



STANDARD SERVICE-LEVEL AGREEMENT

SLA VERSION 3.1 · JULY 2020

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This United-IX Service Level Agreement (“SLA”) shall apply to the United-IX Connection Agreement between SBA Edge, LLC dba United Internet Exchange (“United-IX”) and Customer and to any attachments or schedules attached thereto or incorporated by reference therein (the “Connection Agreement”).

1 APPLICABILITY

- 1.1 This SLA is part of the Connection Agreement and this SLA is co-terminous with the Connection Agreement (such that termination the Connection Agreement constitutes termination of this SLA). In case of a conflict between the terms and conditions of the Connection Agreement and this SLA, the terms and conditions of the Connection Agreement shall prevail. This SLA is applicable to the delivery and operation of the Connection to the United-IX Peering Fabric by United-IX to the Customer. Subject to United-IX’s commercially reasonable efforts, this SLA defines the service levels, the quality of the services, the service credits (if applicable) for non-delivery, unavailability or under performance and the processes and procedures to be followed, and provides a mutual understanding of service level expectation. Capitalized terms used in this SLA and not otherwise defined herein shall have the meanings ascribed in the Connection Agreement or the United-IX General Terms and Conditions.

2 LIMITATIONS

- 2.1 This SLA is only valid if the 5-minute average load on the applicable Customer Connection does not exceed 70% of its maximum capacity in a given month.
- 2.2 This SLA is only applicable to the Customer connection as long as the Customer is in compliance with all provisions of the Connection Agreement and the United-IX General Terms and Conditions.
- 2.3 This SLA is only applicable to Customer Connections that are directly connected to the United-IX Infrastructure.
- 2.4 Border Gateway Protocol (BGP) routing issues are specifically excluded from this SLA.

3 SUMMARY OF SLA

As described in more detail below, the SLA provides goals in four key areas. United-IX shall use commercially reasonable efforts to meet the following:

- 3.1 The United-IX Peering Fabric available to Customer free of Network Outages 100% of the time.
- 3.2 Latency of the United-IX Switching Fabric of 10 milliseconds or less.
- 3.3 Packet Loss of the United-IX Switching Fabric of 0.1% or less.
- 3.4 Rapid response time for both provisioning and reported service problems.

4 UNITED-IX SWITCHING FABRIC AVAILABILITY

United-IX's goal is to make the United-IX Switching Fabric available to Customers free of Network Outages 100% of the time. Subject to Sections 8, 9 and 10 below, upon Customer's request, United-IX will issue a credit to Customer for Network Outages in an amount equal to one day's worth of the Base Fee paid by Customer, multiplied by each hour of the cumulative duration of such Network Outages during a particular month.

5 UNITED-IX SWITCHING FABRIC LATENCY

- 5.1 United-IX's goal is to keep Latency on the United-IX Switching Fabric to 10 milliseconds or less.
- 5.2 Subject to Sections 8, 9 and 10 below, if Latency on the United-IX Switching Fabric, as applicable, for a calendar month exceeds the time frame set forth above for the applicable portion of the United-IX Switching Fabric, United-IX will issue a credit to Customer equal to one day's worth of the Base Fee paid by Customer for such month.
- 5.3 The terms of this United-IX Switching Fabric SLA related to Latency will take effect the first full calendar month after Customer's first use of the United-IX Switching Fabric. Customer agrees to pay all fees as set forth in the Connection Agreement.

6 UNITED-IX SWITCHING FABRIC PACKET LOSS

- 6.1 United-IX's goal is to keep Packet Loss on the United-IX Switching Fabric to 0.1% or less.
- 6.2 Subject to Sections 8, 9 and 10 below, if Packet Loss on the United-IX Switching Fabric exceeds 0.1% during a calendar month, United-IX will issue a credit to Customer equal to one day's worth of the Base Fee paid by Customer for such month.
- 6.3 The terms of this United-IX Switching Fabric SLA relating to Packet Loss will take effect the first full calendar month after Customer's first use of the United-IX Switching Fabric.

7 RESPONSE TIME

- 7.1 Upon official notification, United-IX is committed to use commercially reasonable efforts not to exceed one (1) business day repair time for service problems. If United-IX is unable to correct the outage after one (1) business day, Customer will be eligible for a credit equal to one day's worth of the Base Fee paid by Customer for such month.
- 7.2 After execution of the Connection Agreement, if the initial provisioning takes more than five (5) business days, the Customer will be eligible for a credit equal to one day's worth of the Base Fee paid by Customer for such month.
- 7.3 Any requested configuration changes (excluding major changes or any changes that require any amendment to the Connection Agreement) will be completed within one (1) business day after being submitted to the

United-IX portal, if that time is exceeded, the Customer will be eligible for a credit equal to one day's worth of the Base Fee paid by Customer for such month.

8 MEASUREMENT

United-IX will periodically (on average every 5 minutes) measure the United-IX Switching Fabric at selected POPs using software and hardware components capable of measuring traffic and responses at such POPs. Customer acknowledges that not every POP may be covered by such measurements, that such measurements may not measure the exact path traversed by Customer's packets, and that such measurements constitute measurements across the United-IX Switching Fabric but no other networks to which Customer may connect. United-IX reserves the right to periodically change the measurement points and methodologies it uses without notice to Customer.

9 EXCEPTIONS

- 9.1 Customer shall not receive any credits under this SLA in connection with any failure or deficiency of the United-IX Switching Fabric or datacenter caused by or associated with: Any circumstances beyond United-IX's reasonable control, in including, without limitation, as set forth in Section 11, any failure of third party software or inability to obtain raw materials, supplies, or power used in or equipment needed for provision of the United-IX SLA; failure of access circuits to the United-IX Switching Fabric (unless such failure is caused solely by United-IX); Scheduled Maintenance and emergency maintenance and upgrades; DNS issues outside the direct control of United-IX; false SLA breaches reported as a result of outages or errors of any United-IX measurement system; or Customer's acts or omissions (or act or omissions of others engaged or authorized by Customer), including without limitation, any negligence, willful misconduct, or use of the United-IX Switching Fabric or Services in breach of this SLA, the United-IX General Terms and Condition or the Connection Agreement.

10 CREDIT REQUEST AND PAYMENT PROCEDURES

- 10.1 Credit will be granted upon Customer request only. Credit requests must be provided to United-IX in writing. Verbal requests will not be honored. Each request in connection with a Network Outage must be received by United-IX within seven days of the Network Outage and must be confirmed by United-IX's measurements of the United-IX Switching Fabric. United-IX must receive each request in connection with Latency or Packet Loss or Response Time in a calendar month within seven days after the end of such month.
- 10.2 Each valid credit, as determined by United-IX, will be applied to Customer's invoice within two billing cycles after United-IX's receipt of Customer's request. Credits are exclusive of any applicable taxes charged to Customer or collected by United-IX.
- 10.3 NOTWITHSTANDING ANYTHING IN THE AGREEMENT TO THE CONTRARY, THE TOTAL AMOUNT CREDITED TO A CUSTOMER IN CONNECTION WITH NETWORK OUTAGE, LATENCY, PACKET LOSS AND/OR RESPONSE TIME IN ANY ONE CALENDAR MONTH WILL NOT EXCEED THE BASE FEE PAID BY CUSTOMER FOR SUCH MONTH. ANY CREDITS GRANTED ARE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO NETWORK OUTAGE, LATENCY, PACKET LOSS, RESPONSE TIME AND/OR ANY OTHER BREACH OR VIOLATION OF THIS SLA. United-IX shall have no liability whatsoever to Customer or any third party for any failure to meet the service levels set forth in this SLA unless this SLA

expressly provides that Customer shall be entitled to receive a credit as a result of such failure, and then only to the extent of such credit. Without limiting the foregoing, the failure of United-IX to meet any service levels contained herein shall not be grounds for the cancellation or termination of the Connection Agreement for cause.

11 FORCE MAJEURE

If either party is prevented, hindered, or delayed in the performance or observance of any of its obligations hereunder (excluding payment obligations) by reason of any circumstance beyond its reasonable control, including without limitation, acts of God, war, strikes, revolutions, acts or omissions of third parties hired by Customer or United-IX, lack or failure of transportation facilities, laws or governmental regulations, failure of delivery or failure of third party performance, that party will be excused from any further performance or observance of the obligation(s) so affected for as long as such circumstances prevail and that party continues to use all commercially reasonable efforts to recommence performance whenever and to whatever extent possible without delay.

12 UPDATES TO THIS SLA

United-IX reserves the right, at its discretion, to change, modify, add, or remove portions of this SLA at any time upon sixty (60) days prior notice to Customer. If Customer does not agree with any such changes, Customer may terminate this Agreement without penalty upon thirty (30) days' prior written notice to United-IX. Any proposed amendment or change to this SLA made by Customer must be agreed to by Customer and United-IX in writing.