CYTRANET

CONNECTING TODAY, EMPOWERING TOMORROW

YOUR CUSTOM
PROPOSAL

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Cytranet is honored to be given the opportunity to present this proposal to your organization. We have reviewed and accept all the terms and conditions of the request.

Cytranet is in the business of making connections. We recognize the value of matching the right people with the right company, and we take the same approach with our communication service. There are many companies that can provide a dial-tone, but we believe that you deserve a partner that takes your agency as seriously as you do, and that starts with the right connection.

Having read and evaluated your Request for Proposal, we are confident that Cytranet cannot only meet your requirements but also exceed your expectations in multiple areas — ranging from communication infrastructure and carrier-grade quality of service to technical support and customer service. We call it Amazing Support and we look forward to delivering it to you.

We started this company to provide what we call Amazing Support to our customers, and we have spent the last ten years building a culture around that concept. We knew early on that the only way to become a leader in the Unified Communications industry is to provide the best service possible to our customers. Technical innovation features, and ancillary services are very important in this industry, and we devote a large amount of resources to R & D. We believe that innovation within the service part of our organization is equally as important. In fact, by applying the concept of Amazing Support to all parts of the business, we have been able to create a company that puts the needs of our customers ahead of anything else.

Naturally, Amazing Support means that our customer service and support departments are second to none. But we take Amazing Support much further than that. In our Infrastructure and IT department, Amazing Support means only using Tier 1 class telecommunications hardware and software from vendors including Acme Packet, Oracle, Cisco, HP and Brocade. It also means co-locating our platform in Carrier-Class data centers that are geographically protected from natural disasters, located on multiple power grids, have provided 99.999% uptime for at least five years, and served by at least ten diverse fiber providers.

Please review the pricing information we provide below. If you have any questions about this response, the company Cytranet, or the services we provide, please do not hesitate to contact me directly.

Very truly yours,

Doug Roberts

PRESIDENT, TELECOMMUNICATIONS FIRM, LLC

COMPANY HISTORY

Cytranet is one of the leading providers of voice, data, cloud, and managed IT services in the Southwest, as well as having a nationwide reach. Supporting over 1,000 businesses, nonprofits, and government agencies of all sizes, Cytranet is the most experienced provider of technology services in the region. Based in Las Vegas, Nevada, we offer single-source solutions that support the latest in Voice and IT Services. We serve our clients' local to global locations. Our technology experts design, deliver, and manage end-to-end solutions. For example, phone service, fiber internet, networks, equipment, data centers, monitoring, managed Wi-Fi and support.

For over 15 years, Cytranet has provided personalized support, and we take great pride in our clients' testimonials. Our experienced staff is accredited by leading technology providers, and our on-time delivery and 24×7 support consistently earn accolades from our customers. We are focused on your success.

Cytranet specializes in a wide range of services, including tailored voice and data networks, and IT services and solutions for medium size businesses and enterprises nationwide. We are committed to providing each and every one of our clients with high quality service and support. Our unique team is incredibly friendly and can help you every step of the way in growing your business. We expertly combine our services in order to provide you with customized help and support, so you only get what you need and what you want. Our innovative approach starts with a thorough investigation of your company's needs to succeed so that we can ensure a perfect fit with you and our services.

Cytranet's clients benefit greatly when they choose to partner with us. Not only will you have more energy and time to focus on your business while we handle your voice, data, and IT needs, but you will experience happier and more productive employees, too. Let us help you open the doors to more technology so that your network will always perform to your standards and that your company will be able to outperform its competitors with ease. Rest assured knowing that your voice and data services are optimized, maintained, and protected – because guaranteeing your business's technology runs smoothly is our top priority.

CONFIRMATION OF COMPLIANCE

Cytranet is nationally recognized as a leading provider of Hosted VoIP, SIP, PRI, Video, and Unified Communications. Cytranet is also ranked #1 in reliability and customer service and is one of the fastest growing companies in the VoIP industry. Cytranet's intuitive online platform allows for an unlimited number of VoIP features, all for a single, predictable monthly price. Cytranet has reviewed all of the specifications of this request, and believes that it is truly the best provider to be able to meet all of the objectives and goals of this request.

The following products and features distinguish Cytranet Communications above all competition in the communications marketplace:

Platform Ownership. Cytranet has developed—and has full ownership and control of—our proprietary Cytranet platform and all attendant cloud architecture and software. Ownership of the Cytranet platform provides for rapid application development and extremely fast turnaround on technical support issues. It also allows for more flexible pricing, as Cytranet isn't obligated to any third-party developers. Cytranet's elite team of developers and telecommunications experts has broad experience and a deep understanding of VoIP and the underlying technologies. This pool of expertise greatly strengthens the stability of the firm.

Experienced Staff. Platform ownership ensures that Cytranet is qualified and committed to supply your organization with the technology it deserves. This capability not only includes matters of maintenance but also future systems enhancements. Cytranet has already gained recognition for developing many vertical-specific features tailored to the various segments of Cytranet's client base. These features include functionality such as Emergency Outbound Notification for K-12 school districts and Broadcast Paging for food services. Our skilled engineers are passionately dedicated to maintaining system performance for our clients. Cytranet's system is backed by an aggressive Service Level Agreement (SLA), which is included in this response.

Related Experience. Cytranet has performed many of the largest true Hosted VoIP installations currently deployed throughout the US. Cytranet has garnered impressive experience in several government deployments. These deployments differentiate Cytranet above its SMB-focused competitors. For example, Cytranet recently deployed our Hosted VoIP solution in a large MLB baseball stadium, as well as in a large hospital system with over 1,000 users.

Inclusive Pricing. Cytranet has a unique pricing strategy. Our all-inclusive pricing covers the full spectrum of both classic and advanced features in its hosted VoIP suite. Cytranet does not charge additional fees for unlimited auto-attendants, voicemail boxes, ring groups, queues, schedules, user groups, or dial-plans. Nor does Cytranet charge for features such as Virtual Fax, Call Center, Conference Bridges, et cetera. Many providers charge additional fees for many of these services or restrict the number allowed.

Industry Leading Reliability. Cytranet's up-time and reliability lead the hosted VoIP industry. Many of providers experience frequent—and often prolonged—outages, impacting telecommunications clients with serious consequences.

Often such outages are caused by lack of engineering resources or lack of deep product knowledge. In contract, the Cytranet platform has full-mesh redundancy, geographic diversity, and a skilled team of intelligent engineers dedicated to maintaining system performance for all Cytranet clients.

Dedicated Fiber Internet

100mb/100mb
$709/month - $550 installation

250mb/250mb
$1065/month - $550 installation

500mb/500mb
$1368/month - $550 installation

600mb/600mb
$1467/month - $550 installation

1000mb/1000mb
$1515/month - $550 installation

5000mb/5000mb
$3111/month - $1250 installation

10000mb/10000mb
$4353/month - $1250 installation

IP addresses included at no charge, up to 128 block. Complex construction may require extra fees. Taxes, fees, surcharges of up to 17.5% may be assessed. Prices are per individual circuit.

Point-to-Point MPLS Fiber

1000mb/1000mb
$1900/month - $550 installation

10000mb/10000mb
$2500/month - $1250 installation

Prices are for complete circuit (both locations). Complex construction may require extra fees. Taxes, fees, surcharges of up to 17.5% may be assessed.

Voice

PRI (23ch) – Unlimited Local & LD
$399/month - $550 installation

Analog Line – Unlimited Local & LD
$29.99/month - $50 installation

Hosted Phone Seat – Unlimited Local & LD
$29.99/month - $50 installation

SIP Trunk Channel – Unlimited Local & LD
$19.99/month - $50 installation

Each line includes a single DID, additional DIDs billed $1 each. Toll-Free numbers billed at $0.04/minute. Taxes, fees, surcharges of up to 17.5% may be assessed.

Managed Network

Gigabit Router with Integrated Firewall
$299/month - $349 installation

48-port Gigabit PoE+ Switch with 4 SFP ports
$199/month - $249 installation

802.11ac Wave 2 Cloud-Managed WiFi Access Point
$39/month - $149 installation

Gigabit Router with Integrated Firewall with Unlimited LTE Backup Plan
$399/month - $349 installation

SD-WAN Appliance with Traffic Shaping & Failover
$199/month - $149 installation

Managed 12-port Auto-Reboot Power Appliance
$99/month - $149 installation

Cable Drop CAT6 (Labor Only)
$149 installation

Data Center/Cloud Services

42U Full Rack, 15A Power, 1000M Internet, 64 Public IPs
$1999/month - $599 installation

21U Half Rack, 15A Power, 1000M Internet, 64 Public IPs
$999/month - $399 installation

Exchange-compatible Email Mailbox with 25GB Storage
$9.99/month - $25 installation

Data Backup of VMware or Hyper-V Servers with 60 Day Retention
$2/GB/month - $999 installation

Data Backup of Files with 60 Day Retention
$1/GB/month - $499 installation

Web Content Filtering

DNS-Based CIPA compliant filter
$0.09/student/month - $499 installation

Internet Access

The Importance of Being Well-Connected

Internet Designed for Enterprises

Enterprise businesses today require the most reliable, scalable and cost efficient way to connect to the public Internet.

Cytranet delivers enterprise grade internet services over a wide range of access options, features and price points to ft your business needs.

Serving the Distributed Enterprise

Reliable and affordable connectivity for your business locations everywhere:

- Nationwide Points of Presence
- Extensive fiber infrastructure
- Metro footprint / On-net Locations
- Private Peering with major Internet backbones
- Inter-connecting with major providers of:
  - Telecom
  - Cable
  - Fiber
  - Ethernet
  - 4G/LTE Wireless

Flexibility to Meet Your Needs

Terrestrial and wireless options:

- Ethernet – 10Mb, 100Mb, 1Gb, 10Gb
- Cable/DOCSIS
- Fiber to the Internet (FTTI)
- TDM (T1 & NxT1)
- DSL
- 4G LTE Wireless

Trusted Network Security

In-house security expertise with services to protect your brand.

- Premises Firewalls with SPI and IPS
- SIEM and Log Management
- IPsec VPN and Hybrid Networks
- Application Control
- Content Filtering
- PCI DSS Solutions

Services

- Rapid activation intervals
- Multiple access options
- Flat rate and usage based options
- Full suite of managed security services
- 24 x 7 network monitoring management and technical support
- Industry-leading SLA's

Benefits

- Improve customer experience
- Protect your brand
- Reduce costs

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Connect to Cytranet IP Services

Leverage our portfolio of IP services.

- Hosted Voice Services
- Secure WiFi & Analytics Services
- IPsec VPN and Hybrid Networks
- MPLS Networks
- Application Performance Optimization

Engineered for Enterprises

Cytranet manages for peak bandwidth utilization, and when trafc exceeds pre-set thresholds, capacity is rapidly increased to avoid congestion.

Industry leading network reliability combined with robust national infrastructure ensures low latency and jitter for reliable voice and video applications.

Comprehensive Set of Features & Options

- Managed Network Services
- Utilization monitoring via portal
- Professional Installation
- Public IP allocations to meet customer requirements
- Primary and secondary DNS registration/hosting
- Web and e-mail hosting services
- Border Gateway Protocol (BGP)
- Network Access Translation (NAT) to conserve scarce IPv4 addresses
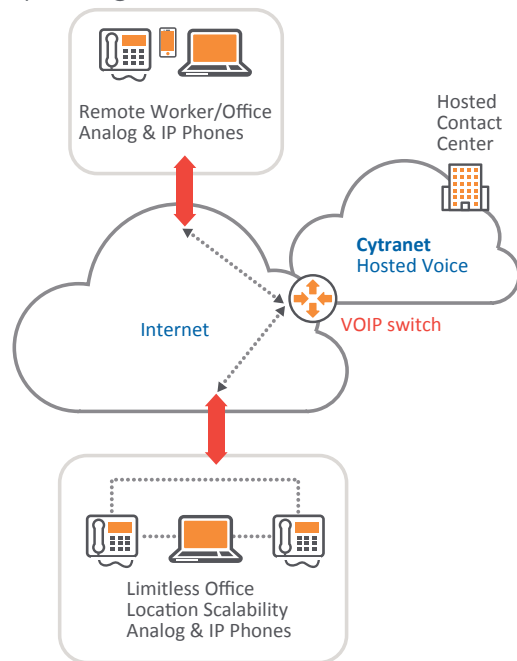- Network redundancy and diversity

Hosted Voice Analog Service

Start Your Migration to the Cloud

Nearly 50% of all businesses have migrated away from legacy voice services to a cloud based voice service.

Isn't it time for you to make the move to eliminate voice POTS lines, consolidate providers and simplify management of voice services?

Bring your own broadband to reduce operating costs.

Remote Worker/Office
Analog & IP Phones

Hosted
Contact
Center

Cytranet
Hosted Voice

Internet

VOIP switch

Limitless Office
Location Scalability
Analog & IP Phones

Keep Your Analog Phones

- No need to invest in new IP phones
- No user training required
- Leverage cloud based features

Advantages for Your Business

- Analog and IP phones on same platform – a mixed environment with free calling between locations
- Migrate to IP at your own pace, avoid capital expense of purchasing new IP phones
- Analog phone users gain access to cloud based features including unified voicemail, unified fax, Web Management Portal (CommPortal), call routing and find me/follow me.
- Reduce operating expenses by eliminating POTS lines and simplify vendor management.
- Unlimited local, long distance and Toll Free calling within the United States.

Powerful Communications Portal Tool

- Manage your phone from any web connection
- Play your voicemail anywhere

Features

- Analog Phones
- Analog Fax Machines & Modems
- Analog Telephone Adapter included
- Flexible Call Routing
- Simultaneous Ring
- Voicemail to Email
- Online Portal to Manage Services
- Unlimited Local, Long Distance & Toll Free
- Free Site-to-Site Calls
- Abbreviated Dialing Between Sites
- BYOB Option
- Hosted Contact Center Option
- Auto Attendant

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Hosted Voice

Rethink Your Phone System — Never Miss a Call

Looking for innovative ways to increase revenues and productivity? Need to ensure you never miss a call or suffer from a service outage? Want to save money and avoid capital expenses?

In the world of business, a phone system is more than a tool for facilitating conversations; it's a conduit to customer orders, more efficient employees, better customer relationships, and cost savings.
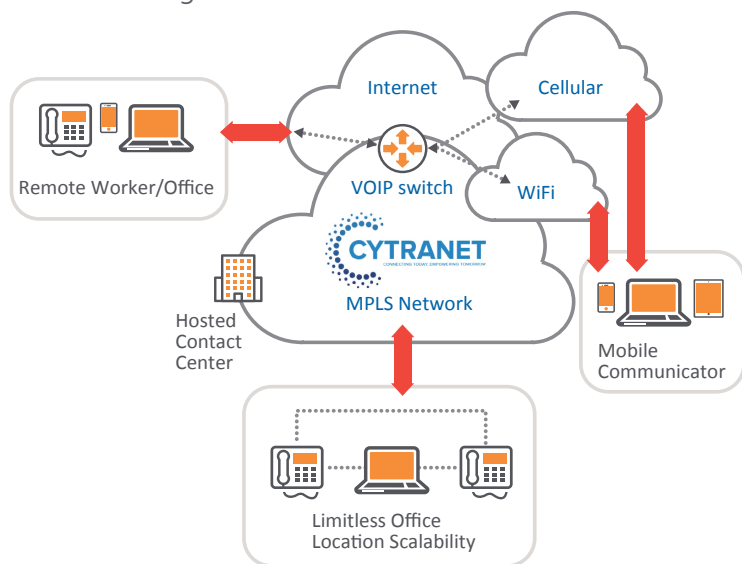
Upgrading your phone system to a Hosted Voice solution can deliver significant advantages.

Advantages for Your Business

- Scalable fully-managed flexible solution that grows as your business evolves
- Unified communications without the complexity and capital expense of a new phone system
  - Business continuity protection with flexible routing options so you never lose connections with customers
  - Simple web-based management tool provides both system management control and user customization
  - Reduce operating expenses with an all-inclusive service bundle
  - Avoid technology obsolescence – simply add features and services as they become available
  - Bring your own broadband, keep your analog phones and migrate to IP phones at your own pace
  - Unlimited local, long distance and Toll Free calling within the United States

Features

- Flexible Call Routing
- Simultaneous Ring
- Voicemail to Email
- Online Portal to Manage Services
- Unlimited Local, Long Distance & Toll Free
- Free Site-to-Site Calls
- Abbreviated Dialing Between Sites
- Flexible Bandwidth Options
- Quality of Service
- BYOB Option
- Hosted Contact Center Option
- Auto Attendant
- Unified Fax
- Incoming Call Manager
- Mobile Communicator
- Salesforce.com Integration
- Analog Phones Supported

- Voice, Internet and private Data on a single connection with quality of service
- Drive more revenue for your business with business productivity tools

Remote Worker/Office

Internet

Cellular

VOIP switch

WiFi

CYTRANET

MPLS Network

Hosted Contact Center

Mobile Communicator

Limitless Office Location Scalability

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CONNECTING TODAY, EMPOWERING TOMORROW

Powerful Communications Portal Tool

- Manage your phone from any web connection
- Play your voicemail anywhere
- Ring your office phone and cell phone at the same time and never miss calls
- Save time and money by streamlining your business operations

Mobile Communicator — Take your office anywhere!

- Turn your Android or Apple Device into your office phone
- Make and receive calls as if you were in the office
- Soft phone for your PC
- Intstant Messaging and Presence keeps you connected

Hosted Contact Center

Your customers might not be as satisfied as you think[1]...

66% Consumers switched brand or business due to poor customer service

82% Consumers who switched, but said the brand could have done something to stop them

Source
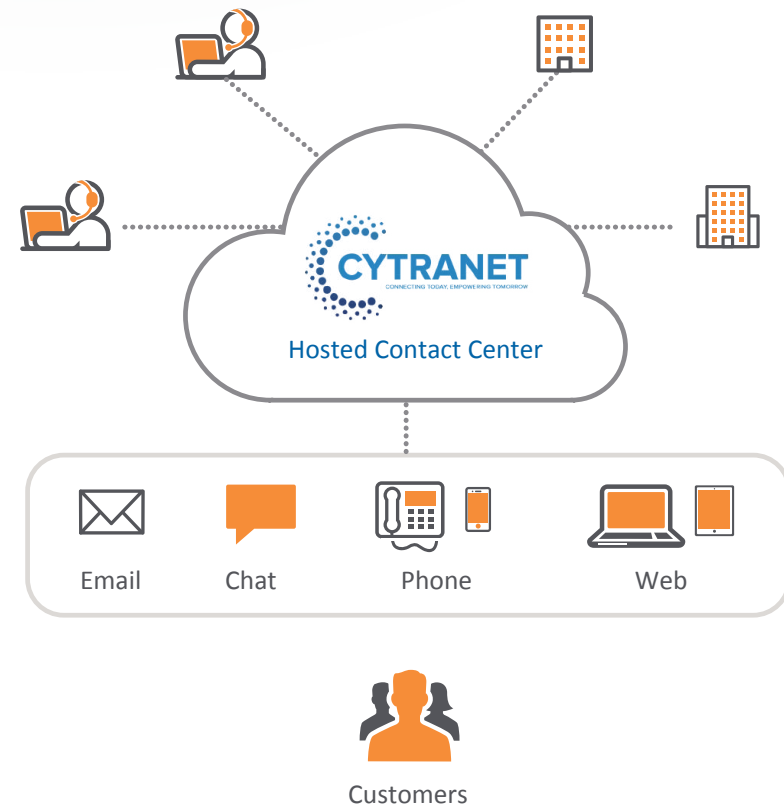1. Accenture Global Consumer Pulse Survey, 11/13
2. Ovum, Optimizing Customer Service in a Multi-Channel World, 10/10

Stay Connected with Your Customers

52% consumers use 3 or 4 channels to connect: email, chat, web, phone or social media[2]

Keep Your Customers Happy

Let your customers connect with your business in the methods they prefer. Be ready to connect them quickly to the right persons and to give them the answers and support they need.

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Hosted Contact Center

Email   Chat   Phone   Web

Customers

PRI Services

Integrated Voice, Data and Cloud Applications

Integrate traditional voice services with Internet and data over a single, reliable connection. Leverage emerging technologies with access to advanced cloud-based applications including Hosted Contact Center and Unifed Communications. Position your business for growth, enhanced collaboration, and scalability while reducing costs.

Line Side Service

- Nationwide local telephone service including long distance and dynamic Internet
- Multiple access methods including DSL, T1 and Ethernet
- Add powerful options including Auto Attendant and MPLS to connect multiple locations
- Added value with numerous free services included, such as unlimited local calling, email accounts, static IPs and managed router
- A full line of CLASS features, including hunting

CLASS Features Include

- **Call Hold**: Place callers on hold
- **Call Forward**: Forward lines to another number
- **Call Park/Pickup**: Pick up call on another phone
- **Call Transfer**: Transfer calls to another line
- **Caller ID**: See incoming name and number
- **Three Way Calling**: Add a third caller to a call
- **Call Hunting:** Forward incoming call to next available line
- **Extension Dialing:** Use abbreviated extension for intra-company calls, even at different locations
- **Auth Codes:** Provide authorized users with personalized code to make toll calls

Additional Options

- Toll Free Service
- Shared Long Distance
- Virtual Call Forwarding
- Additional Email Accounts
- Auto Attendant
- Unified Voice Mail and Fax
- Call Router

Included FREE

- Unlimited Phone Service
- One Toll Free Number
- One Voice Mail Box
- Dynamic Internet
- Up to 50 Email Accounts
- 1st year free domain name registration
- Up to 5 Usable Static IPs
- Free Calls Between Sites
- Basic Managed Router
- Professional Installation

Benefits

- Bandwidth Up To 100 Mbps
- CLASS Features
- DSL, T1 and Ethernet Access
- No Activation Charges

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SIP Trunking

Simplified and Reliable Voice Network

Unified and Scalable Voice Network

Flexible deployment options to consolidate multiple locations with diverse PBXs into a unified, simplified and highly scalable enterprise voice network. Lab certified PBX compatibility.

High Performance

High quality Voice with guaranteed CoS prioritization delivers industry leading SLAs:

- 4.0 MOS
- Delay < 45ms
- Jitter < 1ms
- 99.9% delivery ratio
- 99.999% availability

Gain Economies

Optimize your network by converging Voice and Data and eliminating internal voice usage fees.

Business Continuity

Keep mission critical voice services running with our highly redundant private IP network, SIP Failover, load balancing and auto reroute.

Trunk Utilization Monitoring & Reports

Online portal visibility for quality control and capacity planning.

Features

- Private Voice and IP network
- SIP failover, auto reroute
- Load balancing
- Aggregated trunking for bursting
- G.711 or G.729
- PBX certifications
- Trunk utilization monitoring

Benefits

- Reduce costs
- Ensure high quality voice
- Eliminate voice outages
- Easy to manage unified voice system
- Highly scalable

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Build Your Own Voice Network with Flexible Deployment Options

Distributed

- Direct SIP connection to each site
- Dedicated call capacity
- High redundancy

Aggregated

- SIP connection to centralized hub
- Locations share trunk capacity
- Efficient use of call capacity

Hybrid

- Combination of distributed and aggregated designs
- Multiple hubs for added redundancy
- Share resources + add resiliency

Control Your Path to SIP

Our experts will help architect a solution to match your migration path to a SIP voice network while leveraging current assets.

Contact us at 1-877-358-9390
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SIP Voice Termination

Cytranet Voice Termination service provides termination of nationwide 1+ domestic traffic for facilities-based carriers. The carrier originates and aggregates traffic on their network, then hands the traffic to a Cytranet Voice Term hub through a SIP or TDM handoff.

On Net Carrier Termination delivers Cytranet's highest quality domestic long distance termination. It uses direct ILEC connectivity to provide the highest voice quality available and guards against direct and indirect looping.

Premier Carrier Termination uses Cytranet's highest quality routes to terminate domestic long distance traffic. This product offers a high ASR% and lowest average, post-dial delay and protects against direct and indirect looping.

Preferred Carrier Termination optimizes both price and quality routes for domestic long distance call termination. This product uses a suite of quality vendors and offers our most extensive route depths, while guarding against direct and indirect looping.

Special Features

- Nationwide termination with competitive rates
- High-quality termination network including originating caller information pulled through network (i.e. Caller ID information still displays at termination)
- Multiple Access methods:
  - TDM connection (SS7/PRI)
  - SIP via a private IP connection
  - SIP via the public internet
- Competitive NPA-NXX rates
- Quality Managed at the NPA-NXX level
- Supports G.711u and G.729AB codecs
- Supports fax by G.711 fall back
- Provides daily CDRs
- Provides loop detection

Get Started

sales@cytranet.com | 1-877-358-9390 | www.cytranet.com

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Cytranet Internet
Customer Site Preparation Document

- Cytranet strives to provide a smooth and successful installation experience for our Customers. We will do all that we can to install your service on time and in a quality manner.

- Close coordination and effective communication between Cytranet and you is critical to ensure the Internet will be available when you need it.

- Customer site readiness is essential for delivery of service. Delays in site readiness are one of the leading causes of installation delays.

- Please try to complete site preparation of your site as quickly as possible from the time that you place your order. This includes any electrical requirements, the backboard for the network equipment and any applicable extended inside wire. This will help avoid an installation delay.

- The key to success is to be certain that the local Customer site contact is knowledgeable and empowered regarding all items on the following pages.

Local Customer Site Contact:

It is critical that the Cytranet Ordering team has accurate local Customer site contact information: name, title, phone number and email address. This is important when issues arise regarding scheduling, building access and problem resolution (if needed).

The local Customer site contact must:

- The proper installation site address should be provided to the Cytranet Ordering team as well. This is the site where service is being installed.
- The local site contact must be "on site" at the proposed installation site to assist and escort the Cytranet Access Engineer or Field Technician through the site survey visit. Please note the Cytranet Access Engineer or Field Technician's name, phone number and email address should any questions arise regarding property or room "site preparation" requirements. It is critical that the local Customer contact addresses all site requirements immediately after the site survey visit.
- The location site contact must negotiate the establishment of Cytranet's Demarcation Point (Demarc) with the building property owner in a multi-tenant building. Note: The Demarc is the location point inside the building where Cytranet's service terminates from the street.
- You should notify the Cytranet Project Manager after you have completed all site requirement issues identified during the site survey visit. You should also notify the Ordering team (via email) to ensure the order continues as scheduled.
- The local site contact must be present for the Fiber router installation and be familiar with the location of the Demarc.

Inside Wire Extension: If the building's Demarc is not in your location or is on a different floor, you are responsible for providing the inside wire extension between the building's Demarc and the proposed location of the Fiber router. Inside wire extensions take time and can delay provisioning timelines. Please discuss any delays or issues with the Cytranet Ordering team.

Conduit from Street: When a building requires fiber, the Customer or property owner is responsible for providing a clear underground (conduit) or aerial path from the property line where Cytranet facilities exist, to the room designated to support the entrance fiber. Fiber is normally connected from the property line via underground conduit facility. All conduits, on the building's property are the responsibility of the property owner to provide, maintain and repair. Site installation work cannot begin until space within an acceptable conduit has been established (property line to Demarc).

Clear Path to Demarc & Fiber Router: The Demarc area should be clear of obstacles. Cytranet installation technicians must be able to access the Demarc area to install the network termination equipment, the jack and the Fiber router.

Wall Space: Customers should provide ample wall space for Cytranet's network termination equipment, the jack and Fiber router. A customer-provided and installed fire-retardant plywood backboard (minimum 4'x4'x ¾") is required for these purposes.

Power Outlets: Properly grounded 110V, 15 amp, 3-prong AC outlets are required for the Fiber router, modem and Cytranet's network devices that terminate the data connection from the street. Power outlets should be within 6 feet of these devices.

Cytranet Managed Customer Router: The Fiber router should be installed within 6 feet of the power outlet and within 15 feet of the jack that connects to your router. This will ensure that the cable inside the router box will reach the jack. If the Fiber router is installed in a rack mount, be sure to have 4 screws that fit the rack.

Site Preparation Completion: Please try to complete site preparation of your property and equipment room as quickly as possible from the time of the order. This includes: conduit, electrical, equipment backboard and any applicable extended inside wire. This will help avoid installation delays.

Internet
Customer Site Preparation Document

Local Customer Site Contact:

Please provide a local Customer site contact, including name, title, phone number and e-mail address, with whom the Cytranet Ordering team or an Cytranet Access Engineer (or Cytranet Field Technician) can speak with regarding scheduling, building access and problem resolution (if needed). An Cytranet Access Engineer (or Cytranet Field Technician) may reach out to your local site contact to schedule a site survey visit for T3 and OCx speeds.

The local Customer site contact must:

- Provide the proper installation site address to the Cytranet Ordering team.
- Be familiar with the building where service is being installed.
- Be familiar with Cytranet's Demarcation point (i.e., Demarc). NOTE: The Demarc is the location point inside the building where Cytranet's service terminates from the street.
- Be at the proposed installation site to assist and escort the Cytranet Access Engineer through the site survey visit (if required). Please be prepared to address any site requirements with the Cytranet Access Engineer.
- NOTE: Site Surveys may be required for T3 and OCx speeds.
- Have decision making power to address the service requirements for a successful installation.
- Have the authority to confirm all completion dates for any requirements that are your responsibility.
- Negotiate the establishment of your company's Demarc with the building property manager or owner in a multi-tenant building. For ease of router installation, your company's Demarc should be resident in the location that will have the Internet router. If the building's Demarc is not in your location or is on a different floor, you are responsible for providing the inside wire extension between the building's Demarc and the location of the Internet router.
  NOTE: We need your site contact to be Cytranet's advocate when working with the building property manager or owner.
- Disclose any of the following prior to the start of the project:
  – Building access information such as parking, unloading zones, elevators and route to work area.
  – Any noise or time restrictions.
  – Any asbestos or hazardous materials present in the work area.
- Provide adequate working space in the installation area for the Cytranet Field Technician and a clear path to the backboard (if required), the jack at the Demarc, regular telephone line (for Cytranet Provided Internet Routers) and power outlets, as well as the Cytranet Internet router.
- NOTE: Backboards or racks will be required for T3 and OCx speeds.

Site Preparation Delays

Cytranet will negotiate a project schedule with all parties to enable service completion as close to your desired date as possible. However, any changes to plans or any delays associated with site preparation can have a corresponding impact to the service delivery date. Please try to complete site preparation as quickly as possible from the time that you place your order. This includes any electrical requirements, the backboard for the network equipment and any applicable extended inside wire. This will help avoid an installation delay.

Customer Site Not Ready

You must have your site ready by the agreed upon "Ready" date to avoid delays to the requested service. Please contact the Cytranet Ordering team and your Account Representative if delays are anticipated so work forces can be rescheduled.

What to Expect if a Site Survey Visit is Required

A site survey visit may be required in certain circumstances for T3 and OCx. In order to facilitate a successful site survey, please review the following recommendations:

- The local Customer site contact must be "on site" to assist and escort the Cytranet Access Engineer (or Cytranet Field Technician) through the site survey visit. We ask the local site contact to take notes when discussing the proposed Customer-provided site requirements.

- It is advisable that the local site contact note the Cytranet Field Technician's contact information (name, email & phone number) in the event that questions arise surrounding property site or room requirements, when preparing your site.

- After the site survey is completed, it is critical that the local Customer site contact addresses all site requirements immediately. If not, the order could be delayed.

- After you have completed the work for the site requirements identified during the site survey visit, the local Customer site contact should notify the Cytranet Project Manager and the Cytranet Ordering team (via email). Notifying the Cytranet Ordering team helps ensure that the order continues as scheduled.

Following is information and a list of general requirements associated with fiber optic-based services (T1, T3 and OCx). The Cytranet Access Engineer (or Cytranet Field Technician) will identify actual requirements for the specific installation during the site survey visit.

There are typically 4 basic areas of Customer obligation to facilitate timely equipment installation and delivery of service:

Inside Path; Power; Ground; Floor Space & Environmental Requirements

Inside Path: Building's Demarc to Customer Router Location

- The Demarc is the location point inside the building where Cytranet's service terminates from the street.

- If the building's Demarc is not in your location or is on a different floor, you are responsible for providing the wire extension between the building's Demarc and the proposed location of the Internet router.

- In a multi-tenant building, the building's Demarc is not usually within your location, but rather in a common area serving multiple tenants within the building. It is your responsibility to provide the wire extension from the building's Demarc to your location. If you need assistance, contact your Cytranet Account Team or speak with the Cytranet Field Technician during the Site Survey visit. In most instances, Cytranet can place a separate order for the wire extension to the Customer location and your Cytranet Account Team will confirm any additional charges.

- When dealing with wire extensions, a clear path with conduit or cable tray needs to be provided by you from the building's Demarc to your location, where the Internet router will reside.

- The conduit must be a minimum 2", with hard plastic corrugated inner duct with pull rope through which the fiber will be placed.

- Inside wire extensions take time and can delay provisioning timelines. Specific requirements and any delays should be discussed with the Cytranet Ordering team and your Account Representative as quickly as possible.

- We encourage you to share this information with your electrical contractor.

Internet
Customer Site Preparation Document

POWER

- **Network Device:** Please provide a dedicated 110V outlet and dedicated circuit breaker rated at a minimum of 15 amps for the network device that connects your building to the Cytranet network. The power cord must not be touching any other cables.
- **Internet Router:** In addition, please provide a 110V outlet for the router and the modem. A modem is provided if you ordered a Cytranet managed router.
- Please position your outlets so a standard power cord for the router, modem and network devices can reach the outlets (within 6 feet).
- The Cytranet Access Engineer (or Cytranet Field Technician) can confirm if the power supply for each device is adequate.
- We highly encourage you to consult with your electrical contractor and share this information.

FLOOR SPACE AND ENVIRONMENTAL REQUIREMENTS

- In a standard fiber installation, transport equipment is placed in a common area with access to the entire building. It is your responsibility to obtain any necessary perFibersions from the building manager or owner for use of the common area.
- Because of the small size of most network termination equipment, a wall mounted installation is recommended (please see the illustration on next page).   However, a Customer provided 19” rack of suitable strength and quality is also acceptable. The choice for equipment placement should be decided before the order is placed and is subject to confirmation following the site visit by an authorized Cytranet Engineer.
- A Customer-provided backboard, minimum 4’ x 4’ x 3/4” fire-retardant plywood, fastened to studs is required for the network device and the jack that connects to your router. **NOTE:** Backboards or racks will be required for T3 and OCx speeds.
- The Internet router should be installed no more than 15 feet from the jack that connects to your router. This distance will ensure that the cable inside the router box will reach the jack. Customer-provided rack screws are recommended because rack screws are not standard in size.
- Operating environment should be between +40° F and 85° F at 10% to 85% relative humidity.
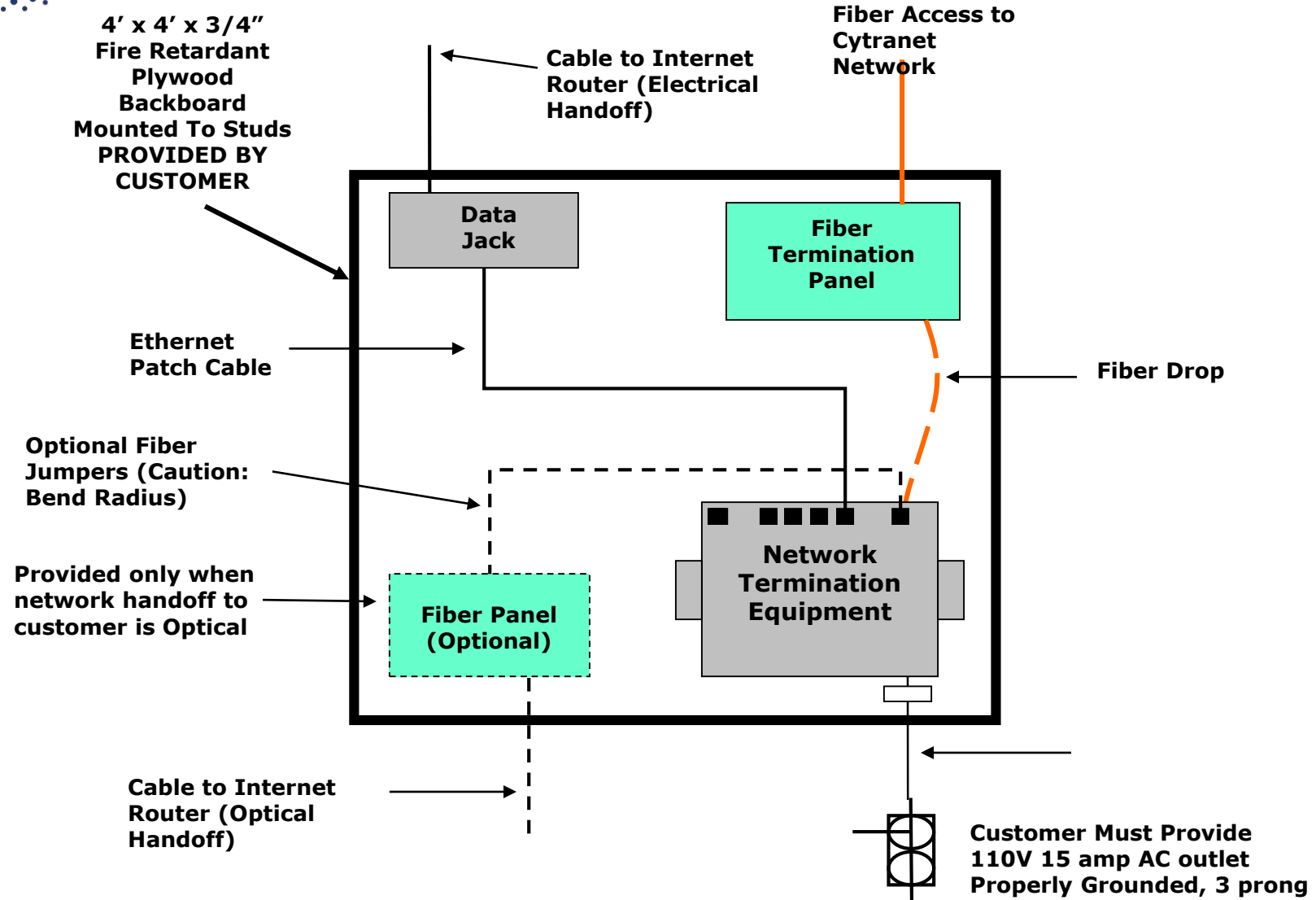
GROUND

- Relay racks/cabinets must be grounded by placing an exposed #6 or larger grounding wire to the building's ground source. This ground wire will be attached to the closest ground rod (earth ground) or building bus bar available and run to the network terminating equipment location in the room.

- All equipment requires properly grounded 110V, 15 amp, 3-prong AC outlets.

- If your site will be using a stand-alone, centralized bulk power plant (now or any time in future), then grounding is required as follows:

  - #2 stranded ground is required from your earth electrode system to the equipment room. This would be connected to a grounding bus bar, or otherwise directly connected to different components.

  - A #6 stranded ground is required from the grounding bus bar to the network terminating equipment.

- If your site will not be using a stand-alone, centralized bulk power plant (now or any time in the future) and instead will be using an embedded or integrated power configuration where the power plant is located within the same rack or cabinet as the equipment it powers, then grounding is required as follows:

  - A #6 stranded ground is required from your earth electrode system to the equipment room. This would be connected to a grounding bus bar, or otherwise directly connected to different components.

  - A #6 stranded ground is required from the grounding bus bar to the network terminating equipment.

- Specific requirements may also be discussed with the Cytranet Access Engineer (or Cytranet Field Technician) at the time of the site survey visit.

- We highly encourage you to consult with your electrical contractor and share this information.

Backboard Showing Wall Mounted Installation
Internet using Fiber

CYTRANET
CONNECTING TODAY, EMPOWERING TOMORROW

4' x 4' x 3/4" Fire Retardant Plywood Backboard Mounted To Studs PROVIDED BY CUSTOMER

Cable to Internet Router (Electrical Handoff)

Fiber Access to Cytranet Network

Data Jack

Fiber Termination Panel

Ethernet Patch Cable

Fiber Drop

Optional Fiber Jumpers (Caution: Bend Radius)

Provided only when network handoff to customer is Optical

Fiber Panel (Optional)

Network Termination Equipment

Cable to Internet Router (Optical Handoff)

Customer Must Provide 110V 15 amp AC outlet Properly Grounded, 3 prong

CYTRANET
CONNECTING TODAY, EMPOWERING TOMORROW

CARRIER & NETWORK LIST

CARRIERS
(FMT1 and FMT2)
AT&T
CenturyLink
Comcast Business
Level3
Electric Lightwave (Optic Access)
Paxio
XO Communications
Zayo (Above.net)

INTERNET EXCHANGES
(FMT1 and FMT2)

SFMIX	12276
AMS-IX Bay Area	62981

Fremont 1 (FMT1)
760 Mission Court
Fremont CA 94539

Company	ASN
Applios Inc	6565
Beijing Internet Institute	45275
CentralNic Ltd	60890
CentralNic Ltd	199330
Connections Hub Tech.	133194
EMnify GmbH	60044
Fire2Wire	11191
Hurricane Electric, LLC	6939
Intelishift Technologies	36685
Mother Lode Internet	20377
Netregistry Pty., Ltd.	24446
RackCorp	56038
Safe DNS, Inc.	57926
Tekify Broadband	46886
Vodafone US Inc	26641
Zinnia Networks, Inc.	11203

Fremont 2 (FMT2)
48233 Warm Springs Blvd.
Fremont CA 94539

Company	ASN	Company	ASN
Altiora LLC	395026	Mimosa Networks	62786
Amernet	4965	NapaNet	8046
Arista Networks Inc	55064	NIC.br	11644
Best Rate Information Tech	62662	NoAccess / SONN	15096
BizFu	11893	OARC Inc (DNS-OARC)	64238
C&B Internet Services, LLC.	30217	Octeth, Inc.	393807
California Broadband Services	54648	Outofwall, Inc.	27418
Cat Networks Hong Kong Ltd.	393884	Parlor.fm	33036
Cluecentral	31064	Planisys Corp	52438
Coastside Net	19306	Raapid Technical Services LLC	30708
Conexim Australia Pty, Ltd.	132873	Rack Foundry Inc.	54197
Console Inc.	19330	Rayservers GmbH AG	262144
Coplogic, Inc.	54333	Red Shift Internet Services	7735
Cyberworld Data Center Co.	132412	Redraw Internet	31595
Eblulite	394648	San Mateo Regional Network	19355
EIS Group Inc (Exigen Ins. Sol.)	16830	Scale Genius Inc	203282
Etherweb Network	63450	Sipartech	8309
EZ Network Systems, Inc.	7412	SkyScape Networks	46600
Farsight Security, Inc	393667	Smarter Broadband Inc	46276
Fork Networking, LLC	46841	Softcom Internet Comm. Inc.	13427
Funke Internet Services	34764	Solid Tools Technology, Inc.	54288
Goruck, LLC.	26679	Soprado GmbH	20546
Heliacal Networks	33309	Tornado Computer Systems	22395
Heliacal Networks	198362	Trijit Corporation	11301
Heliacal Networks/McKay.com	50763	Trijit Corporation	59171
Hostrocket Com Inc.	62756	Trijit Corporation	59261
Hurricane Electric, LLC	6939	Trijit Corporation	134267
HyperDSL, Inc.	53409	Turtle Systems, LLC.	6379
Invite Networks Inc	16783	USWired	46278
IT7 Networks, Inc.	25820	Velocity Inc	62728
IX Reach - IIX	43531	Vista Broadband Networks, Inc.	22667
King Servers	14576	Vodafone US Inc	26641
Linode	63949	Volt Broadband	62809
LTY Connect	394144	Vom.com	54968
MHO Networks	14755	WillitsOnline.com	11472
		ZScaler	53813

Dedicated Fiber Internet Service Level Agreement
Excludes hybrid-fiber such as DSL or Coaxial connections

SERVICE LEVEL AGREEMENTS ("SLA"). This sets forth the SLAs applicable to the Service and the service credits available to Customer ("Service Credit"). The monthly measured SLA attributes are effective as of the first day of the second month after initial installation of a Service.

COMPONENTS INCLUDED

All relevant components of the Cytranet / Underlying Carrier IP Network (e.g., POPs, routers and circuits) are subject to this SLA, and components of other Internet backbone providers ("Off Net") are subject only to the Latency SLA as described herein. Local access/connection facilities (i.e., the local loop or tail circuits) ("Local Access") used to access the Cytranet / Underlying Carrier IP Network or partner networks and any Customer equipment are not included as components of the Cytranet / Underlying Carrier IP Network for purposes of this SLA; provided, however, solely for purposes of the "Network Availability SLA," the components of the Cytranet / Underlying Carrier IP Network shall include any Local Access provided by Cytranet / Underlying Carrier, but shall specifically exclude any Local Access furnished or ordered directly by Customer from a third party.

"Intra U.S." refers to the Cytranet / Underlying Carrier's IP Network. The "Intra U.S. - Off Net" Latency SLA refers to the latency between the Cytranet / Underlying Carrier IP Network and Off Net providers.

NETWORK PORT AVAILABILITY

Network Port Availability measures "Network Downtime" versus "Network Uptime." Network Downtime is based on periods when a particular Intra U.S. DIA port of Customer is unable to transmit and receive data, and Network Uptime includes all other periods. Network Downtime is recorded in the Cytranet / Underlying Carrier's IP Network trouble ticket system, and is measured from the time Customer opens a trouble ticket in the Cytranet / Underlying Carrier's trouble management system to the time the Intra U.S. Affected Service is again able to transmit and receive data according to Cytranet / Underlying Carrier's records. "Affected Service" refers to the DIA port that fails to meet the relevant SLA.

APPLICABLE COMPONENTS	GOAL	AVAILABILITY / REMEDY
Intra U.S.	100%	Each cumulative hour of Network Downtime qualifies Customer for credit equal to [1/720 x Customer Recurring Monthly Charges for applicable service(s)].

LATENCY

The average network delay ("Latency") will be measured via roundtrip pings on an ongoing basis every five minutes to determine an average monthly performance level for Latency at the relevant POPs.

Latency = Σ (Roundtrip Delay for relevant POP-POP trunks)/(Total Number of relevant POP-POP trunks)

APPLICABLE COMPONENTS	GOAL	LATENCY / REMEDY[1, 2]	LATENCY / REMEDY	LATENCY / REMEDY
Intra U.S.	50 ms	51 – 60 ms = 10% of MRC	61 – 80 ms = 25% of MRC	Greater than 80 ms = 50% of MRC
Intra U.S. - Off Net	95 ms	96 – 105 ms = 10% of MRC	106 – 115 ms = 25% of MRC	Greater than 115 ms = 50% of MRC

PACKET DELIVERY

Packet Delivery will be measured on an ongoing basis every five minutes to determine an average monthly performance level for packets delivered between the relevant Intra U.S. POPs

APPLICABLE COMPONENTS	GOAL	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY
Intra U.S.	99.50 %	99.01% - 99.49% = 10% of MRC	90.00% - 99.00% = 25% of MRC	less than 90.00% = 50% of MRC

JITTER

Jitter measures the Intra U.S. interpacket delay variance and packet loss in the Cytranet / Underlying Carrier IP Network, and is measured on an ongoing basis every five minutes by generating synthetic user datagram protocol (UDP) traffic.

APPLICABLE COMPONENTS	GOAL	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY
Intra U.S.	2 ms	2.1 – 3 ms = 10% of MRC	3.1 – 4 ms = 25% of MRC	Greater than 4 ms = 50% of

[1] The term "ms means milliseconds.
[2] All MRCs in the SLA tables refer to the MRC of the Affected Service

DISTRIBUTED DENIAL OF SERVICE

A "Distributed Denial of Service" attack ("D/DoS") is characterized by an explicit attempt by attackers to prevent legitimate users of a service from using that service. Examples include attempts to (a) "flood" a network, thereby preventing legitimate network traffic; (b) disrupt connections between two machines, thereby preventing access to a service; and (c) disrupt service to a specific system or person. Not all service outages, even those that result from malicious activity, are necessarily D/DoS. Other types of attack may include a D/DoS as a mere component and may not be included in this SLA.

APPLICABLE COMPONENTS	GOAL	REMEDY
Intra U.S.	15 minutes from moment described in next column	Cytranet / Underlying Carrier's failure to implement a null route on an affected destination IP address within the Goal after Cytranet / Underlying Carrier concludes that a D/DoS is occurring, and has received permission and all necessary information from Customer to implement a null route, will qualify Customer for 1 days charges pro-rated from the applicable MRC of the Affected Port, at a maximum of one such credit per day.

INSTALLATION GOAL. For Service in the Intra U.S., Cytranet / Underlying Carrier's goal is to install related Local Access ordered under a different Cytranet / Underlying Carrier Exhibit by Customer within the following timeframes: DS-1 = 30 calendar days, DS-3 = 45 calendar days, OCn = 75 calendar days.

REMEDIES

General. Service Credit requests must be made within fifteen (15) calendar days from the date the outage occurs or date where goals for latency, packet delivery, or jitter are not met, to Cytranet at: Billing Department, accounting@cytranet.com, and must be accompanied by a Cytranet trouble ticket issued by the Cytranet Network Operations Center (NOC). A Service Credit shall be applied only to the month in which the event giving rise to the Service Credit occurred. The maximum Service Credits issued in any one calendar month shall not exceed: (a) seven days' charges pro-rated from the MRC of the Affected Service with respect to Network Port Availability, and D/DoS, collectively; or (b) fifty percent (50%) of the MRCs of the Affected Service with respect to the other SLAs. Notwithstanding anything in this Exhibit I to the contrary, under no circumstances shall the total Service Credit, in the aggregate for all Service Credits issued in one month, exceed the equivalent of fifty percent (50%) of the MRCs for the Affected Service.
Exceptions. Service Credits shall not be issued where the Service is not met as a result of: (a) the acts or omissions of Customer, its employees, contractors or agents, or End Users; (b) the failure or malfunction of equipment, applications or systems not owned or controlled by Cytranet / Underlying Carrier; (c) Force Majeure Events; (d) scheduled service maintenance, alteration, or implementation; or (e) the unavailability of required Customer personnel, including as a result of failure to provide Cytranet / Underlying Carrier with accurate and current contact information.

MAINTENANCE

Normal Maintenance. Cytranet / Underlying Carrier will endeavor to perform Normal Maintenance (or nonemergency maintenance) on the Cytranet / Underlying Carrier IP Network during pre-established maintenance hours (windows). "Normal Maintenance" refers to: (a) upgrades of hardware or software; (b) upgrades to increase capacity; or (c) other pre-scheduled network activity that may degrade the quality of the Service or cause Service interruptions. Cytranet / Underlying Carrier will use reasonable efforts to perform all Normal Maintenance on Sundays, Tuesdays and/or Thursdays between the hours of 12:00 midnight and 6:00 AM Local Time. For purposes of this SLA, "Local Time" refers to the time of day in the time zone in which an affected Service is located; provided, however, that if affected Services are located in multiple time zones, Local Time shall refer to Eastern Time. Cytranet / Underlying Carrier may change the maintenance window times upon posting to Cytranet / Underlying Carrier's website or other notice to Customer.
Urgent Maintenance. "Urgent Maintenance" refers to efforts to correct Cytranet / Underlying Carrier IP Network conditions, requiring immediate attention. Urgent Maintenance, while being conducted, may degrade the quality of Services and may result in total disruption of Service. Cytranet / Underlying Carrier may undertake Urgent Maintenance at any time that it deems necessary in its sole discretion. Cytranet / Underlying Carrier shall provide Customer notice of Urgent Maintenance as soon as is reasonably practicable under the circumstances.

MTTR

MTTR. Cytranet / Underlying Carrier's mean time to repair objectives are (i) 4 hours for SONET equipment; (ii) 12 hours for fiber optic cable (per Bellcore Standard). Cytranet / Underlying Carrier's cable cut rate objective is 4.39 cable cuts /year/1,000 sheath miles (per Bellcore Standard).

Tier-1 Carrier
Interconnections

HOSTED VOICE FEATURE LIST

- ✓ **"0" Out Queue Option** - Enables callers to exit a queue by pressing "0", and be redirected to an operator, voicemail box or other specified phone number.

- ✓ **Additional Voice Mailboxes** - This independent voicemail package with a dedicated phone number can be used by one or many employees to check and receive voicemail messages in the office or on the road. The same mailbox also supports Fax messages for no additional charge.

- ✓ **Advanced Call Forwarding** - Define your own call forwarding rules. You can forward all of your calls to another destination, or just forward calls when your line's busy, or when you don't answer. Or, you can define criteria for certain incoming calls to be redirected to specified destinations.

- ✓ **Alternate Numbers** - Use any number of alternate phone numbers in addition to your main phone number. Assign one of four distinctive ring patterns for each alternate number.

- ✓ **Anonymous Call Rejection** - Reject calls from anonymous parties. The user's phone does not ring and there is no indication of the attempted call. Callers are notified that the called party is not accepting calls from restricted callers.

- ✓ **Anywhere Calling** - Get one-number calling from any device. Your calls appear to originate from your VoIP number and all of your calls are routed through your Hosted Voice service. Make a call from any phone and it will route through your phone system, using your company's caller ID.

- ✓ **Audio Conferencing** - Host audio conferences using a dedicated phone number for on-demand audio conferencing 24 hours a day, 7 days a week. No meeting IDs or PIN numbers, just instant conference calling by dialing a dedicated phone number.

- ✓ **Auto Attendant/Enhanced Auto Attendant** - Automated receptionist that provides a personalized message to callers with options for connecting to the operator, dialing by name or extensions, or connecting up to six configurable extensions. Additionally, Auto Attendant may be configured to provide separate business and after-hours greetings. Enhanced Auto Attendant provides all the features of Auto Attendant, and the ability to transfer to submenus.

- ✓ **Busy Lamp Field** - Plays the role of an attendant console on the phone of a user monitoring several lines on their phone. Typical application is for a receptionist that can see who is on the phone.

- ✓ **Call Analytics** - Maximize your efficiency by viewing your macro and micro phone-traffic patterns. These include data such as "mean/min/max" reports and time-of-day reports for all extensions and numbers, geography-based heat maps, and downloadable CDRs. Filters can be applied that sort data by call count, time of day, call duration, caller geography, call routing information, and more.

- ✓ **Call Center** – A complete, feature-rich Call Center Solution that offers automated, intelligent call distribution. It's ideal wherever you need to manage heavy call volume including sales, customer support, and IT support.

- ✓ **Call History** - Call history can be accessed directly on the desktop handset or via the Reports tab in the web interface. Each handset include a call history of calls made, received, and missed. The portal contains call logs indicating what calls were made, how long they lasted, and which extensions were used. Users can also view outbound vs. inbound reports, toll-free and long distance usage, and location of incoming calls based on country and state. Additionally, users can search by extension, phone number, specific calls,

specific agents, etc. Call reports are customizable and include graphs and visual guides to make information readable at a glance.

✓ **Call Hold** - Place a caller on hold while you transfer them or you take some time to look up an answer to a question. Callers listen to your specified hold music until you engage them again by picking up the receiver.

✓ **Call Logs & Call Detail Records** - Displays records of the user's most recent incoming, missed, and outgoing calls and allows the user to click-to-dial any number on the logs.

✓ **Call Monitoring** - Monitor a current call on any extension or line without call interruption or intervention.

✓ **Call Park** - Hold a call and retrieve it from another phone within a group.

✓ **Call Pick Up** - Enables a defined user to answer any ringing line within their pick-up group.

✓ **Call Recording** - Record all inbound and outbound calls for one or more employees. The call recording feature improves call center management, customer service and training, while also helping businesses meet compliance regulations and reduce potential liabilities. *Extra fee required

✓ **Call Return** - Call the last party that called you.

✓ **Call Transfer** - Transfer a call to a specific destination. The transfer can be blind, with third-party consultation or with three-way consultation. This allows you to get your customer where they need to go without forcing them back to a main menu. You can also transfer outside of your company or to any external number.

✓ **Call Waiting** - Answer a call while already engaged in another call.

✓ **Calling Line ID/Blocking** - Outgoing number and name can be revealed or blocked by the user.

✓ **Consultation Hold** - Put a caller on hold, call a third party, hang up, and resume the conversation with the caller.

✓ **Custom Hold Music** – Upload any WAV or MP3 file to become hold music.

✓ **Direct Inward Dialing** - Allows users to receive calls straight to their phone from local, national, or international numbers.

✓ **Directed Call Pick-up with Barge-In** - Answer (with permission) or barge-in on a call directed to another phone in the user's group. Useful for call centers.

✓ **Do Not Disturb** - Set status to unavailable; all incoming calls are treated as if the user is busy.

✓ **E911 service** - Local emergency operator assistance.

✓ **Extension Dialing** - Call co-workers within the company, regardless of location, using only a 2- to 6-digit extension.

✓ **Fax Messaging** - Incoming Fax messages use the employee number and are filed alongside voicemail. Fax messages are sent by email.

✓ **Find Me/Follow Me** - A combination of Simultaneous and Sequential Ring, it allows users to define how incoming calls are routed or forwarded to individuals or groups of inbound callers, ensuring that you receive important calls whether you're at your desk, on the road, or anywhere else.

✓ **Forwarding/Virtual Numbers** - Use as a basic dedicated forwarding service or as a market expansion line so that your business can enjoy a local appearance anywhere in the country.

✓ **Growth Reserved Numbers** - Prepare for growth by setting aside local numbers for new employees or hunt groups.

✓ **Hunt Groups** - Automatically distribute incoming calls to two or more extensions. Extensions may be dialed simultaneously or sequentially, and include options for simultaneous ringing and weighted distribution.

✓ **Individual Call Logs** - View thorough data including dates, times, duration, users, extensions dialed, and the final action of both incoming and outgoing calls from every extension.

✓ **Instant Group Call** - Instantly set up a conference bridge for up to 20 telephone numbers. Especially useful for an emergency or for recurring team meetings.

✓ **Intercom** - You can reach any colleague in any office and announce calls, visitors, and deliver quick live voice messages from your desk

phone. When intercom is enabled, the line will allow incoming intercom messages from other lines on your PBX. The intercom feature will trigger the receiving phone to automatically answer and put your voice on speakerphone unless the receiving phone is set to "Do Not Disturb."

✓ **Line Status Monitoring** - Enables a user—for example, a receptionist—to monitor a set of users within a business group by graphically displaying each user's status (busy, idle, do not disturb) and detailed call information. Part of Receptionist Seat.

✓ **Management Portal** - Administrators have control of all users across all office locations. No need to tie up your IT department or keep telephony specialists on staff. Administrators can chat with support; manage support tickets; port phone numbers from your previous provider; order new services and phones; access calling records; and pay your bill.

✓ **Message Call Back** - Respond to voice messages and faxes by calling the caller/sender directly from the system, removing the inconvenience of searching for and dialing numbers.

✓ **Message Waiting Indicator** - A stutter tone and a visual indicator signal the receipt of a new voicemail message or fax. Appears as a light on your phone indicating that you have a new voicemail message. You can continue to use these indicators, or opt to bypass them and only manage voicemail through your email inbox. It's up to you.

✓ **Missed Call Indicator** - Alerts you with a blinking green light whenever you miss an incoming call. This feature is independent of the voicemail-to-email feature.

✓ **Paging** - Allows users to quickly reach another colleague by communicating over the two-way speakerphone without waiting for a ring. Paging is particularly useful for brief, urgent messaging or for broadcasting announcements to several colleagues (or a department) at once.

✓ **Robocall Blocker** – Stop automated and illegal calls.

✓ **Secure Voice** - Customer has the option to deploy voice devices with SRTP and SIP to provide encryption for voice traffic.

✓ **Selective Call Acceptance** - Accept only calls that meet user configurable criteria based on

time of day, calling number, etc.

✓ **Selective Call Rejection** - Block calls that meet user configurable criteria based on time of day, calling number, etc.

✓ **Sequential Ring** - Avoid missed calls by having many phone numbers ring in a specified sequence when incoming calls meet specific criteria.

✓ **Shared Call Appearance** - Allows users to configure a second device for making and receiving calls with their account when they are away from their desks.

✓ **Simultaneous Ring** - Handle incoming calls more efficiently. Incoming calls ring up to ten phone numbers or extensions at the same time.

✓ **Teleworker Solution** - Enables a remote location to use an IP phone without the aid of a dedicated voice gateway.

✓ **Toll-Free Numbers** - Make it even easier for customers to contact you. Set incoming calls to ring to your auto-attendant, hunt group, call center, or any other extension you feel would benefit your business and your customers.

✓ **Vanity Telephone Numbers** - Gain mindshare with your customers with an easy to remember number like 1-800-FLOWERS.

✓ **Visual Voicemail** - View, play and read your voicemail and fax messages directly in your inbox. Combines Voicemail to Email which allows you to receive voicemails and faxes as email attachments and Voicemail Transcription which sends your voicemails transcribed as emails to your inbox. Faxes are included as PDF attachments.

✓ **Voice Messaging** - Customize personal greetings. Users can listen to, forward, delete, and save each received voice message. During playback, users can fast forward, skip, rewind, or pause messages.

✓ **Whisper** - One of three call monitoring modes available (see Call Monitoring, Spy Mode or Barge Mode). In this mode, a supervisor listening in on a call between a customer and an agent can speak to the agent live on the call without the customer being able to hear. This is helpful for training situations with new agents. Admins can set up permissions to decide who can monitor, giving department heads local permissions.

Service Timeline

Know what to expect before installation. You'll be kept aware of every step of the process. If there are any bumps in the road, your account manager and our service delivery team will work to make sure that the project stays on schedule. Feel free to reach out to your account manager with any questions, or if timeline dates need changing.

Doug Roberts
President, Cytranet

ORDER → SITE SURVEY → APPROVALS → CONSTRUCTION → INSTALL → TURN-UP

ORDER
We have your order in hand, and it is now time to fire up your project. During this stage, your account manager will introduce you to your service delivery project manager, who will track all phases of your project and will provide updates along the way.

SITE SURVEY
Our site coordinator has met you on site and determined what will be required to deliver your connection. The site coordinator will be your point of contact should you have questions/concerns about the proposed design.

APPROVALS
In addition to various permits that may be required to connect you to our network, we have assembled this document for your review and approval.

CONSTRUCTION
Our fiber deployment teams are now activated, and we will be coordinating the fiber installation on premise(s) and in the public right-of-way. For voice orders, we will submit port requests to other carriers.

INSTALL
Our technical teams will be connecting fiber optic cables and installing equipment at the premise(s). This effort will be closely coordinated to minimize impact to your daily operations.

TURN-UP
We will now be testing your connection and fulfilling the order. Your service delivery project manager will close out the order and ensure that you are 100% satisfied.

CUSTOMER INFORMATION

SAMPLE

TELCO REQUIREMENTS

REQ.	EXIST	CUST	UF	N/A
CONDUIT	☒	☐	☐	☐
BACKBOARD	☐	☐	☐	☒
RACK	☒	☐	☐	☐
DEDICATED POWER	☐	☒	☐	☐
GROUND	☒	☐	☐	☐

POINT OF CONTACT

SAMPLE

CYTRANET
CONNECTING TODAY, EMPOWERING TOMORROW

Fiber Build Process Flow

- **Order Processing-** All project specifications are entered in our project data base. Each department assign role and responsibilities, project tracking begins at the department level.

- **Service Delivery Initial Assessment and Assignment**- Project Manager is assigned. General scope of work is reviewed with department heads.

- **Engineering**- During the Engineering stage, Engineers will determine the best (in terms of distance, economics, and strategic goals) route from the closest point of fiber backbone to the site. It will also determine if aerial, underground or a combination thereof is best. After the path has been chosen and all requirements determined, a rough sketch will go to our Computer Aided Drafting (CAD) department.
  - **Inside Plant (ISP) Site Walk -** Private property is surveyed by a Site Acquisition Coordinator. ISP's Site Walk will require access on the private property and building. Cytranet will coordinate with the Access Contact to schedule the Site Walk.
  - **Outside Plant (OSP) Right of Way Survey -** An OSP Engineer will walk the route to determine the most appropriate path from the meet point in the right of way to our existing network. Once the route is engineered, plans are sent to CAD for drafting of final plans before being submitted to the required Permitting Agencies.

- **Computer Aided Drafting (CAD)-** During this stage, plans and drawings are designed for our Construction Managers, crews and for permitting/Green Light Package submittal.

- **Permitting Stage (OSP Only)-** Request(s) for approval are sent to the appropriate permitting agencies for construction in the right of way. The timeframe it takes depends on each individual entity. Some entities are also required to do "make ready work" to prepare for Cytranet - which adds additional time to the permitting process. Third parties are involved and have their own schedule for completing prep work. Once all prep work, if required, has completed, and/or all permits are approved and received by Cytranet, the order will then move to the Construction stage and will be placed on the construction schedule.
  - Standard interval: Depends on the permitting agencies involved. Typically, between 45-120 days. The Service Delivery Project Manager will be able to provide a more specific timeframe once the specific permitting agencies are determined.

- **Green Light Package (GLP/ISP Only)-** The contents of this package represent the fiber installation proposal for the customer premise. The GLP must be returned with the property owner/manager's signature before Cytranet can begin any construction work.
  - Standard interval: ISP will send the GLP to the Order Contact as soon as the order moves out of CAD. This interval is dependent on Cytranet receiving a signed GLP from the property owner/manager.

- **Ready to Construct stage (RTC)-** When the GLP and all permits have been approved and received, the project moves to an RTC stage where it will be added to the construction schedule.

- **Physical Construction-** After the project has been placed on the construction schedule, locates are called in and all utilities marked by the appropriate entities (48 hours is the minimum wait time). This is for the purposes of Cytranet knowing where other utilities (water, gas, sewer, etc.) are to be sure they are not damaged during boring or trenching. Once locates are complete, Cytranet will start construction and will then perform all the necessary boring, trenching, conduit installation, and/or hanging of fiber along the pole line, hand holes/man holes set, fiber pull through conduit to hand hole/man hole and restoration of property to previous condition or better (if boring or trench work was needed).

- **Ready to Splice (RTS) stage-** Once all construction is complete, the splicing group within ISP will place the project on their splicing schedule. After fibers have been spliced into the Cytranet network, the project will be passed off to our Network Engineering team.

- **Pending Network Engineering-** During this stage, our Network Engineering department will perform circuit writing and testing. Once this is complete, your Service Delivery Project Manager will send an FOC email notification stating the anticipated date for install and circuit activation. The order will then move to our Operations and Circuit Management departments for equipment install and onsite testing.

    o Typically, FOC is set for 7 business days from the "Engineering Complete" date.

- **Pending Operations-** An install tech will complete the final equipment install and circuit testing at the customer premise. Your Service Delivery Project Manager will then send you a Circuit Completion email notification stating that the circuit is ready for use.

SERVICE LEVEL AGREEMENTS

IP

This SIP Service Level Agreement ("SLA") is incorporated into the Quote executed by Cytranet and Customer for SIP Services and sets forth the specific terms and conditions under which Cytranet shall supply the SIP Services described herein to Customer. The general terms applicable to such Services are contained in the Master Terms and Conditions ("MTC") and the Master Service Level Agreement ("MSLA") incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

Terminology

These are service specific definitions. Common definitions are already defined in our Master Service Level Agreement.

- Circuit refers to a path or physical link between two points over which data is passed.
- Customer Network refers to the entire network Customer makes available to Remote Users as part of this Service. Customer Network may include many different physical locations and/or physical pieces of Equipment.
- Customer Premise/Service Address refers to the physical address (as stated in the Purchase Agreement) where the Cytranet has been requested to provide services.
- Customer Premise Equipment refers to Equipment that Cytranet has deployed at Customer Premise to enable a service.

Service Description

General

Cytranet will provide SIP service in conjunction with ported or new DID service as well as Toll Free Service. Each SIP Trunk equals one call path. Local Calling areas for SIP service will follow the out pulsed DID number and match the LEC local calling area. Service will be delivered in the form of a dedicated Cytranet Connectivity circuit(s) engineered by Cytranet, which will be dependent upon location, bandwidth and/or Services requested. Service will typically be delivered to Customer over a Connectivity circuit utilizing a Cytranet Managed Router.

The following features are included in the SIP Service:

- **Monitoring –** Cytranet performs monitoring of Service availability as a whole. If service is unavailable, Cytranet support personnel are notified immediately and will begin efforts to restore service.
- **Direct Inward Dial or DID –** An individual Direct Inward Dial phone number may be provided by Cytranet. Cytranet may either provide a new DID, or if the customer has existing local phone numbers, Cytranet will port those numbers onto the Voice platform. Cytranet cannot guarantee ability to port existing numbers. Cytranet does not allow a customer to out pulse a non-Cytranet assigned DID.

- **Directory Listing –** Cytranet will procure a listing in local phone campany directories. Directory Listing may not be available for all DIDs. Customer must purchase Directory Listing through Cytranet on ported numbers; failure to do so will result in customer directory listing being cancelled (via previous provider) in printed white pages, 411 directories and online directory listing services.

- **Calling Service (Inbound/Outbound)** – Cytranet will provide access to calling plans as contracted by Customer.

  - Local – Service includes local calling area calls. NOTE: Cytranet is not authorized by the FCC to use this service as a toll by pass mechanism.

  - Domestic Outbound Long Distance – Rate stated on the Service Quote Agreement; billed in 6-second increments; no rounding on a per-call basis.

  - Domestic 800 Service – Domestic 800 services will be billed monthly at usage rates described in the Services Quote Agreement.

  - International Long Distance – International Long Distance is available based on current rate tables.

  - Directory Assistance – Directory assistance is available based on current rate tables.

  - Operator Assistance – Operator assisted calls are available based on current rate tables.

- **911 Service** – 911 Service is delivered to a Customer location via VOIP 911 Service. Customer acknowledges that it is the irresponsibility to inform any party using or any party that might use the Service of the difference between traditional 911 and this service.

  Cytranet will not be responsible if 911 Service is unavailable due to the Cytranet provided equipment being tampered with or losing power.

  Customer bears full responsibility for testing 911 Service after Service installation and periodically throughout the duration of Service and to notify Cytranet if any issues are noted with 911 Service.

  Customer agrees to cooperatively test 911Service and share the results of such testing at the request of Cytranet.

  If Cytranet requests testing of 911 Service and does not receive confirmation within one (1) business week that such testing has been performed, then Cytranet reserves the right to dispatch a technician to perform testing of 911 Services and Customer agrees to be liable for the cost of such testing.

  Cytranet reserves the right to disable Service if Customer does not cooperate with 911 testing. Service so disabled shall not qualify for SLA credit nor relieve Customer of contractual obligations of Service.

  Cytranet will register all phone numbers at the street address provided based on the Service address for each phone number.

  Customer agrees not to hold Cytranet liable for the result of incorrect 911 geographic location information, including but not limited to lack of emergency response, incorrect location information causing first responders to be delayed, or any other issue with 911 emergency response.

  Certain features may not be compatible with 911Service.

Cytranet reserves the right to refuse provisioning or modification of features or service if such provisioning or modification adversely affects 911 Service.

Cytranet will provide either basic 911 or E911 Service for each DID based on the serving rate center specification for that DID as specified by the North American Numbering Plan Association (NANPA).

With E911 Service, when you dial 911, the telephone number and registered address is simultaneously sent to the local emergency center assigned to that location, and emergency operators have access to the information they need to send help and call back if necessary. Customers in locations where the emergency center is not equipped to receive the telephone number and address have basic 911.

With basic 911, the local emergency operator answering the call will not have the call back number or location. Cytranet will not provide this service to areas where basic 911 or E911 Services are not available.

Additionally, Cytranet will not be held responsible for any inability for E911 Service operators to properly locate Customer due to changes to the calling line ID phone number in the Cytranet Voice Management Portal.

Cytranet will deliver a 911 call to the emergency center based on the address of record for the calling DID as recorded in the Cytranet voice management portal. The call will be delivered as basic 911 or E911 based on whether the emergency center is able to receive the enhanced information from a Voice over IP system.

As additional local emergency centers become capable of receiving enhanced information, Cytranet will automatically upgrade Customer with basic 911 to E911 Service. Cytranet will not provide notice of the upgrade.

Cytranet 911 and E911 Services are not compatible with a Customer moving their phone to a location other than the service address of record where the phone was originally installed or changing their phone number.

For locations with E911 Service, the failure of Geo-coding or address validation, will not allow Cytranet to process the error records in real time and Cytranet will use commercially reasonable efforts to resolve the records in error. There may be instances that will prevent a data integrity unit analyst from correcting errors, causing delays in provisioning the Customer's data into the 911systems.

The service is predicated on using primary wire line Public Safety Answering Point (PSAP) boundaries for routing Emergency Calls to the appropriate PSAP. The primary wire-line boundary information is collected and is entered into a database for real time queries for PSAP boundary lookup. Customer acknowledges that primary wire-line PSAP boundary data may not be available for the entire United States and that Cytranet is dependent on the PSAPs to provide such information resulting in the use of wireless PSAP boundary data to route an Emergency Call.

For locations with basic 911, the service uses wireless PSAP boundaries when a primary wire-line PSAP boundary is not available. Therefore, the 24x7x365 PSAP telephone number for a Subscriber Emergency Call may correspond to a PSAP other than the PSAP that would normally receive wire-line Emergency Calls placed from the Customer location. Customer's physical service address and call back number will not be presented to the PSAP. In the event caller cannot speak, Customer acknowledges that no information will be provided to the PSAP to contact the Customer to obtain information that could allow them to dispatch emergency services to caller's location. Each PSAP's internal processes will dictate how the call should be handled. Customer acknowledges that it is possible that the emergency

call may not be able to be delivered to the PSAP due to network and systems issues outside of Cytranets' control.

Additional fees may apply should Customer want lines other than the main line to be routed to the ECRC. In the event caller cannot speak or identify their address, Customer acknowledges that Cytranet has no further ability to assist the caller and Customer agrees to indemnify and hold harmless Cytranet from all third party claims arising from such circumstances.

- **Calling Line ID Delivery** – Calling Line ID Delivery, also known as "Caller ID" is a telephone service that transmits a caller's telephone number to the called party's telephone equipment during the ringing signal before the call is answered. Where available, the caller ID can also provide a name associated with the calling telephone number.

Levels and Offerings

SIP is offered at a single level of service, however, Customers can opt for the different Service Options listed below.

Availability Dependencies

The availability of Service is dependent on the existence of a suitable network transport from Cytranet to User(s). Cytranet also reserves the right to limit Service availability in the event that necessary Service Components are either unavailable or unattainable at a reasonable cost to Cytranet.

The availability of the Service is also dependent upon the following:

- It is the Customer's responsibility to ensure that all devices at Customer Premise are able to connect to Equipment and are configured properly. This includes but is not limited to Ethernet switches, Ethernet cabling, work stations, servers and operating systems.

- The availability of this service is dependent on available space, power, hardware and available network connectivity within a given data center.

- Cytranet Connectivity is required for the SIP Service.

- Director-level approval is required for SIP termination to non-Cytranet supported existing phone systems.

Limitations

Customer agrees that Cytranet is not responsible for any unauthorized access or modification of Customer's data while in electronic transmission to or from the Cytranet Data Centers. Customer also agrees that Cytranet is not responsible or liable for any content sent using, or received from, the SIP Service including that which may be illegal, obscene, defamatory, threatening, or that may infringe any trademark, copyright, or other third party intellectual property right.

- SIP Trunking local calling supports up to 2100 minutes of local usage per trunk, per calendar month. In the event that Customer traffic exceeds this limit in a given calendar month, Customer will incur a one (1) cent per minute charge for any overages.

- Fax Service is compatible with most G3 V.17 (14400baud) and V.29 (9600baud) fax machines. Service may not work reliably with Super G3V.34 fax modems. Cytranet will make reasonable efforts to ensure service works reliably with Customer's existing fax machine. Customer agrees to set their fax machine to

a slower speed, if Cytranet feels necessary. Cytranet is not responsible for any integrator costs necessary to make this change. If reliable faxing over service is deemed unfeasible by either Cytranet or by Customer, then the Customer will bear full cost of ordering and maintaining a POTS line dedicated to

faxing via the local RBOC. Cytranet will not be financially liable for inability to provide reliable faxing over this product. If Cytranet is unable to provide reliable fax service over this product, Cytranet agrees to release Customer from contract liability of the one seat being used to provide services to this fax machine. Customer will continue to be liable for remainder of contracted services in such a situation.

- Toll Fraud – Cytranet does not monitor for toll fraud. All calls terminated across the Voice network will be billed at standard rates.

  Cytranet will not be responsible for additional/excessive charges or overages incurred by the customer due to toll fraud, employee abuse, or improper business practices related to use of telephone services we provide, including but not limited to:

  - Any customer owned equipment not managed by Cytranet that the customer has directed us to be included in their call setup/teardown paths.

  - Any customer owned platform or operating system vulnerabilities or improper configuration that could allow toll fraud or improper use.

  - Any misconfigured or accidental call forwarding conditions placed on customer owned equipment resulting in overages or excessive charges.

- Invalid or Unassigned Calling Numbers – In the scope of calls sent to Cytranet SBCs by customer equipment, a valid assigned customer calling number is a number that has been ported and/or activated to Cytranet SIP trunking service, assigned to the customer by Cytranet, and defined for the customer in the Cytranet SBCs. When customer equipment routes an outbound call to Cytranet SBCs, the calling number identifier headers in the SIP message should contain an assigned number in the globalized E.164 format. If Cytranet receives a call from the customer with an invalid or unassigned calling number in the SIP URI fields (From, Contact, Diversion, P-Asserted-ID, Record-Route, Route, Refer-To, Referred-By), Cytranet will overwrite that number with a pre-determined BTN (Billing Telephone Number) for that customer. It is important to note that forwarded calls will also follow this rule.

- In the case of forwarded calls, we recommend that you set the Call Manager SIP trunk "Calling Party Selection" parameter to "Last Redirect Number (External)."

- Disconnecting Existing Customer Service – It is the Customers responsibility to disconnect any service with the losing/existing service provider. Cytranet is in no way responsible for disconnecting any existing Customer service.

- Cytranet does not currently provide multiple directory listings per account.

Service Options

The following options may be added to the SIP Services. Description of Service options in no way entitles Customer to the feature, unless specified by Cytranet and Customer in the signed Quote or signed evaluation of a Service Change request. A Separate Service Agreement or Statement of Work may apply to such options and

may have additional costs associated with them. Options below may not be compatible with all variants of SIP Service.

Configuration, Staging and Shipment

Cytranet offers Configuration, staging and shipping of Customer Equipment used to terminate Service. Configuration includes configuration of Equipment to support Cytranet Service. Customers must open a ticket through Cytranet Customer Care to obtain configuration, staging and/or shipping of Customer equipment.

Cytranet reserves the right to bill Customer at current hourly rates for configuration requests that are not required to provide Service outlined herein. Shipping of equipment includes standard ground shipping. Cytranet reserves the right to bill Customer if any alternative shipping method is requested by Customer.

Equipment Management

Cytranet offers management of Customer Equipment used to terminate Service.

A Managed Voice Gateway is a physical device that is configured and managed by Cytranet Managed and Cloud services, provides a demarcation point for voice calls between the customer's SIP capable telephone system and the Cytranet Global SIP Session Border Controllers, and handles any non-standard, non-globalized E164 number addressing schemes and translations. The gateway provides a private interface route-able to/from the customer private network, and a public interface route-able to the Cytranet Global Session Border Controllers.

Local Dialing with Intra-/Inter-State Long Distance Rate

Long Distance Bundles may be purchased in additional minute blocks. Additional minutes will be charged based on rates stated in the Statement of Fees. Calls are billed in 6-second increments, no rounding on a per call basis. This service will terminate telephone calls received from the Customer telephone numbers in to the Public Switched Telephone Network (PSTN). Each call terminated will be measured in six (6) second increments for duration and charged on a usage basis at a rate specified in the contract. Calls are assigned a type from the following:

- Local

- Extended Area Service

- Intrastate-US/US
- Inter-Canada

- International

Each call type may be specified a different rate as specified in the contract. International LD call charged based on a per destination country (land-line and mobile) rate.

Service Delivery Requirements

General

It is Customer's responsibility to ensure that all Users are able to connect to the Service and are configured properly. This includes, but is not limited to, Ethernet switches, Ethernet cabling, workstations, servers, operating systems, and software.

Cytranet's ability to provide services is dependent upon Customer-provided information. Service delivery may be delayed if all information is not provided based on timelines set by the Project Manager.

Installation

Upon receipt of the signed Quote, Cytranet will setup the SIP Service as follows:

- A Project Manager will be assigned to every SIP installation. The Project Manager will contact the client once the order is received.

- If numbers are porting, a full list of telephone/DID numbers will be required by the Customer along with service addresses. A corresponding phone bill that associates to all provided porting numbers is also required.

- A Letter of Agency (LOA) will be provided to the Customer, which will allow Cytranet to port/move existing service. A separate LOA will be provided for Toll Free Service versus DID service.

- The Provisioning Department will submit the signed LOA along with a port request to our Carrier requesting a Firm Order Commitment (FOC) from the loosing service provider.

   Note about Porting Times: Cytranet will request porting dates and times from the losing service provider between 8:00 AM to 4:30 PM Monday through Friday Central Standard Time. We highly recommend not porting on a Friday because staffing levels for the carrier will be much less available after hours and on weekends.

- If new DIDs or Toll free numbers have been ordered, the Provisioning Department will request the numbers from our carrier. Once the assigned Numbers are received, the Provisioning Department will send a list of new numbers to the Client.

- The Project Manager will contact the client to schedule the port time once the provisioning Department has obtained an FOC date from our Carrier. Port orders are scheduled between 8:00AM–3:00 PM CST Monday –Friday on the FOC date.

- The Project Manager will coordinate with all parties involved by sending out a confirmation to the Customer, Voice Engineers, Provisioning Department and Field Engineer (if one is assigned to Customer). A conference call will be scheduled for all involved parties during the port when deemed necessary.

- On the scheduled port date the Voice Engineer, Provisioning Department, and Field Engineer will configure the SIP Trunks, add new DIDs and Toll Free numbers if applicable, and activate the port with our carrier and test numbers.

- Once all associated telephone numbers have been added/ported and tested, the Voice Engineer will submit the implementation as completed.

- For new Customers, once the port is complete, the Project Manager will send a welcome email to the Customer detailing the completion of services provided by Cytranet along with instructions on how to contact Client Care.

- Cytranet reserves the right to bill customer at current market rates for any cabling required to support service. Cytranet reserves the right to use outside cabling contractors to perform cabling work.

- Cytranet is not responsible for and will not be obligated to provide any support of or assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of such customer equipment or integration of such customer equipment in to Customer's internal network. Cytranet is not responsible for and will not be obligated to provide any support of or assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of any software or network application or integration of such software or hardware application in to the Customer Network. Additional managed services are available to cover customer equipment.

If additional configuration work is required due to limitations of the Customer network, Cytranet reserves the right to bill Customer at currently hourly rates for additional configuration time.

Cytranet is not responsible for, and will not be obligated to provide, any support or assistance in configuration, installation, administration, troubleshooting, maintenance, repair, or integration of customer equipment, software, or network application in to the Customer's internal network.