

EARTHLINK BUSINESS  
ONE SOLUTIONS  
SERVICE LEVEL AGREEMENT  
POLICY OVERVIEW:

EarthLink Business is committed to provide the highest levels of performance, reliability and stability of its services. As one measure of our ongoing commitment to excellent customer service, EarthLink Business provides a Service Level Agreement (SLA) covering our OneSolutions suite of services and the ability for customers to determine adherence to these SLAs. If an Eligible Customer experiences performance that does not meet the applicable commitments set forth in this SLA, then EarthLink Business will issue the Eligible Customer a Service Credit.

The Service Levels and remedies set forth in this Service Level Agreement (\*SLA\*) are applicable to Customer's use of EarthLink Business OneSolutions Complete, OneSolutions Dedicated Internet Access, OneSolutions Essential, OneSolutions Ethernet Dedicated Internet Access, OneSolutions MPLS VPN and Basic Business Line offerings as indicated.

REBINARONSA

Any capitalized terms used in this SLA and not otherwise defined here or in the EarthLink Business associated Master Services Agreement, shall have the meaning set forth in the Agreement, or, if not defined there, have the common meaning understood in the industry.

2.1. Availability - The percentage of minutes in a calendar month during which Customer's port has not incurred a Service Outage.

2.2. Contract Year - The twelve-month billing period commencing on the first day after Eligible Customer's EarthLink Business service agreement is effective and each successive twelve-month billing period.

2.3. Eligible Customer - Customer is in good standing with no past due invoice amounts, is not in violation of any agreements or policies with EarthLink Business and has a service term of at least 12 months.

2.4. Jitter - Average variation in the delay for IP packets to traverse over the EarthLink Business network. Jitter is measured by averaging sample measurements during a calendar month between selected routers across the EarthLink Business network.

2.5. Latency - Average roundtrip time for IP packets to traverse over the EarthLink Business network. Latency is measured by averaging sample measurements during a calendar month between selected routers across the EarthLink Business

2.6. Mean Time to Restore - Monthly average of the time taken between opening trouble ticket and restoring service for all Trouble Tickets designated as Priority 1 for a particular Port. Calculated by dividing the total repair time divided by number of applicable tickets during the