

## **DediDirect**

### **SERVICE LEVEL AGREEMENT**

DediDirect has implemented a high-availability Internet Transit network infrastructure, available within secure Co-location facilities. This has been accomplished by the following:

- 1) All Customer connections make use of Cisco's HSRP (hot standby router protocol)
- 2) Multiple upstream providers
- 3) All network devices have onsite spares
- 4) All key network components are monitored 24x7

Service Level Agreement Terms for Onsite Co-location Customers DediDirect will provide 100 % uninterrupted transit to the Internet to all co-location customers who have purchased said service from DediDirect. Should transit to the Internet become unavailable for a cumulative period up to one hour in any one calendar month, Customer will receive a refund equivalent to one day of Customer's pro-rated Recurring Monthly Fees for that month. Customer will receive an additional refund of one day of the pro-rated Internet Connectivity Recurring Monthly Fees for each additional hour, or portion thereof, of unavailability. All refund calculations will be based on unavailability in one-hour increments. The above agreement does not cover outages caused by equipment and/or events not under the direct control of DediDirect or caused by individuals not directly employed by DediDirect. This Service Level Agreement does not cover outages due to scheduled or emergency network and/or facility maintenance, which will be broadcast to all customers in advance, and will not exceed 20 minutes per month. Any and all refunds to Customer will not exceed 50% of the Customer's Recurring Monthly Fees for the month in which the refund is paid. Performance Guarantee DediDirect will maintain its network in such a manner as to provide to all customers the best possible performance to the Internet. In order to achieve this DediDirect makes the following guarantees to all onsite Internet customers:

- 100% guaranteed uninterrupted transit to the Internet
- Zero packet loss internal to DediDirect network

In addition to the above performance guarantees DediDirect will take all possible measures to insure all Customer traffic reaches its destination in a timely fashion comparable and within reason to any other carrier in the area. These measures include the manipulation of routing tables so as to direct traffic to the Internet using its best possible upstream link.