



Nitel

Internet Access Service Description

The Service Description below applies to Nitel Internet Access Services.

Nitel Internet Access Services

Nitel Internet Access Services provide Customer locations with business-class, high-speed data connections from the Customer location to the Internet and/or Virtual Private Network (VPN). Services are categorized based on underlying transport and dedicated versus shared infrastructure.

Broadband Access

Broadband connections utilize a shared network, with numerous locations within a geographic area sharing common facilities. Speeds associated with Broadband services fluctuate during instances of high utilization on the shared common facilities. The speeds ordered generally represent the maximum attainable speeds that Customers can receive under ideal conditions, and it is possible those speeds are not available at the time of installation. Installation of services will be considered complete upon confirmation the access connection can reach the internet.

1. Shared Fiber: Shared Fiber offerings can be symmetric or asymmetric depending on underlying provider and/or technology.
 - a. Facilities: deliver fiber-optic connections from the Customer location to the shared facilities.
 - b. Equipment: require use of underlying provider equipment, typically a modem, to provide Ethernet hand-off to Customer networks.
 - c. IP Address: include a single public, static IP address with options for additional IP addresses being available for purchase in most instances with justification.
 - d. Installation: deliver fiber connections to the Customer Network Interface Device (NID) which is the demarcation point between underlying provider local access and the Customer's premises wiring. Typical installation intervals for Shared Fiber range from thirty (30) to forty-five (45) business days from order acceptance.
2. Business Cable (coaxial): Business Cable offerings provide asymmetric speeds, with higher download speeds than upload speeds that vary based on plans selected.
 - a. Facilities: delivered over the same coaxial facilities that deliver television service and requires Customer location to be within an eligible service area for Cable connections. Customers that are within an eligible service area but do not have the cable facilities built to service their location may require construction charges to enable servicing. Nitel requires customer authorization prior to proceeding with any special construction to enable service.
 - b. Equipment: require use of underlying provider equipment, typically a modem, to provide Ethernet hand-off to Customer networks.
 - c. IP Address: include a single public, static IP address with options for additional IP addresses being available for purchase in most instances with justification.
 - d. Installation: entail coaxial connections to the Customer NID and utilize existing coaxial cabling in Customer location to deliver service. Fee-based Professional Installation



services may be required to extend the coaxial connection to the Customer's desired hand-off location. Typical installation intervals range from thirty (30) to forty-five (45) business days from order acceptance.

3. Digital Subscriber Line (DSL): DSL typically provides asymmetric speeds that vary based on distance from Customer location to the shared common facilities.
 - a. Facilities: delivered over copper facilities and requires presence of one-pair of copper wiring to be eligible for service.
 - b. Equipment: require use of underlying provider equipment to provide Ethernet hand-off to Customer networks.
 - c. IP Address: include a single public, static IP address with options for additional IP addresses being available for purchase in most instances with justification.
 - d. Installation: deliver copper connections to the NID and utilize existing Customer copper infrastructure to provide services. Fee-based Professional Installation services may be required to extend the local loop from the NID to the Customer's desired hand-off location. Typical installation intervals for DSL range from thirty (30) to forty-five (45) business days
4. 4G/5G Wireless: consists of a cellular-based service that provides asymmetric speeds that vary based on wireless options available (e.g., 4G, 5G), signal strength and utilization of the shared common facilities.
 - a. Facilities: delivered using wireless signaling from cell towers leveraging the same technology utilized for Smart Phones.
 - b. Equipment: require use of equipment (routers) and SIM cards that are compatible with the underlying wireless technology to provide Ethernet hand-off to Customer networks.
 - c. IP Address: Public, static IP addresses are common for broadband wireless connections, with some providers only offering dynamic IP options. Static IP allocations include a single public, static IP address.
 - d. Installation: Connections utilize wireless technology enabled via compatible wireless modem/router to be active at the location. Fee-based Professional Installation services are required to optimize the wireless signal at Customer's location to ensure the service is functioning properly. Typical installation intervals range from ten (10) to fifteen (15) business days.
 - e. Plan Types
 - i. Pooled Plans: Pooled plans are metered and include a predefined amount of monthly usage per individual account that are aggregated based on the number of Customer locations participating in the pooled plan. Pooled plans allow Customer locations to share an aggregate pool of monthly data transfer, with overage charges only being applied when the sum of all usage at all Customer locations exceeds the allotted amount of data transfer included in the pool. For example, a Customer with a 1GB plan with 50 locations has an aggregate pool of 50GB (1GB x 50 locations). In this example, usage would only be billed when the total customer data transfer exceeds 50GB within a billing cycle. Excess usage is billed in arrears on a per GB basis. Pooled plans are only available for locations that have primary access connections under Nitel management.
 - ii. Capped Data Plans: Capped Data Plans provide Customers with a pre-defined amount of monthly throughput on a per SIM card basis. These plans are



designed for machine-to-machine applications and critical data. No pooling of usage across locations is included in this service. Prohibited applications include voice, streaming audio or video, web hosting and public Wi-Fi. Capped data plans are available in two flavors:

- a) No throttling of bandwidth speed, with overage being billed in arrears on a per GB basis.
 - b) Throttling of bandwidth speed with no overage being billed. Throttling of speed varies by individual provider.
 - iii. Unlimited Data Plans: Unlimited Data plans do not incur excess usage fees, with some plans requiring throttling to lower bandwidth after certain levels of data utilization that may vary by provider and plan. These plans are designed for business use and critical data. Plans may prohibit certain applications including streaming audio or video, web hosting, and public Wi-Fi.
 - iv. Unused data in a plan does not roll over to the next month.
5. Broadband wireless: consists of a 4G/5G cellular-based service that provides asymmetric speeds that vary based on plan type.
- a. Facilities: delivered using wireless signaling from cell towers leveraging prioritized bandwidth
 - b. Equipment: require use of equipment (routers) and SIM cards that are compatible with the underlying wireless technology to provide Ethernet hand-off to Customer networks.
 - c. IP Address: A single public, static IP address is provided. Additional IP addresses are available for an additional fee subject to justification.
 - d. Installation: Connections utilize wireless technology enabled via compatible wireless modem/router to be active at the location. Fee-based Professional Installation services are required. Typical installation intervals range from ten (10) to fifteen (15) business days.
 - e. Plans: Plans are metered and include a predefined amount of monthly data usage per individual account. Throttling of bandwidth and overage fees apply when the monthly data maximum is reached. Unused data does not roll over to the next month.
6. Low Earth Orbit (LEO) Services consist of two-way satellite-based Internet service with asymmetric speeds that vary based on plan type.
- a. Facilities: the service is delivered using LEO satellite technology to provide 2-way communication. Speeds and availability are best-effort. The uninterrupted use of the services is not guaranteed. Actual speeds may be lower than expected speeds during times of high usage. Performance varies based on location and time of day. Customer location will need clear line of site to the sky for service to function properly.
 - b. Equipment: a “High-Performance Kit” consisting of an antenna/dish, router, cabling, and power supply is delivered to the Customer location. Mounts and adapters are not included in the kit but can be provided for additional fees. A two-year warranty is provided for the kit. Alteration of the kit by Customer such as painting the dish and excessive wear and tear voids the warranty.
 - c. IP Address: Fixed Service Plans provide a single dynamic IP address. A sticky public IP address can be provided upon request, but the address is not guaranteed to persist over any length of time. Mobility plans offer CG-NAT IP addresses only.



- d. Static IP address option: A static IP address can be provided for additional fees and will require routing of traffic through one or more Nitell POPs using tunneled IP or cloud firewall technology. Nitell can provide a floating, publicly accessible WAN block over an SDWAN solution that will remain accessible so long as an underlying circuit is available. Nitell will not be able to guarantee quality of service or ensure allocated speeds over the Tunneled-IP solution. Due to the added latency, this is not recommended for applications requiring real time communication.
- e. Installation: Customers can choose to self-install or purchase on-site installation for an additional fee. Site surveys, recommended for complex installations, are available for an additional fee.
 - i. On site installation consists of the following:
 1. Installation of the High-Performance Antenna on building
 2. Connecting provided cable from antenna to power supply
 3. Connecting provided cable to the LEO modem/router
 4. Test internet prior to departure
 5. Additional mounting hardware can be provided as needed for additional fees.
 6. Customer shall use reasonable endeavors and at its sole cost and expense, shall furnish Nitell, its agents, employees, and subcontractors a right-of-entry and any other authorizations needed for Nitell to access equipment and sites at the project location to perform the services.
 - ii. Self-installation consists of the following:
 1. Customer is solely responsible for installation of the kit in a location at the Site that has a clear view of the sky and must comply with the Install Guide that is comes with the kit. If Customer cannot safely install the kit, it should not be installed.
 - iii. Installation in an elevated location (e.g., a roof) is recommended to find a clear field of view.
 - iv. Customer must ensure compliance with all applicable building codes, zoning, ordinances, business district or association rules, covenants, conditions, restrictions, lease obligations and landlord/owner approvals and requirements for the installation of the kit, to pay any associated fees or other charges, and to obtain any permits and other authorizations necessary for the Services and the installation of the kit.
 - v. Customer is responsible for charges associated with construction or alteration to Customer property for installation of kit and for restoration of Customer site following termination of a Service Order.
 - vi. Customer acknowledges and accepts potential risks associated with permanent rooftop installation, including, without limitation, with respect to any warranty that applies to Customer roof or penetration of Customer roof membrane.
- f. Plans: Plans are metered and include a predefined amount of monthly data usage per individual account. Unused data does not roll over to the next month. Throttling of bandwidth and overage fees apply when the monthly data maximum is reached.



- g. Moves: Fixed Service Plans can be moved up to 6 times a year for an additional fee of \$75 per move. Customer is responsible for fees associated with moving the equipment and installation. Mobility Plans do not have this restriction.

Dedicated Connectivity

Dedicated connections assign a specific amount bandwidth, commonly referred to as Port Speed, to individual Customer connections. Unlike Broadband, Dedicated connections do not share common facilities with other users within a geographic area and do not have the performance throughput variations associated with Broadband connections. Throughput associated with Dedicated services is highly predictable with services performing at or near advertised port speeds, less any overhead associated with TCP/IP networking. Installation of Dedicated services will be considered complete upon confirmation the access connection can reach the internet. Installations requiring carrier construction to establish service may experience longer intervals and require right of entry access to be granted. Installation intervals may be impacted if carrier construction is required, if right of entry terms are required to be established with property management, or if site access is not granted.

1. Dedicated Fiber: speeds are symmetric and range from 5Mbps to 10Gbps. Dedicated Fiber connections are not distance sensitive.
 - a. Facilities: deliver fiber-optic connections from the Customer location to the Internet egress location.
 - b. Equipment: require use of underlying provider equipment to provide Ethernet hand-off to Customer networks. Nitel offers optional, fee-based managed routers to support all Fiber deployments.
 - i. Electrical (copper) Hand-Off: For 100Mbps facilities, electrical hand-off is standard. For 1Gbps facilities with port speeds of 100Mbps or less, electrical hand-off is provided where supported by underlying provider(s). Electrical hand-offs are supported by a wide range of customer-premises equipment. For 1Gbps facilities where the underlying provider does not offer electrical hand-off, use of compatible Small Form-Factor Pluggable (SFP) fiber optic module is required. Fiber is typically delivered in Single Mode and requires compatible SFP to function. These SFPs are connected to an SFP port on a customer premises device.
 - ii. Optical (fiber) hand-off: For 1Gbps facilities, regardless of port speed, optical hand-off is standard. Use of compatible Small Form-Factor Pluggable (SFP) fiber optic module is required to an SFP port on a customer premises device.
 - c. IP Address: include a /30 public, static IP address with options for additional IP address blocks being available for purchase in most instances with justification.
 - d. Installation: delivered to the Customer Network Interface device (NID) which is the demarcation point between underlying provider local access and the Customer's premises wiring. Typical installation intervals for Shared Fiber range from thirty (30) to forty-five (45) business days from order acceptance.
2. Hybrid Fiber/Ethernet: speeds are symmetric and range from 10Mbps to 50Mbps. Dedicated Ethernet connections are not distance sensitive.



- a. Facilities: Dedicated Ethernet is delivered over copper-based facilities and requires Customer location to be within an eligible service area. Customers that are within an eligible service area but do not have the facilities built to service their location may require construction charges to enable servicing. Nitell requires customer authorization prior to proceeding with any special construction to enable service.
 - b. Equipment: requires use of underlying provider equipment to provide Ethernet hand-off to Customer networks.
 - c. IP Address: connections include a /30 public, static IP address with options for additional IP addresses being available for purchase in most instances with justification.
 - d. Installation: entails delivery of an Ethernet hand-off to the Customer NID and utilizes existing Ethernet cabling in Customer location to deliver service. Standard installation intervals range from sixty (60) to one-hundred twenty (120) business days from order acceptance.
3. Fixed Wireless: is a point-to-point microwave technology that has options for both symmetric and asymmetric speeds without use of shared facilities, with bandwidth reserved for individual Dedicated Fixed Wireless connections.
- a. Facilities: delivered using microwave wireless signaling from base stations to compatible vendor-supplied Customer Premises Equipment.
 - b. Equipment: connections require use of underlying provider equipment to provide Ethernet hand-off to Customer networks.
 - c. IP Address: Public, static IP addresses are common for Fixed Wireless connections, with some providers only offering dynamic IP options. Static IP allocations include a single usable static, public IP with more IP addresses being available for purchase in many instances with justification.
 - d. Installation: Fixed Wireless connections utilize microwave technology enabled via compatible provider-supplied modem/router at the location. Fee-based Professional Installation services are required to install service at Customer locations to ensure service is functioning properly. Standard installation intervals for Fixed Wireless connectivity range from fifteen (15) to twenty (20) business days.

Customer Responsibilities

Each Access Connection type requires specific facilities (e.g., copper pair for DSL, coaxial for Cable, Ethernet, or Fiber) at the Customer premises. The Customer is responsible for providing the above-referenced facilities from the NID.

Customer is responsible for completion of any site readiness requirements identified by the carrier during a site evaluation such as appropriate designated space for equipment, power within appropriate distance, or conduit in advance of installation. Inside wiring from the Minimum Point of Entry (MPOE) to the desired location of the CPE is not included in the Nitell installation, with fee-based demarcation extensions being available when required.

Where services are delivered to a Data Center facility, Nitell will provide LOA/CFA and Customer is responsible for cross-connect of circuit to their facilities. Where required, Nitell provides fee-based services for any wiring and/or construction work required to enable Customer to use of service. Customer must make each site available for Nitell installation technicians.



Customer is responsible for providing Tier 1 support for its end-users including the first level of triage to ensure that the problem is not related to end user device issues.

Nitel Responsibilities

Nitel provides life-cycle support for all internet access deployments.

1. **Nitel Order Management**: Upon receiving an order, Nitel Order Management places orders with underlying vendor(s) and provides updates to Customers via email and the MyNitel portal.
2. **Nitel Service Implementation**: All orders will be assigned to a project manager to serve as the main point of contact for Customer during the implementation period. The project manager provides updates on project milestones, expected delivery dates, and service completion. Updates are provided via email, standard reports, customer meetings, and the MyNitel portal.
3. **Nitel Activations and Installation**: Services may utilize on-site installation by Provider and/or Nitel Professional Installation technicians. Customers must have resources at the installation location available on the day of installation to provide access to the technician. As part of the activation process, technicians perform testing to verify the service is functioning properly. Once the service is successfully activated, it is moved into production and billing commences.
4. **Nitel Network Operations Center (NOC)**: Once service is active, support of connectivity services is provided via the Nitel NOC.
 - a. **24x7 support**: Tier 2 support is included in the service, with Customer responsible for Tier 1 support for its end-users. Customer Administrator must open any tickets related to end-user issues and perform the first level of triage to ensure that the problem is not related to end user device issues. Nitel may then communicate directly with the end-user if necessary to resolve issues.
 - b. **LEO satellite Internet tunneled IP support limitations**: If tunneled IP is used to provide a static IP address for LEO sites, Nitel will not be able to guarantee quality of service or ensure allocated speeds over a Tunneled-IP solution. Due to the additional overhead introduced by using IPSec technology, latency introduced by leveraging an SDWAN solution, and other variables, quality of experience may vary and Nitel can only guarantee reachability and public access to the Tunneled-IP subnets.
 - c. **Proactive Monitoring** is an optional fee-based service including router monitoring and automated alert and ticket generation when service(s) become unavailable. Proactive monitoring, ticketing and support includes up/down status monitoring and alerting. After working with Customer to confirm power and cabling are in place for impacted location, Nitel works with underlying provider to resolve issues.
 - d. **Remote Reboot** is an optional fee-based service where Nitel or Customer can remotely reboot devices plugged into Power Distribution Units (PDUs) provided by Nitel. PDUs can be installed by Customer or, for an additional fee, using Nitel provided on site installation. Devices that can be remotely rebooted are plugged into the PDU and rebooted by Nitel's NOC via Nitel's cloud portal. Customer can plug in their own devices - devices unmanaged by Nitel, into unused PDU power plugs and remotely reboot the devices using Nitel's customer portal. Customer must create a change request for the Nitel NOC to configure ports when adding new devices to the PDU.



- i. Auto-reboots – Nitel can optionally configure devices such as routers and switches to reboot automatically when connectivity to the Internet is lost
- ii. Nitel manual reboots – Nitel can manually reboot devices as part of troubleshooting efforts
- iii. Customer manual reboots - Customer has the ability to manually reboot devices unmanaged by Nitel using the Customer cloud portal