. Customers bonding DS1 access must utilize Multilink Point-to-Point Protocol (“MLPPP”) to ensure proper load balancing.

**IP Addresses.** IP addresses are not portable and not assigned for independent administration or distribution. Customer understands that IP assignments are not guaranteed and may be modified as required by US Signal and/or the American Registry for Internet Numbers (“ARIN”).

**DNS Policy.** US Signal’s initial set-up shall allow up to twenty-five (25) domains for Primary DNS and up to fifty (50) domains for Secondary services. Any domain changes, additions or deletions to either DNS service after the initial set-up will be invoiced at twenty dollars ($20) each. Customer is responsible for the registration of all domain names and the coordination of IP addresses with its registrar.

**Additional Charges.** Consulting hours will be invoiced at one hundred dollars ($100) per hour if Customer requests US Signal’s assistance with routing changes that exceed its three (3) hours of free consulting per three (3) consecutive month interval. US Signal shall notify Customer if any such consulting charges shall apply. Additionally, a dispatch charge shall be invoiced when a US Signal representative is dispatched to a Customer’s premise as a result of: 1) an outage not caused by the US Signal network; 2) an outage not caused by the failure of US Signal Provided Equipment; or 3) Customer’s disallowance of US Signal to access its equipment.

The following table provides the installation intervals in business days:

<table>
<thead>
<tr>
<th>Capacity</th>
<th>On-Net PoP</th>
<th>Off-Net PoP</th>
</tr>
</thead>
<tbody>
<tr>
<td>up to 10 Mbps (bonded DS1)</td>
<td>15 days</td>
<td>ICB</td>
</tr>
<tr>
<td>up to 45 Mbps (DS3)</td>
<td>30 days</td>
<td>ICB</td>
</tr>
<tr>
<td>&gt; or equal to 45 Mbps</td>
<td>ICB</td>
<td>ICB</td>
</tr>
</tbody>
</table>

If a shorter interval is required, then Customer may negotiate with US Signal for an expedited installation interval. An order expedite charge will be assessed as follows in addition to any third party charges US Signal experiences for such an expedite:

<table>
<thead>
<tr>
<th>Capacity</th>
<th>Expedite Charge (NRC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5 Mbps ≤ 12.0* Mbps</td>
<td>$300</td>
</tr>
<tr>
<td>≤45 Mbps **</td>
<td>$1,000</td>
</tr>
<tr>
<td>&gt;45 Mbps</td>
<td>ICB</td>
</tr>
</tbody>
</table>

* This Capacity is based upon bonded DS1 Access.
** This Capacity is based upon DS3 Access.

^ All NRCs are per Access component.

## III. Multi-protocol Label Switching Virtual Private Network

US Signal’s Multiprotocol Label Switching Virtual Private Network (“MPLS VPN”) solution is a network based Internet protocol (“IP”) VPN available on the US Signal IP network backbone. This Service provides customers with an IP VPN solution with direct, any-to-any connectivity and a private means by which to connect their service locations.

**Fixed Port Service.** Fixed service allows Customer access to US Signal’s network at a predetermined rate. The rate charged for the port will not fluctuate with use.

**Burstable Port Service.** Burstable service allows Customer to access US Signal’s network at up to 10 Gbps. Actual burstable speed is dependent upon Customer’s Access type and CPE deployment. Recurring charges are based upon Customer’s selected burstable service level and monthly sustained use level at the 95th percentile. The procedure used by US Signal for 95th percentile billing is to sample the rate of traffic on an interface once every 5 minutes, and record these values for one billing period (usually one month, for example 8640 samples for 30 days). At the end of the billing period, the samples are sorted in order from highest to lowest, the top 5% (ex: 432 samples, or the top 36 hours) is removed, and the value immediately under this (the 8208th sample) is the 95th percentile. This process is done twice, once for inbound traffic and once for outbound, and the larger of the two values is what is billed. If during any month, Customer’s use exceeds the selected burstable service level, then Customer’s invoice shall be adjusted according to the following two (2) step formula:

\[
\text{Burstable Port MRC} + \frac{\text{Service Level Mbps}}{\text{Price per Mbps}} = \text{Month's Burstable Port Charge}
\]

\[
(\text{Price per Mbps} + $5) \times \text{Mbps over Service Level} + \text{Burstable Port MRC} = \text{Month's Burstable Port Charge}
\]

**Virtual Cloud Connection.** Virtual Cloud Connection (“VCC”) shall provide Customer a virtual interconnection between Customer’s network to Customer’s third party, public cloud service or data center provider. VCCs are considered on an individual case basis at US Signal’s sole discretion and may incur monthly recurring and/or non-recurring charges. Customer’s maximum connection bandwidth shall not exceed the facility’s bandwidth. The VCC shall be delivered best effort.

**Handoff.** US Signal offers DS1, DS3, OC3, Fast Ethernet (“FE”) and Gigabit Ethernet (“GigE”) handoffs. Customer’s equipment must be configured according to US Signal’s requirements for the desired handoff. Customers bonding DS1 access must utilize Multilink Point-to-Point Protocol (“MLPPP”) to ensure proper load balancing.

The following table provides the installation intervals in business days:

<table>
<thead>
<tr>
<th>Capacity</th>
<th>On-Net PoP</th>
<th>Off-Net PoP</th>
</tr>
</thead>
<tbody>
<tr>
<td>up to 10 Mbps (bonded DS1)</td>
<td>15 days</td>
<td>ICB</td>
</tr>
<tr>
<td>up to 45 Mbps (DS3)</td>
<td>30 days</td>
<td>ICB</td>
</tr>
<tr>
<td>&gt; or equal to 45 Mbps</td>
<td>ICB</td>
<td>ICB</td>
</tr>
</tbody>
</table>

If a shorter interval is required, then Customer may negotiate with US Signal for an expedited installation interval. An order expedite charge will be assessed as follows in addition to any third party charges US Signal should experience for such an expedite:

<table>
<thead>
<tr>
<th>Capacity</th>
<th>Expedite Charge (NRC)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>DS1</td>
<td>$300</td>
</tr>
<tr>
<td>DS3</td>
<td>$1,000</td>
</tr>
<tr>
<td>OC-n</td>
<td>ICB</td>
</tr>
</tbody>
</table>
IV. Virtual Ethernet Service

US Signal’s Virtual Ethernet Service (“VES”) is available as a Point-to-Point solution or a Multi-Point solution.

**Point-to-Point.** Option offers a transparent, point-to-point Ethernet transport between two (2) locations on US Signal’s 10Gbps Virtual Protocol Label Switching (“VPLS”) backbone. VES Point-to-Point configuration will consist with or without access to both the A and Z locations and transport at a guaranteed bandwidth (“Transport CIR”). The Transport CIR must be no less than ten (10%) percent of the maximum bandwidth allowed by its physical handoff type.

**Multi-site.** Option offers a switched Ethernet Virtual Private Network (“VPN”) service using Layer 2 technology to transport data between multiple Customer sites on US Signal’s 10 Gbps Virtual Multiprotocol Label Switching (“VPLS”) backbone. VES Multisite configurations consist with or without Access and a guaranteed port committed information rate (“Port CIR”) at each service location. Each contracted Port CIR must be at least ten (10%) percent of the maximum bandwidth allowed by its physical handoff type.

**Virtual Cloud Connection (Multi-site Only).** Virtual Cloud Connection (“VCC”) shall provide Customer a virtual interconnection between Customer’s network to Customer’s third party, public cloud service or data center provider. VCCs are considered on an individual case basis at US Signal’s sole discretion and may incur monthly recurring and/or non-recurring charges. Customer’s maximum connection bandwidth shall not exceed the port’s bandwidth. The VCC shall be delivered best effort.

**MAC Addresses.** Customer shall be assigned up to fifty (50) MAC (Media Access Control) addresses per location. Customer may purchase one (1) additional block of fifty (50) MAC addresses for a four ($4) dollar Monthly Recurring Charge (“MRC”) and a fifty ($50) dollar Non-recurring Charge (“NRC”).

**Maximum Transmission Unit (“MTU”).** The MTU for Ethernet frames using VES is 1,518 bytes.

**Traffic.** Customer shall shape its own traffic onto US Signal’s VPLS backbone network such that it does not exceed Customer’s Transport CIR. Broadcast traffic shall be limited to ten (10) Mbps per handoff for point-to-point service locations.

**Ethernet Virtual Connection (“EVC”).** An EVC shall be provisioned to associate two (2) or more Customer locations across the US Signal VPLS backbone and prevent data transfers between Customer sites that are not part of the same EVC. Customer shall be limited to eight (8) EVC’s for each Ethernet and FE handoff and sixty four (64) EVC’s for each GigE handoff.

**Virtual Local Area Network (“VLAN”) Coordination.** If Customer’s service is multiplexed, requiring VLAN coordination between Customer’s network and US Signal’s network, US Signal shall make final determination of VLAN assignments.

Installation intervals for both VES Multisite and VES Point to Point shall be determined on an ICB basis for both On-Net and Off-Net services.

If a shorter interval is required, Customer may negotiate with US Signal for an expedited installation interval. An order expedite charge will be assessed as follows in addition to any third party charges US Signal should experience for such an expedite:

<table>
<thead>
<tr>
<th>Capacity</th>
<th>Expedite Charge (NRC)^</th>
</tr>
</thead>
<tbody>
<tr>
<td>≤10Mbps</td>
<td>$300</td>
</tr>
<tr>
<td>&gt;10Mbps</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

^ All NRCs are per Access component.
V. Ethernet Transport

Ethernet Transport is a carrier Ethernet service that offers four types of transport. E-Line, E-LAN, and E-Tree are Ethernet-virtual-connection based service types (User Network Interface ("UNI") to UNI), and E-Access is an operator virtual connection service type (UNI to External Network to Network Interface ("ENNI")).

The four Ethernet Transport types below are available as Ethernet Private Line or Ethernet Virtual Private Line. Ethernet Private Line is a transparent port-based non-multiplexed service type between only two user network interfaces at the full 1 GB or 10GB port rate. Ethernet Virtual Private Line is a transparent Ethernet virtual connection (a portion of a port) based service type that may be one-to-one or meshed with one-to-many UNIs at the subscriber Virtual Local Area Network ("VLAN") rate identified and quoted on the OFS. All Ethernet Transport Services will contain a port and access charge component. Installation and expedite intervals for Ethernet Transport are determined on an ICB.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Port Based Service</th>
<th>VLAN Based Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Line</td>
<td>Ethernet Private Line (EPL)</td>
<td>Ethernet Virtual Private Line (EVPL)</td>
</tr>
<tr>
<td>E-LAN</td>
<td>Ethernet Private LAN (EP-LAN)</td>
<td>Ethernet Virtual Private LAN (EVP-LAN)</td>
</tr>
<tr>
<td>E-Tree</td>
<td>Ethernet Private Tree (EP-Tree)</td>
<td>Ethernet Virtual Private Tree (EVP-Tree)</td>
</tr>
</tbody>
</table>

**E-Line.** (point-to-point) A service of only two UNIs that can only communicate with each other.

**E-LAN.** (multipoint-to-multipoint) A service of two or more UNIs that are fully meshed and able to communicate with any UNI in the mesh.

**E-Tree.** (point-to-multipoint) A rooted multipoint service that connects many UNIs providing sites with hub and spoke multipoint connectivity.
**E-Access.** (point-to-ENNI) An operator-virtual-connection-based service with at least one UNI operator-virtual-connection end point and one ENNI end point.

**Handoff.** US Signal offers Fast Ethernet (“FE”), Gigabit Ethernet (“GigE”), 10 Gigabit Ethernet (“10GigE”) handoffs. Customer’s equipment must be configured according to US Signal’s requirements for the desired handoff.

**Traffic.** Customer shall shape its own traffic onto US Signal’s VPLS backbone network such that it does not exceed Customer’s Transport CIR. Broadcast traffic shall be limited to ten (10) percent per handoff for point-to-point service locations. Customer acknowledges that US Signal may use minimally sufficient bandwidth for management and troubleshooting of service.

**VLAN Coordination.** If Customer’s Service is multiplexed, requiring VLAN coordination between Customer’s network and US Signal’s network, US Signal shall make final determination of VLAN assignments.

**MAC Addresses.** Customer shall be assigned up to two hundred-fifty (250) MAC (Media Access Control) addresses per location. Customer may purchase one (1) additional block of two hundred-fifty (250) MAC addresses for a twenty ($20) dollar Monthly Recurring Charge (“MRC”) and a fifty ($50) dollar Non-recurring Charge (“NRC”).

**Maximum Transmission Unit (“MTU”).** The MTU for Ethernet frames using Ethernet Transport is 9,000 bytes.

### VI. Optical Wave Service

US Signal’s Optical Wave Service (the “Service” or “Services”) provides point-to-point optical connectivity between two (2) qualifying sites within the applicable points of demarcation. Customer will be provided with a private, dedicated optical wavelength capable of transporting 1.0 Gigabits per second (Gbps), 2.5 Gbps, 10 Gbps or 100 Gbps line rates. US Signal offers one (1) Unprotected class Optical Wave Service connection. The Unprotected class offers a single wavelength between two (2) points with a single hand-off on each side and no built in diversity or redirect capability. Installation and expedite intervals for Optical Wave Service is determined on an ICB.
Exhibit 1
Optional Services

A. **Access**

1. **Third Party Access** - Service that may be required in order to provide the Access component of the service shall be contracted from the network meet-point between US Signal and its third party access vendor to the third party access vendor’s determined point of demarcation at Customer’s premise. Any demarcation extensions required to complete the services are the responsibility of Customer. Use of third party vendors is considered Off-Net (originates from or terminates to any location that is not on US Signal’s physical network). US Signal owned facilities used to connect Customer’s premise to US Signal’s network shall be considered On-Net (originates from and terminates to a location on US Signal’s physical network). If the Access component of the Service includes construction of facilities by US Signal’s third party access vendor, then US Signal shall provide to Customer any requirements provided by such vendor for the successful installation and ongoing operation of the Service. Customer shall be responsible for the costs associated with its assigned responsibilities provided to Customer. Customer agrees to reimburse US Signal for any construction costs incurred for any changes or cancellation of the Ordering Document prior to the commencement of the SIT as defined herein.

2. **Converged Access** - For multiple solutions sharing the same Access bandwidth (“Converged Access”), the bandwidth allowance for all Services cannot exceed the Access bandwidth allowance.

B. **US Signal Provided Equipment/Software**

1. **Carrier Ethernet Termination Devices (“CETD”).** If applicable, the CETD is provisioned at Customer’s premises to enable an Ethernet hand-off to Customer’s equipment for Private Line Services.

2. **Ethernet Network Interface Device (“ENID”).** If applicable, the ENID is provisioned at Customer’s premises to enable an Ethernet hand-off to Customer’s equipment for IP Switched services. The following two (2) types of ENID support are available:
   
   a. In Region – US Signal installs the ENID at Customer’s service location that is located within fifty (50) miles of a US Signal network point-of-presence.
   
   b. Out of Region – Customer performs a self-installation of the ENID at its service location that: 1) is more than fifty (50) miles from a US Signal network point-of-presence; 2) is greater than 10 Mbps in desired bandwidth; and 3) is used in conjunction with US Signal’s third party access provider for ILEC Switched Ethernet and/or MSP Ethernet. Customer shall perform self-installation utilizing industry standard cabling within one hundred (100) feet of the demarcation, including any extension thereof. Customer shall coordinate the testing and turn-up of the Out of Region ENID with US Signal’s Network Operations Center within five (5) days of its receipt. Preprogramming shall include basic network address translation set-up, routing of Customer’s assigned Internet protocol netblock, and integrating dynamic host configuration protocol as needed to interface with Customer’s local area network.

3. **Managed Router Service (“MRS”).** If applicable, US Signal shall provide Customer a router. Installation/preprogramming shall include basic network address translation set-up, routing of Customer’s assigned Internet protocol netblock, and integrating dynamic host configuration protocol as needed to interface with Customer’s local area network. The following two (2) types of MRS support are available:
   
   a. In Region - US Signal installs the router at Customer's service location that is located within fifty (50) miles of a US Signal point of presence. In the event such router is placed within a US Signal Colocation location, Customer agrees to: 1) verify its cabinet contains two (2) rack units
of space; 2) supply its own power to the router; and 3) provide US Signal escorted access to the router to the extent reasonably determined by US Signal for the performance of its obligations required under the Agreement.

b. Out of Region - For locations more than fifty (50) miles from a US Signal point of presence, Customer shall self-install a preprogrammed router. Customer shall perform self-installation utilizing industry standard cabling within one hundred (100) feet of the demarcation, including any extension thereof. Customer shall coordinate the testing and turn-up of the router with US Signal's Network Operations Center within five (5) days of its receipt of the router.

All maintenance shall be coordinated with Customer for equipment replacement and/or software upgrades according to the terms, herein. US Signal shall monitor the port on a proactive basis and notify Customer within thirty (30) minutes of a loss of service lasting in excess of six (6) minutes. Managed Router Service customers qualify for three (3) hours of consulting time per consecutive three (3) month period, at no additional charge, for any changes to routing functions. Any Customer requested changes to the routing functions shall be completed within two (2) business days from US Signal's acknowledged receipt of such Customer request.

C. **Cloud Based Managed Security**  Cloud Based Managed Firewall ("CBMF"), Cloud Based Advanced Security ("CBAS") and Cloud Based Advanced Security Plus ("CBAS+") or collectively referred to as "Cloud Based Managed Security" or "CBMS") are types of managed security appliances inside of a US Signal managed data center that place security at the private network perimeter and stand between Customer's private network and the Internet. The CBMS features may be found at [https://ussignal.com/cloud/managed-security](https://ussignal.com/cloud/managed-security). US Signal's initial set-up for Customers selecting CBMF shall allow up to five (5) site-to-site VPN tunnels. Any additional tunnels after the initial set-up will be invoiced at twenty five dollars ($25) each for each block of five (5) tunnels. Customer acknowledges that CBMS does not guarantee full protection from all security risks. Any Customer requested changes to its CBMS shall be made by Customer's authorized representative, in writing, to US Signal's Technical Operations Center ("TOC") at toc@ussignal.com. Such change shall be completed within two (2) business days from US Signal's acknowledged receipt of the request. In the event that a requested change is not completed within two (2) business days, Customer shall qualify for a credit equal to fifty percent (50%) of Customer's CBMS MRC. In no event will credits during any one (1) calendar month exceed 100% of the MRC for the Service. If Customer subscribes to CBAS, some features of the CBAS service may require Customer: 1) to enter into a Business Associate Agreement ("BAA") with US Signal if the data transmitted contains Protected Health Information ("PHI") as that term is defined in HIPAA regulations; and 2) to determine if data transmitted contains "cardholder data" (as that term is defined by the Payment Card Industry Data Security Council [https://www.pcisecuritystandards.org](https://www.pcisecuritystandards.org)), then US Signal and Customer agree that each party is responsible, as designated, for those certain PCI-DSS compliance requirements, as applicable to the corresponding service offering described as set forth at [https://ussignal.com/uploads/portal/Legal/PCI_Product_Matrix.pdf](https://ussignal.com/uploads/portal/Legal/PCI_Product_Matrix.pdf) ("PCI Matrix"), which is hereby incorporated by reference herein. Customer should contact its US Signal representative prior to using CBAS features subject to compliance requirements.

D. **Quality of Service ("QoS")**. QoS prioritizes assigned traffic types ("Classes") from the US Signal provided router or Customer's premise equipment through US Signal’s backbone network until such traffic is either handed off to an upstream network or terminated. US Signal’s Class prioritization utilizes Class Based Weighted Fair Queuing (CBWFQ). QoS offers enhanced service metrics as defined in the Technical Standards of Performance, herein.

E. **Cellular Failover Service (Optional)**. Cellular Failover Service ("CFS") is a backup service purchased by Customer in conjunction with the In-Region Managed Router Service. Out of Region Managed Routers are not eligible for CFS. In the event Customer's Service experiences an Outage as defined in the Availability Credits clause herein, the CFS shall provide Customer an alternate connection. Such alternative connection shall utilize wireless service through US Signal’s third party wireless service provider ("Wireless Service") in conjunction with the Border Gateway Protocol ("BGP") configured in the In-Region Managed Router to provide the automatic switching necessary to redirect Service to the wireless connection during an Outage. Customer acknowledges and agrees that the Wireless Service is designed using radio technologies and is subject to transmission and service area limitations, interruptions and dropped connections caused by
atmospheric, topographical or environmental conditions, cell site availability, equipment or its installation, governmental regulations, system limitations, maintenance or other conditions or activities affecting Wireless Service operation, thus the Wireless Service shall be best effort, provided that, the In-Region Managed Router shall be subject to the response intervals as defined herein. CFS is provisioned for up to 10 Gbps of data for each CFS configured In-Region Managed Router per month to create Customer's shared data pool ("CFS Cap"). Customer is responsible for any overage charges, invoiced in arrears, at a rate equal to three ($0.03) cents per Mbps for total data transferred via CFS exceeding the CFS Cap limit. Customer shall not: 1) install, deploy, or use any regeneration equipment or similar mechanism to originate, amplify, retransmit or regenerate the CFS; 2) use the CFS for remote medical monitoring; and 3) attempt to register to the Wireless Service with any equipment other than the In-Region Managed Router provided by US Signal. If Customer, or a third party provided permission through Customer, violates any of the foregoing prohibitions, US Signal may immediately suspend the Services and/or terminate this Agreement for cause and without further liability or obligation to Customer.

CUSTOMER EXPRESSLY UNDERSTANDS AND AGREES THAT IT HAS NO CONTRACTUAL RELATIONSHIP WHATSOEVER WITH THE UNDERLYING WIRELESS SERVICE PROVIDER OR ITS AFFILIATES OR CONTRACTORS AND THAT CUSTOMER IS NOT A THIRD PARTY BENEFICIARY OF ANY AGREEMENT BETWEEN US SIGNAL AND THE UNDERLYING CARRIER. IN ADDITION, CUSTOMER ACKNOWLEDGES AND AGREES THAT THE UNDERLYING CARRIER AND ITS AFFILIATES AND CONTRACTORS SHALL HAVE NO LEGAL, EQUITABLE, OR OTHER LIABILITY OF ANY KIND TO CUSTOMER AND CUSTOMER HEREBY WAIVES ANY AND ALL CLAIMS OR DEMANDS THEREFOR.
Exhibit 2

Service Level Agreements

Technical Standards of Performance. Refer to https://ussignal.com/sla-agreements, for the technical standards of performance. CBMS performance will be measured in accordance with the availability metric for Dedicated Internet Access Service. Off-net access shall be delivered at best effort. Customer acknowledges that US Signal may need to perform routine maintenance to the network between the hours of 12:00 AM and 6:00 AM local time. Such maintenance is acknowledged to not be considered for overall measurement of the technical standards of performance.

1. Network Availability Credits. In the event US Signal fails to meet the service metrics as defined in Technical Standards of Performance above, Customer shall be entitled to a credit for the On-Net portion determined according to the following formulas:

   1) For ringed (protected) services with 1+1 card protection:

   \[
   \text{Outage credit} = \frac{(\text{Hours of outage} - 1 \text{ hour}) \times (\text{Total On-Net MRC of affected facility})}{720}
   \]

   2) For linear (unprotected) services:

   \[
   \text{Outage credit} = \frac{(\text{Hours of outage} - 9 \text{ hours}) \times (\text{Total On-Net MRC of affected facility})}{720}
   \]

2. Other Network Performance Credits. During any calendar month, if the average network latency, jitter or frame loss performance falls below the stated levels as defined in the Technical Standards of Performance, herein, US Signal shall provide a service credit as stated below:

   \[
   \text{Service Credit} = \frac{\text{Total Port Monthly Recurring Charge}}{30}
   \]

3. Router Availability Credits. The response intervals shall be calculated over a thirty (30) day period as follows:

   \[
   \text{Customer Total Equipment Failure Minutes per Month} \div \text{Customer Total Number of Failures per Month}
   \]

   In the event that US Signal fails to meet this maintenance timeline for the router, then Customer qualifies for a response credit equal to ten percent (10%) of its monthly recurring network port charges for the affected service location. US Signal shall not provide a credit if the router failed due to Customer’s misuse of or loss of power to the router, a Force Majeure event, US Signal is unable to gain access to the In Region Manager Router or Customer is unavailable to self-install a replacement router for the Out of Region Managed Router. US Signal may withhold issuance of any credits due Customer under this Agreement until any amounts past due by Customer have been paid in full.

4. Cloud Based Managed Security Availability Credits.

   \[
   \text{Outage credit} = \frac{(\text{Hours of outage} - 1 \text{ hour}) \times (\text{Total CBMS MRC})}{720}
   \]
Outage means the measure of the time that Customer loses a signal or receives a signal so poor that it is unavailable. The length of the outage shall be measured in hours and fractional portions thereof. An outage shall be deemed to have commenced upon notification by Customer to US Signal. Each outage shall be deemed to terminate upon restoration of the affected facility as evidenced by appropriate network tests by US Signal, and US Signal’s notification to Customer.

5. To receive credits, Customer must make a written request within forty-five (45) days of the end of the month for which the interruption occurred. In no event will credits during any one (1) calendar month exceed 100% of the MRC for the Service. Any credit shall be Customer’s sole and exclusive remedy for any failure by US Signal to meet a service metric. Outage credits do not apply to outages: (i) caused by the negligence or willful misconduct of Customer; (ii) an outage due to Customer’s network failure; (iii) due to failure of power (excluding any industry standard back-up power sources that US Signal is required to have in place); (iv) during any period in which US Signal is not given access to Customer’s premise if necessary to resolve an outage; (v) during any period of unscheduled emergency maintenance or repair, scheduled maintenance, alteration or implementation; and (vi) during any Force Majeure Event as defined herein. US Signal may withhold issuance of any credits due Customer under this Agreement until any amounts past due by Customer have been paid in full.
Service Changes

Service Upgrade. Upgrading of a Service to higher bandwidth is described as a service upgrade where the original service is not considered terminated. Upgrades will be considered at any time during the SIT and shall be coterminous to the existing Service's SIT unless a change is required to increase the capacity of the Access component to facilitate the requested bandwidth. Any upgrade that requires an Access component change may require a new SIT and/or installation charges. Access changes to US Signal's network that are considered Off-net may also result in a third party early cancellation charge. Any Off-net upgrade considerations should be reviewed by the US Signal representative and Customer.

Service Location Move. Customer may move its service location, whereby the original service is not considered terminated. Customer must execute a new OFS for service to be established at the new location for a new SIT equal to or longer in duration than the term of this Agreement. Move may result in different monthly recurring charges. New installation charges apply. Access to US Signal’s network that is considered Off-net may result in a third party early cancellation charge. Move considerations should be reviewed by the US Signal representative and Customer prior to a move request. Any move request must be provided in writing upon sixty (60) days’ notice.

Port Type Change. In the event Customer purchases either Fixed or Burstable Port (individually “Port Type”) Service with managed security and no physical Access component, Customer may change the Port Type to the other Port Type, at equal bandwidth by executing an Order for Service (“OFS”) (collectively “Port Type Change”). The MRC rates for the Port Type Change shall remain unchanged. The OFS shall incorporate by reference, and shall be subject to the terms and conditions of this Agreement. In the event of any conflict between this Agreement and the terms the OFS, precedence will be given in the following order: (a) the OFS but solely with respect to the Service covered by that OFS; and (b) this Agreement.

Rapid Upgrades. Customer may upgrade its existing On-Net DIA, MPLS or VES Service components by opening a trouble ticket with US Signal’s Technical Operations Center (“TOC”) at 888.663.1700. The upgraded components shall remain coterminous to the original SIT of the applicable OFS for each Service. Each upgrade is subject to availability. After successful execution of an upgrade, US Signal’s TOC representative shall confirm such upgrade with Customer via email notification (“Upgrade Email Notification”). All recurring and non-recurring charges for any upgrade shall be set forth in Customer’s next applicable invoice. Upgrade completion timelines may vary. Customer may downgrade the same service thirty (30) days after completion of the successful installation of an upgraded service to the level identified on the previous OFS, by executing a new OFS.