



High-Speed Internet Access

Internet Access Product Description

The Ritter Communications High-Speed Internet Access provides high speed, Internet connectivity via a telecommunications access circuit(s) and/or via channel(s) or allocated capacity of a access circuit(s). This service comes with standard and optionally purchased features listed below. The particular feature the Customer chooses to be provided by Ritter Communications for Customer's business are referred to in this Attachment as the "Internet Access Service." The Internet Access Service features and access speeds Customer has selected are set out on the Sales Quote.

Access speeds supported are 56/64, 128, 256, 384, 512, 768 Kbps and 1.5 Mbps and up.

Primary DNS is available as a separately priced option and will be indicated on the Sales Quote if included in Customer's initial purchase. Primary DNS includes the initial set up of Customer's DNS records, as well as the ongoing management and support of the tables. Company will provide primary DNS, on Customer's DNS table on our server for one Class C address block (up to 256 sub addresses).

If Customer wishes to make modifications to DNS records, Company will administer the change. Customer may make two requests per week. If Customer provide access and/or hosting services to their customers, Company will provide secondary DNS for Customer domains only. Company will not provide DNS for Customer's end-users.

Domain Name Registry – Internet Access Service includes the registration of one domain name with Internic. Company will register additional domain names with Internic for Customer at additional cost. In instances where Customer has established domains, Company can assist Customer in attaining and filing the appropriate forms with the Internic for updates.

Customer will retain ownership and authority of any domain Company registers on Customer's behalf.

Packet Filtering – If set out in the Sales Quote, packet filtering includes the initial configuration of the Customer Premise Equipment (CPE) router, as well as on-going configuration management and administration of the access list.

If Customer wishes to make modifications to access lists, Customer should contact Company. Customer may make two requests per week. Company does not guarantee packet filter performance.

Internet Access Service Demarcation

The demarcation point for Internet Access Service is the established demarcation point for the telecommunications access circuit at Customer's site.

Our Responsibilities

Access Circuit – Ritter Communications will provision a telecommunications circuit for Internet Access Service, from the demarcation point to our nearest or Ritter-approved Point of Presence (POP). Circuits are provisioned from us or from third-party carriers and are based upon availability. Ritter Communications will order the circuit to be terminated at the demarcation point at Customer's site unless Customer instructs Company otherwise. Customer will be responsible for any fees charged by any third-party carrier for the extension of the circuit to another location.

Customer Premise Equipment (CPE) – If Customer rents or purchases CPE from Ritter Communications, the initial configuration of the equipment will be performed by Company during the activation process. The initial configuration will establish connectivity between the CPE and Company network.

All CPE rented from Ritter Communications will come with the following maintenance features:

- Software upgrades necessary to ensure compatibility between the CPE and our Internet Backbone equipment.

- Second business-day delivery of replacement parts, provided the request is received by Ritter communications prior to 3:00 PM CST.

Ritter will provide equipment maintenance on CPE purchased from Company under a separate maintenance agreement.

IP Address Allocation – Company adheres to the American Registry of Internet Numbers (ARIN) recommended guidelines for allocation of Internet IP address space. Under ARIN recommendations, Company does not permit portability of our IP address space. Company allocates address space to Customer for the duration of this Agreement. Upon termination Customer will be required to forfeit any allocated address space to us, and provide us with authorization to release Customer's address space.

Company will allocate address space during the installation process. It is required that documented justification be submitted to us prior to the allocation of address space. Customer agrees to accept Internet Access Service regardless of the number of IP addresses justified according to ARIN guidelines. If Customer requires larger blocks of address space, Customer must petition ARIN directly.

Company will route IP address networks attained directly from ARIN, however, Company will not route IP address networks that Customer was assigned from another ISP, except when Customer is dually homed between that ISP and Company.

Activation Services – Following the installation of the access circuit, one of our engineers will activate the Internet Access Service. Once routing is established between the CPE and our Internet Backbones, a Ritter Communications engineer will run a series of tests from the CPE to points on the Internet.

Internet Access Service implementation will be complete and billing will begin when the following criteria have been met:

- Any Ritter Communication supplied CPE is installed and operational
- IP connectivity to the Internet, including routing through a traceroute test, via the CPE router
- Our Network Operations verifies IP routing through a traceroute test via the CPE router
- If Company registers a domain on Customer's behalf, Customer's domain is registered with Internic
- Ritter Communications supplied Primary and/or Secondary DNS are operational on Customer's domain
- Any required packet filtering has been installed in the CPE router

Billing will not be delayed if any of the above criteria are not met due to any of the following circumstances:

- Customer fails to provide hostname and IP address allocations to enable Company to set up Primary DNS service
- Customer fails to provide access list requirements to enable Company to configure packet filtering on a CPE router
- Delays in availability of any CPE Customer is required to supply
- Delays in the configuration of CPE or applications Customer is required to supply
- Customer's inability to provide the items set out in the paragraph entitled "Customer Responsibilities".

Management and Monitoring – Ritter communications will be responsible for the on-going management and troubleshooting of all components up to the Internet Access Service demarcation 24 hours a day, 7 days a week.

Customer Responsibilities

- Customer is responsible for managing the equipment located on the LAN side of the router (LAN Environment) unless such services are contracted through a separate maintenance agreement. If Company isolates a problem beyond the demarcation point, Customer is

responsible for fault resolution and Company assumes no responsibility. Customer has no remedy or claim for service credit for Internet Access Service outages caused by problems beyond the demarcation point.

- If Customer supplies their own CPE, they are required to ensure that the CPE meets Ritter Communication's hardware and software configuration guidelines.
- Ritter communications recommends that all dedicated Internet services be provided with enhanced network security provisions including, but not limited to, firewall security devices. Implementation of the Internet Access Service without proper security provisions are made at Customer's own risk. Therefore, Customer holds Ritter Communications harmless in this regard.
- Customer must provide Company with on-site contact (including escalation lists and off-hours contacts).
- Customer must provide Company with technical information reasonably required by Company to perform it's responsibilities.
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- Customer must request changes in the Internet Access Service in writing. Any and all changes to the Internet Access Service, whether requested by Customer or initiated by Company, will be performed by Company if Company, in it's sole discretion, determine the changes to be reasonable, acceptable, and necessary for the provisioning of the Internet Access Service.
- Customer will be responsible for configuration and monitoring of all CPE after initial installation unless contracted under a separate maintenance agreement.

Credit for Outages

Customer will be eligible to receive a credit for any unscheduled outages that Customer experiences due to unavailability of the Internet Access Service. In order to receive the credit Customer must open a trouble ticket with Customer Care. Credits will be given based upon the outage time recorded in the applicable trouble ticket. Customer will be eligible for a credit on Customer's invoice based upon the following schedule: if the outage is greater than 20 minutes, but less than 4 hours, Customer will be eligible for a credit equal to the value of one days' Internet Access Service; if the outage is greater than 4 hours in duration, Customer will be eligible for a credit equal to the value of two days' Internet Access Service. The maximum credit available in any calendar month is 50% of the monthly recurring charges for the affected Internet Access Service. Planned maintenance will not be considered an Internet Access Service outage. This will be Customer's sole remedy and Ritter Communication's sole obligation with regard to any outage.

Requesting a Credit

To receive a credit Customer must contact our office within five days of the outage. Customer must provide the Customer Care representative with:

- Customer Company name
- Sufficient information to contact Customer;
- Date(s) and duration(s) of events

Customer Initials