

Ethernet DIA Service Level Agreement (SLA)*		
Applicable Components	Goal	Service Credits
Network Availability	<u>Ethernet DIA</u> : 99.9% availability <u>Premium Ethernet DIA</u> : 99.999 % availability	1 day credit = 1/30 of the monthly fees for the applicable location(s) per each hour of downtime (<u>e.g.</u> downtime between 1 to 60 minutes = 1 day credit eligible) in a given billing period.
Latency	Less than or equal to 65ms maximum monthly average	1 day credit = 1/30 of the monthly fees for the applicable location(s) if average monthly latency exceeds 65ms.
Packet Loss	Less than 1% average per month	1 day credit = 1/30 of the monthly fees for the applicable location(s) per each percentage above the monthly average packet loss of 1%.

*The information herein is non-binding, for promotional purposes only and does not constitute an offer to provide services. Limited availability of Ethernet services applies All Ethernet services are subject to First Communications' standard terms and conditions applicable to Ethernet service, including any Service Level Agreement, in addition to the general terms and conditions of service applicable to all customers, which are located at www.firstcomm.com/legal.html