



Managed Router Support Service
TERMS & CONDITIONS
 North Atlantic Networks, LLC
 16 Mason Avenue, North Attleboro, MA 02760

In addition to the general terms and conditions contained in the Service Agreement (the "Agreement") between North Atlantic Networks, LLC ("NAN") and Customer of which this Service Supplement is a part, Customer agrees that the following terms and conditions apply to the Managed Router Support Service provided to Customer by NAN.

1. Managed Router Support Service Overview

1.1 The following configuration, installation and support services will be available to Customer if Customer has: (i) selected Advanced Managed Router Support Services below, on the Router which Customer has either purchased or rented from NAN and (ii) purchased Data Services from NAN at Customer's Service Location where the Router will be installed and accessible via NAN Services. Support of Customer owned Router purchased from entities other than NAN must be pre-approved in writing by NAN. Customer may elect to decline Managed Router Support Services on Customer purchased Router. In such event Customer agrees and understands that Customer shall be solely responsible for managing the configuration on the Router and NAN shall not be responsible for any management and/or configuration support on the Router. Customer hereby subscribes to one or more of the following services as indicated on the "DETAIL OF SERVICES" or "SERVICE ORDER"

2. Managed Router Support Service

2.1 NAN (or NAN's approved subcontractor) will provide the ongoing configuration support and troubleshooting services set forth below on the Router for as long as the Agreement remains in effect, subject to the termination provisions of Section 5 below. Note that Router provided through the Router Rental Program must obtain Advanced Managed Router.

Router Configuration

- Configure LAN interface per customer requests
- Configure WAN interface per customer requests
- Configure existing software-based services

Advanced Managed Router Product

- Configuration Services, above, plus the following:
- Monitoring services to include auto-notification based on PING monitoring.
- Trouble resolution, device fault and configuration management.
- Customer notification by Technical Support Group
- Unlimited Service request changes per month once initial installation and configuration are completed.

3. Limitation

3.1 NAN only offers a specific set of router options, which do not currently include maintenance of router based Firewall or Traffic Shaping (excluding QOS) features Cisco routers. NAN does offer a managed Firewall & IP/VPN services.

4. Rates and Charges

4.1 Customer shall be billed a monthly recurring charge per router as outlined in the "DETAIL OF SERVICES" or "SERVICE ORDER": Customer shall be billed the fee monthly on Customer's invoice for the services from NAN and shall pay the fee to NAN in accordance with the payment terms of the Agreement. Any services requested or provided outside the scope of the covered services described above for the Router Configuration and Advance Router Service shall be charged on a time and materials basis by NAN at NAN's then current hourly rates.

5. Term and Termination

5.1 For Managed Router Support Services provided on Customer Owned Router, this Supplement shall be co-terminus with the "Agreement". This Supplement shall immediately terminate in the event of termination of the "Agreement". Termination of this Supplement shall have no effect on the respective rights and obligations of the parties under the "Agreement". In the event of any termination of this Supplement, Customer hereby acknowledges and agrees that Customer shall be solely responsible for managing the configuration on the Router and NAN shall not be responsible for any management and/or configuration support on the Router. For Managed Router Support Services provided on NAN Owned Router that is rented to the customer, this Supplement shall be co-terminus with the "Agreement" in effect for the equipment being managed.

AGREED AND ACCEPTED

NORTH ATLANTIC NETWORKS, LLC

 (Authorized Signature)

Name and Title: _____

Date: _____

 (Authorized Signature)

Name and Title: _____

Date: _____