



**PAETEC**

**MANAGED ROUTER SUPPORT SERVICE  
SCHEDULE**

In addition to the general terms and conditions contained in the service agreement between PAETEC and Customer (the “Agreement”), of which this Schedule is a part, Customer agrees that the following terms and conditions apply to Managed Router Support Services provided to Customer by PAETEC.

- 1. Service Description:** The following configuration, installation and support services will be available to Customer if Customer has: (a) selected one of the three Managed Router Support Services below, on the Equipment which Customer has either purchased or rented from PAETEC’s affiliate, PAETEC Integrated Solutions Group, Inc. (“ISG”) and (b) purchased Data Services from PAETEC at Customer’s Service Location where the Equipment will be installed and accessible via PAETEC Dedicated Internet. Support of Customer owned equipment purchased from entities other than ISG must be pre approved in writing by PAETEC.

Customer may elect to decline Managed Router Support Services on Customer purchased Equipment. In such event Customer agrees and understands that Customer shall be solely responsible for managing the configuration on the Equipment and neither PAETEC nor ISG shall be responsible for any management and/or configuration support on the Equipment. **Should the Customer request to receive and PAETEC agree to provide Managed Router Support Services at a later date, in addition to the MRC’s applicable to Service selected, Customer will be billed and agrees to pay a one-time initial configuration charge of \$350.00.**

Customer hereby subscribes to one or more of the following services as indicated on the rate schedule or contract amendment.

- 2. Managed Router Support Services:**

PAETEC (or PAETEC’s approved subcontractor) will provide the ongoing configuration support and troubleshooting services set forth below on the Equipment for as long as the Agreement remains in effect, subject to the termination provisions of Section 7 below. Note that equipment provided through the Equipment Rental Program must obtain Managed Router Product or Advanced Managed Router.

## Router Configuration

- Configure LAN interface per customer requests
- Configure WAN interface per customer requests
- Configure existing software-based services
- .Not to exceed 1 service request change per month once initial installation and configuration are completed.
- Excludes upgrading software versions or repair of Equipment.

## Managed Router Product

Customer must have a Cisco SmartNet Agreement or ADTRAN Warranty in place to receive Managed Router Product\*\*. The Managed Router Product includes the Router Configuration Services, above, plus the following:

- Monitoring services to include auto-notification based on PING monitoring.
- Trouble resolution, device fault and configuration management.
- Electronic customer notifications to include email and pager messaging.
- Not to exceed 5 Service request changes per month per router once initial installation and configuration are completed.

## Advanced Managed Router

Customer must have a Cisco SmartNet Agreement or ADTRAN Warranty in place to receive Advanced Managed Router Service\*\*. Advanced Managed Router includes all Router Configuration and Managed Router Product services above, plus the following:

- Customer notification by Technical Assistance Center Engineer
- Trouble resolution, device fault and configuration management.
- Unlimited Service request changes per month once initial installation and configuration are completed.

\*\* Equipment provided through the PAETEC Equipment Rental Program is covered with the necessary Cisco Smartnet Agreement or Adtran Warranty support for the duration of the rental period by PAETEC. No additional customer action is required.

### **3. Limitations**

PAETEC only offers a specific set of router options, which do not currently include maintenance of router based Firewall or Traffic Shaping features in either AdTran or Cisco routers. PAETEC does offer a Managed Firewall & IP/VPN services.

#### 4. Service Level Agreement

The following Service Level Agreement is applicable to the Router Configuration Services:

SLA	Measure	Recompense
Monitoring of Router with Proactive Customer Contact- Advanced Managed Router	Proactive call to Customer upon failure of PING monitoring within 30 minutes of outage detection, based on PAETEC Monitoring system notification	50% of Managed Router MRC for affected customer location
Hardware Replacement Managed Router Product and Advanced Managed Router	For hardware failure determination (before 3PM), Hardware will be on site and operational by COB of next business day, to the extent applicable under the relevant Cisco SmartNet Agreement or ADTRAN warranty agreement.	50% of Managed Router MRC for affected customer location
Configuration MACs	Next Business Day from opening of Ticket with Data NOC/TAC for basic Configuration requests. 4 Business Days for Network changes (complex infrastructure changes)	50% of Managed Router MRC for affected customer location

#### 5. Diagnostic Modem

**Remote dial in access must be available** for all Managed Router Support Services. A diagnostic modem will be used by PAETEC to support and troubleshoot the Customer's router. Customer agrees to provide an analog phone line for the diagnostic modem.

Phone Line for Diagnostic Modem (check one):

Customer will provide a "shared" (e.g., use for fax and diagnostic modem) analog phone line from another provider (e.g. LEC)

Customer will designate an analog line or station port provided by PAETEC as a "shared" (e.g., use for fax and diagnostic modem) line

Customer will provide a "dedicated" (e.g., use for diagnostic modem only) analog phone line from another provider (e.g., LEC)

Phone number (if known): \_\_\_\_\_

## **6. Rates and Charges:**

### Managed Router Support Services

Customer shall be billed a monthly recurring charge per router as outlined in the applicable Rate Schedule:

Customer shall be billed the fee monthly on Customer's invoice for the data services from PAETEC and shall pay the fee to PAETEC 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 Service shall be charged on a time and materials basis by PAETEC at PAETEC's then current hourly rates.

## **7. Term and Termination:**

For Managed Router Support Services provided on Customer Owned CPE, this Schedule shall be co-terminus with the Agreement provided that either Party shall have the right to terminate this Schedule at any time on thirty (30) days prior written notice to the other party. This Schedule shall immediately terminate in the event of termination of the Agreement. Termination of this Schedule shall have no effect on the respective rights and obligations of the parties under the Agreement. In the event of termination of this Schedule, Customer shall be liable for the payment of all charges incurred prior to the effective date of the termination. In the event of any termination of this Schedule, Customer hereby acknowledges and agrees that Customer shall be solely responsible for managing the configuration on the Equipment and neither PAETEC nor ISG shall be responsible for any management and/or configuration support on the Equipment.

For Managed Router Support Services provided on PAETEC Owned CPE that is rented to the customer, this Schedule shall be co-terminus with the "Equipment Rental Terms and Conditions" in effect for the equipment being managed.