

1. Service Overview

Our Dedicated Internet Access (DIA) Service provides ethernet-based connectivity direct to the internet to access online applications and web-based services. We deliver the DIA Service to your site or to one of our core network's Points of Presence ("PoP"), depending on your selection and as documented in your SoW.

The DIA Service is fully managed with varying options for bandwidth and resilience. You can select one of the following variants, which support IPv4 and IPv6 in a dual-stack configuration:

- (a) Dedicated Internet Access to your site on-net – Internet access provided to your sites via our Next Generation Network (NGN);
- (b) Dedicated Internet Access to your sites off-net – Internet access provided to your sites via our third-party network where our NGN is not directly reachable (such as sites outside the UK);
- (c) Dedicated Transit Service via NGN PoP – Internet access delivered at one or more of our Points of Presence; and
- (d) Internet Gateway – Internet access provided alongside our Managed WAN Service.

The DIA Service is delivered over our Next Generation Network (or over our third-party network for off-net sites) using a mixture of private and public peering along with Tier 1 Internet Service Providers.

Additional information is included in your Order Form and Statement of Work (SoW).

2. Service Features

The features of the DIA Service are described in the table below and in the subsequent sub-sections. The optional features are available upon request for an additional Fee. If you select one or more of these optional features, your choices will be defined in your Order Form and/or SoW.

Feature	Description	Standard	Optional
Access Service	As described in Section 2.1.	•	
Standard Access	As described in Section 2.2(a).	•	
Resilient Access	As described in Section 2.2(b).		•
Routing and Addressing	As described in Section 2.3.	•	
MSDD and NTE	As described in Section 2.4.	•	



Feature	Description	Standard	Optional
Up/Down Alerting	As described in Section 2.5.	•	
Critical Patch Management	As described in Section 2.6.	•	
Configuration Backup	We will add the MSDD to our configuration management platform in order to maintain up-to-date configurations where reachability permits.	•	
Data Rate Usage Graphing	We will monitor your DIA Service for bandwidth utilisation statistics. You will be able to view the reports based on bits per second samples taken every five (5) minutes via SNMP.	•	
Data Usage Alerting	We will monitor managed devices for data usage and you will receive an automatic alert in the event a critical link exceeds seventy-five percent (75%) of utilisation. Data usage samples are taken every five (5) minutes via SNMP.		•
Enhanced Response (Six Degrees Care Level 4)	An enhanced response choice applicable to type C broadband service(s) only (see Access Service table in section 2.1). It provides a fix to PSTN copper-based lines within six (6) hours of a fault being reported to the third-party vendor.		•

2.1 Access Service

We provide a dedicated Access Service to connect each of your sites to one of our core network's PoPs. We offer connectivity options range up to >10Gbp/s.

Each Access Service is provided using at least one of the following types of physical access solutions:

Access Service	Type	Description
Fibre Service	A	A high-speed dedicated fibre access connection from our PoP to your site.
Copper Service	B	EFM or GEA copper service or similar symmetric copper product from our PoP to your site.
Broadband Service*	C	Standard broadband connectivity service, such as ADSL, FTTC, SoGEA, FTTP, 4G, or similar variant from POP to your Site*
Data Centre Service	D	Ethernet port available within any PoP.
Offnet Fibre	E	A high-speed dedicated fibre access connection from third-party PoP to your site.

*Broadband Service - Please note that the line speed (Mbps) performance of the service may vary depending on the distance from the telephone exchange or proximity to cellular network towers and/or device placement and surrounding buildings. We are unable to guarantee speed on this service due to limitations of the technology. If you are procuring 4G/5G services, it is your responsibility to ensure good mobile radio signal quality and strength at the exact location where the MSDD is installed (including SIM/antenna).



2.2 Resilience Option(s)

We offer three resilience options for the DIA Service:

- (a) **Standard Access** (standard) – a single Access Service is provided from your site to one of our PoPs. This service is defined as the primary Access Service.
- (b) **Protected Access** (optional) – two Access Services are provided with different types and bandwidth:
 - (i) Primary Access Service of type A or B; and
 - (ii) Secondary Access Service type C.

These are configured in an active/passive set-up whereby the primary Access Service is used by default. This option uses a single MSDD router. When this detects an issue with the primary Access Service, the secondary Access Service is automatically used until the MSDD router detects that the primary Access Service is re-established. The possible combinations are A+C or B+C.

- (c) **Resilient Access** (optional) – a primary and a secondary Access Services are provided of comparable type and bandwidth. These are configured in an active/passive set-up whereby the primary Access Service is used by default. If the MSDD router detects an issue with the primary Access Service, the secondary Access Service is automatically used until the MSDD router detects that the primary Access Service is re-established. The possible combinations are A+A or D+D. Resilient Access uses a router redundancy protocol to switch between the dual MSDD devices.

2.3 Routing and Addressing Options

We support both IPv4 and/or IPv6 configured either as static routing or using BGPv4 routing. We provide DIA to the public internet routed over our core IP network backbone utilising IPv4 and/or IPv6, depending on your end solution to be connected to our DIA Service.

Routing and Addressing Options	Static Routing	BGPv4 Routing
Site Internet Access and Internet Gateway	Default	Optional*
IP Transit	Optional*	Default

*Optional, but not subject to an additional Fee.

For site internet access and for the internet gateway, we either provide an IPv4/3, IPv4/29 or IPv6/48 by default to establish IP connectivity to the MSDD.

For IP Transit, we can announce a full routing table or a default route.

If you require a range of PA public IP addresses, the allocation may be subject to submission of an accepted IP justification form, depending on the availability of PA addresses. Where a range of PA addresses is assigned by us, these IP addresses shall remain our property and will revert to us upon termination, whatever the reason for termination. At any time after such termination, we may reassign such address(es) to another user. In the unlikely event that we need to re-



number the PA-assigned IP addresses, we will provide as much notice as is reasonably practicable.

With DIA CDR plus Burst described in section 4.1(b) below, you can bring your IPv4 or IPv6 PI IP address ranges and we will announce these on your behalf via our router to the rest of the internet. Where the relevant Regional Internet Registry (RIR) policies allow, we will apply for a range of PI public IP addresses from the RIR.

2.4 Managed Service Demarcation Device and Network Termination Equipment

For Access Service types A, B and C, you will need a MSDD. The MSDD controls the routing, failover and control of traffic between your network and our core network. The MSDD also allows our Support Team to monitor the Service and provide Data Rate Usage Graphing and Up/Down Alerting as listed in the Service Features table in section 2. The MSDD is owned, managed and maintained by us during the life of the Service. We will maintain it *in situ* (this could be a firmware upgrade/reboot). If we cannot ensure that normal service has resumed with the MSDD, we will replace the hardware with the same or equivalent model, with the latest applicable and approved firmware.

For Access Service types A and B, we can configure a SIP assured DIA profile on the MSDD for you. This configuration ensures that traffic destined to the supplier's public SIP gateways will be mapped by the MSDD into a priority traffic queue and ensures that this real-time traffic is prioritised across the access circuit.

For access type D, no MSDD is required. The demarcation point of the Service is the port within our PoP, delivered as a copper or optical fibre ethernet port. We will not provide you any cross-connect cable as part of this Service. You can either obtain cross-connect cables via the data centre provider or by us, subject to an additional fee that will be specified in your Order Form. Please contact us if you require pricing information.

If you do not wish to procure a MSDD, we can offer the Service as wires only. Please note that wires only Service does not include monitoring or alerting of the access Service.

SLA for wires only will only apply if you raise an incident via our service desk. Once you raise a ticket, we will initiate the incident management process as described in our Operations Manual.

2.5 Up/Down Alerting

We will provide proactive email alerting for up/down notification(s) of the MSDD availability via ICMP. Upon an alert and investigation to confirm a fault, we will initiate the incident management process as described in our Operations Manual.

2.6 Patch Management

We will review your estate quarterly and check that patching is aligned to our recommended baseline. Where patching is required, we will arrange a maintenance window to carry out the work.*



The applicable MSDD will require a hardware refresh if the hardware is forecast to reach the end of vendor's support after the end of your Initial Service Term. Hardware refresh is outside the scope of this Service and is a chargeable activity. Please note that, in absence of vendor's support, we will not be able to provide security or critical updates.

We will identify and validate vulnerability with Critical and High severity (CVSS 3.0 7.0+) in the deployed firmware and evaluate the applicability of such vulnerability. If exploitable, we will remediate Critical (CVSS 9.0+) vulnerabilities within fourteen (14) days from our assessment, and High (CVSS 7.0+) vulnerabilities within thirty (30) days. Critical-severity vulnerabilities that cannot be remediated without interruption to your Service will require emergency maintenance, for which we may not be able to provide advanced notice of any service interruption, especially if it is reported that the vulnerability is already being exploited by threat actors. If we become aware that a specific critical vulnerability is being maliciously exploited anywhere in the world, we will use reasonable endeavours to remediate such vulnerability within two (2) Business Days of our initial assessment, provided that the vendor has made available an updated software version or alternative remediation is technically possible.

*Please note that, if you are unable agree a maintenance window with us for a scheduled patch update following our notification, we cannot guarantee the patching will take place in the above timeline.

3. Service Implementation

After order acceptance, we will implement the Service as follows:

Service Implementation	Us	You
We will send you our Welcome Pack.	•	
We will place orders with our third parties to fulfil the Access Service(s) and new IP addresses for you.	•	
We will schedule site survey(s) with you, where required. Please refer to Section 3.1 for more detail.	•	
For PA IP addresses or new PI IP addresses, you will supply us with the required IP Justification Form. For existing PI IP addresses, you supply us with the specific IP addresses. You will confirm routing options to us, where applicable.		•
Following the site survey(s) we will confirm any additional work required and the relevant ECC, if applicable. Please refer to Section 3.1 for more detail.	•	
We will confirm your commit date(s).	•	
We will preconfigure and dispatch the MSDD to your preferred address(es).	•	
We will install your Access Service(s).	•	
We will confirm you are Ready for Service via email and provide you with our Handover Pack.	•	
We will jointly activate the Access Service(s) for your Service.	•	•

All implementation work will be carried out during Business Hours. We will invoice additional charges for any work undertaken out of hours. We reserve the right to charge additional Fees



for any change in your requirements occurring after the implementation of the Service and outside the scope of your contract.

3.1 Excess Construction Charge(s)

If, following a site survey, we determine that additional work is required to provision the Service(s) (for example, due to a lack of existing infrastructure or capacity at the installation site), we will advise you in advance and you may decide whether to proceed or to cancel the order. If you decide to cancel the order, we reserve the right to charge a reasonable Fee for the work performed prior to cancellation. If you decide to proceed, you will be responsible for the associated Fees (the “Excess Construction Charges” or ECCs).

3.2 Scheduled Visits

If we have booked a visit to your site with you to carry out a site survey, installation or activation of equipment, and you wish to reschedule your appointment, please ensure that written notification is provided to us at least two (2) Business Days prior to the appointment date and time.

We reserve the right to pass on to you any third-party costs that we incur as a result of your failure to:

- (a) Notify us of your intention to reschedule an appointment in accordance with this section 3.2;
- (b) Provide us or our third-parties access to your site at the scheduled date and time; or
- (c) Ensure that your nominated contact is available on-site during the scheduled appointment where, because of such failure, we are unable to carry out the site survey, installation or activation of equipment.

3.3 Ready for Service

The Ready for Service Date will be based on each individual Access Service delivery and is defined as the latter of the completion of the following:

- (a) Installation of the Access Service’s individual line to your site or to our PoP, as appropriate;
- (b) For Access Service types A, B and C, delivery of the MSDD for use on your site or in our PoP; or
- (c) For Access Service type D, the Ready for Service Date is the date when we communicate to you successful testing of the network port(s) in our PoP.

Please note that for resilient access, the Ready for Service Date of one Access Service may be different from Ready for Service Date of the other Access Service.



4. Billing

The Service will be billed as a Set-Up Fee and a Recurring Fee as described in our Billing Guide, using the definition of the Ready for Service Date in Section 3.2 of this Service Description and as described in our Billing Guide, based upon the charging model you choose as listed in section 4.1.

Please refer to Section 3.1 for more detail on ECCs. Any ECCs will be payable as Set-Up Fees as described in our Billing Guide.

4.1 DIA Services Charging Models

We offer two charging models based upon bandwidth usage. Your selection will be specified in your Order Form.

(a) **“Committed Data Rate (CDR)”:**

You commit to a defined bandwidth in Mbps to be delivered via your associated Access Service. The bandwidth is limited to the specified CDR providing a consistent bandwidth availability. You can request an upgrade to your CDR, subject to a contract modification. Capped services are only supported on individual ports or on diverse ports in active/passive configuration in a single PoP location where routing is controlled by us. Rate limits must either be the whole Ethernet interface or one of the following integers in Mbps: 10, 30, 50, 100, 200, 300, 500, 1,000, 2,000, 3,000, 5,000 or 8,000.

(b) **“CDR plus Burst”:**

This charging model is only applicable to Access Service type D. We offer increased bandwidth flexibility and cater for unplanned increases in CDR by enabling burst above the CDR. The only limiting factor is the physical Access Service type D bearer size. There is a minimum ten percent (10%) CDR per bearer speed for burst enablement. We will define in your Order Form the per Mb burst rate Fee for any additional bandwidth above the defined CDR. We measure burst by using the industry standard ninety-fifth (95th) percentile billing method. It is calculated by collecting five (5) minute samples throughout the month of both inbound and outbound traffic usage. At the end of each month, the levels are sorted from highest to lowest, the top five percent (5%) of samples are discarded, then, the invoice amount is calculated based upon the next highest remaining value: the ninety-fifth (95th) percentile.

Aggregated CDR is available across multiple Type D Access Services and locations based upon bandwidth usage.

4.2 Additional Charges

We reserve the right to charge additional fees in the following situations:

- (a) Implementation work carried out outside Business Hours;
- (b) Any change in your requirements occurring after the implementation of the Service and outside the scope of the contract (as described in the MSA);



- (c) Any third-party costs incurred as a result of your failure to comply with section 3.2.

5. Service Operations

Please refer to our Operations Manual for further information on incident management, requests for change and information requests.

After Ready for Service date, we will operate the service as follows:

Service Operations	Us	You
We will monitor the DIA Access Service and its associated core network for availability and uptime for you.*	•	
We will notify you should we detect loss of service to the MSDD and will ask you to confirm First Line Changes.	•	•
We will troubleshoot and resolve DIA reachability issues for you.	•	
We will maintain backups of all MSDD for you.	•	
We will follow the change control process defined in our Operations Manual.	•	
We will carry out reporting in line with your chosen Service as indicated on your Order Form or SoW.	•	

*Excluding wires only Services.

5.1 Decommissioning Process

The decommissioning of the Service will follow the following process:

Decommissioning Process	Us	You
You will inform us of your request to decommission your DIA Service. <i>NOTE: you may be charged an early termination fee in accordance to the terms of your MSA if the Services are in-contract.</i>		•
We will confirm your termination date to you.	•	
We will arrange collection of the MSDD equipment	•	
You will return the equipment back to us. We reserve the right to charge you for any equipment that you wish to keep or that you fail to return to us upon termination of your Service.		•
We will confirm the location for the return of equipment upon termination by you.	•	
We will delete relevant data on the target site via the portal. <i>NOTE: This process is irreversible once initiated.</i>	•	
We will delete all your backup data, related components and the environment.	•	

6. Dependencies

We will provide the DIA Service subject to the following dependencies:



6.1 Prerequisites

- (a) You will need a MSDD. The demarcation point of the Service is the LAN port of the MSDD delivered as a copper or optical fibre ethernet port; and
- (b) A site survey is required to deliver your access service (except for Access Service type D).

6.2 Client Obligations

- (a) You will designate a project lead and technical contacts with the appropriate level of expertise to support the successful implementation and operation of the Service;
- (b) You will provide us with all of the information needed to complete the configuration of the Service;
- (c) You will manage any of your own third parties needed during Service Implementation or Service Operations;
- (d) You will provide us or our third parties with access to your site(s) for set up and maintenance of the Service and for maintenance of the MSDD;
- (e) You will ensure that your nominated contact is available on-site during a scheduled visit;
- (f) During the installation of the Service, it is your responsibility to show our installation engineer (or our third-party engineer) to the installation point;
- (g) You will ensure that structured cabling and appropriate LAN connectivity are in place on your site(s);
- (h) You will provide suitable comms room or office space with either shelf or cabinet and power in your site(s) for the MSDD and/or NTE;
- (i) Should you wish to reschedule or cancel a scheduled visit, you are responsible for notify us of your intention to reschedule an appointment in accordance with section 3.2; and
- (j) Unless otherwise described in your Order Form or SoW, the DIA Service that we provide is connected to the Internet without any of our security products (e.g. Managed Firewall Service). It is your responsibility to ensure that internet border control and/or any other security dispositions that you require are in place.

6.3 Service Dependencies

- (a) A minimum of ten percent (10%) CDR per bearer speed is necessary for Burst enablement with Access Service type D; and
- (b) In instances where there is insufficient infrastructure, we reserve the right to charge ECCs. In these instances, lead-times may increase depending on the nature of the works required;



- (c) Any hardware that we provide to you as part of this Service will be supported by the relevant vendor during the Initial Service Term (as defined in your Order Form). Any hardware that is being retired or is reaching end of vendor support after end of the Initial Service Term will need to be refreshed as set out in Section **Error! Reference source not found.** We reserve the right to charge additional Fees for hardware replacement or, if you do not wish to refresh your hardware and the continued use could compromise the security of your DIA, to terminate the Service;
- (d) Please note that we require an active licence with the relevant vendors MSDD to be able to apply patching in accordance with Section **Error! Reference source not found.** If such licence is not in place, we will use reasonable endeavour to patch your MSDD, but our ability to apply patching may be limited.

7. Definitions and Acronyms

7.1 Definitions

In this document “we” or “us” refers to the Supplier, and “you” refers to the Client.

The terms listed have the following meanings:

Term	Meaning
Access Service	A service used to provide access to connect each of your Site(s) to one of our core network's PoPs.
Burst	A specific amount of data sent or received in one intermittent operation.
CDR	Committed Data Rate
Congested	The utilisation of the available bandwidth is greater than seventy-five percent (75%).
Designated Reference Router	The last router reached in our NGN before connecting to the internet.
Excess Construction Charges	Charges applicable where the findings of a third-party survey on the installation location establishes the need for additional work in order to provision the Services (e.g. lack of infrastructure at the installation site).
First Line Changes	Any changes made at your local Site(s).
IP Justification Form	Justification for the requested deployment plan for any orders for more than 8 IPv4 addresses, subject to a review by us.
PoP	Geographically diverse and resilient facilities spread across our NGN.
Layer 3	Known as the network layer in the open systems interconnection model utilising the IP protocol. IP is the standard for routing packets across interconnected networks.
Provider Edge Router	The router in our NGN to which the Access Service is connected.
Statement of Work	A document which defines project-specific or client-specific activities, deliverables and/or timelines for providing services to that client.
Tier 1 Internet Service Provider	A provider of global networks that form the backbone of the Internet using peering arrangements with other providers.



7.2 Acronyms

Acronym	Meaning
ADSL	Asymmetric Digital Subscriber Line
CDR	Committed Data Rate
DIA	Dedicated Internet Access
ECCs	Excess Construction Charges
EFM	Ethernet First Mile
EoL	End of Life
FTTC	Fibre to The Cabinet
FTTP	Fibre to The Premises
GEA	Generic Ethernet Access
IPv4	Internet Protocol Version 4
IPv6	Internet Protocol Version 6
LAN	Local Area Network
Mbps	Megabits per second
MSDD	Managed Service Demarcation Device
NGN	Next Generation Network
NTE	Network Termination Equipment
PA	Provider Assigned
PI	Provider Independent
PoP	Point of Presence
SIP	Session Initiation Protocol
SoGEA	Single order Generic Ethernet Access
SoW	Statement of Work



8. Operational Targets

8.1 On net Service

The targets below will apply to the Service provided to your sites on-net:

Product		P1	P2	P3	P4
Resilient Access Standard Access D Protected Access* Type 1	Response	30 mins	30 mins	1 hour	Next Business Day
	Fix	4 hours	6 hours*	8 hours	3 Business Days
	Hours of Support	24x7	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days
Standard Access A + B Type 3	Response	30 mins	30 mins	1 hour	Next Business Day
	Fix	6 hours	12 hours	24 hours	3 Business Days
	Hours of Support	24x7	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days
Standard Access C Type 5	Response	30 mins	30 mins	1 hour	Next Business Day
	Vendor Fix	Next Business Day	Next Business Day	Next Business Day	3 Business Days
	Hours of Support	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days
	Description	- For Resilient Access only, total loss of both Primary Access Service and Secondary Access. - For Standard Access only, total loss of Primary Access Service; - For Protected Access only, total loss of either Primary or Secondary Access.	- For Resilient Access only, total loss of either Primary Access Service or Secondary Access; - For all Access types, performance issues.	Non-service-affecting issue.	- Service Requests; - Non-Service affecting work and reports; - A required change or configuration alteration to a service.



*For **Protected Access** only, the standard Fix Time Target is applicable to the resolution of issues solely attributable to Access Service. For all other issues, the Fix Time Target is forty (40) hours.

The implementation of the service depends on our third-party' delivery time. The following target implementation times are exclusive of any time reasonably beyond the control of the Supplier:

- Up to sixty-five (65) Business Days from Order Acceptance for all Resilient Access Services, Protected Access Services and Standard Fibre (A), Copper (B) Access;
- Up to fifteen (15) Business Days from Order Acceptance for Standard Broadband Service (C) and Data Centre Service (D).

8.2 Off Net Service

The targets below will apply to the Service provided to your sites off-net:

Product		P1	P2	P3	P4
Access E	Response	30 mins	30 mins	1 hour	Next Business Day
	Fix	8.5 hours	10 hours*	10 hours	3 Business Days
	Hours of Support	24x7	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days
	Description	• For Resilient Access only, total loss of both Primary Access Service and Secondary Access. • For Standard Access only, total loss of Primary Access Service. • For Protected Access only, total loss of either Primary or Secondary Access.	• For Resilient Access only, total loss of either Primary Access Service or Secondary Access; • For all Access types, performance issues.	• Non-service-affecting issue.	• Service Requests. • Non-Service affecting work and reports; • A required change or configuration alteration to a service.



9. Service Levels and Service Credits

The Service will be delivered at the target level set out below for the percentage level described, against which service credits will be paid (as set out in our Billing Guide).

9.1 On net Service

The targets below will apply to the Service provided to your sites on-net:

Service	Measurement	Period	Target	Service Level	Service Credit
All Resilient Access Service	Availability - The ability to transmit a 64-byte IP data packet from the MSDD to the Designated Reference Router over the active Access Service and receive the response whilst not Congested. The KPI is defined as the percentage of packets successfully received. The Service is Congested when the utilization of the available bandwidth is greater than 75%.	Calendar Month	100% exclusive of the time taken to technically switch between the primary and secondary connection	100% - 99.90% 99.89% - 99.3% 99.29% - 98.85% Less than 98.84%	5% of monthly value of Recurring Fees 10% of monthly value of Recurring Fees 15% of monthly value of Recurring Fees 20% of monthly value of Recurring Fees
All Protected Access Services			99.99% exclusive of the time taken to technically switch between the primary and secondary connection	99.99% - 99.3% 99.29 - 98.85% Less than 98.85%	5% of monthly value of Recurring Fees 10% of monthly value of Recurring Fees 15% of monthly value of Recurring Fees
Standard Fibre Service (A)			99.9%	99.9% - 98.85% Less than 98.84%	5% of monthly value of Recurring Fees 10% of monthly value of Recurring Fees
Standard Copper Service (B)			99.15%	99.15% - 98.85% Less than 98.85%	5% of monthly value of Recurring Fees 10% of monthly value of Recurring Fees
Standard Broadband Service (C)			Best Effort		
Standard Data Centre Service (D)			99.99%	99.15% - 98.85% Less than 98.85%	5% of monthly value of Recurring Fees 10% of monthly value of Recurring Fees



9.2 Offnet Service

The targets below will apply to the Service provided to your sites off-net:

Service	Measurement	Period	Target	Service Level	Service Credit
Standard Offnet Fibre Service	Availability - The ability to transmit a 64-byte IP data packet from the MSDD to the Designated Reference Router over the active Access Service and receive the response whilst not Congested. The KPI is defined as the percentage of packets successfully received. The Service is Congested when the utilization of the available bandwidth is greater than 75%.	Calendar Month	99.9%	99.9% - 98.85% Less than 98.84%	5% of monthly value of Recurring Fees 10% of monthly value of Recurring Fees
Standard Offnet Broadband Service			Best Effort		