F. Service Level Agreements;

Monthly Link Availability:

SkyFiber's target for Link Availability is 99.9%. Link Availability is defined, as the percentage of hours in a calendar month a customer's link did not experience a service outage in that month.

The availability target does not account for scheduled outages, outages related to Customer owned equipment, or outages related to a service provider's network that may be interfaced with SkyFiber's equipment. Actual link downtime is determined through SkyFiber's retrieval and review of log files within the SkyFiber Communications Services Terminal (CST).

For each outage experienced during a particular month, SkyFiber will provide a credit to Customer based on the table below. Credit is calculated based on the monthly recurring fee and a 30-day month. SkyFiber will provide credits to Customer on the invoice following the subscription period in which any applicable bill credits were agreed upon. Under no circumstances shall the total amount of credits provided by SkyFiber in a particular month exceed the Monthly Subscription Fee for the affected link in that same month.

To be eligible for bill credits, the Customer must first report the outage to SkyFiber Technical Support and receive a ticket number.

Outage Duration	% of MRC Credit
Less than 45 minutes	No Credit
At least 45 minutes, but less than 4 hours	0.6%
At least 4 hours, but less than 8 hours	1.25%
At least 8 hours, but less than 12 hours	2.00%
At least 12 hours, but less than 16 hours	3.00%
At least 16 hours, but not more than 24 hours	4.50%
For an outage lasting more than 24 hours, a credit in the amount of 4.5% of the MRC, plus 1% for each 4-hour increment beyond the initial 24 hours will be provided.	

EXAMPLES – based on Monthly Subscription Fee of <u>$1,000.00</u>

1. Outage lasting 30 minutes – NO CREDIT
2. Outage lasting 6 hours – [1000 x .0125] = $12.50 credit
3. Outage lasting 18 hours – [1000 x .045] = $45.00 credit
4. Outage lasting 27 hours – [1000 x (.045+.01)] = $55.00