



**ATTACHMENT A TO BUSINESS CLASS SERVICE AGREEMENT
MANAGED ROUTER SERVICE**

Part I: Description of Service

KsFiberNet's Managed Router Service ("Service") is an offering consisting of selected network device management services including: (a) the provision of a Customer specified network device ("Router") located at Customer-specified Premises; (b) monitoring of Router(s); (c) alerting Customer of fault events; and (d) Professional Services as set forth below.

KsFiberNet will evaluate, design, provision, maintain and manage the Service based on a router configuration proposed to, and accepted by the Customer prior to installation. The Customer acknowledges and agrees that KsFiberNet's provisioning of the Service is predicated on the accuracy and timeliness of Customer's answers to KsFiberNet's Service questionnaires pursuant to the Network Discovery (defined in Section__ below. KsFiberNet will not be liable for any installation delays or any reduction in or failure of the Service as a result of any inaccuracy in Customer's answers to Service questionnaires, or any material changes to Customer's environment that would render such information inaccurate.

Part II: Rates and Charges

- Customer will pay the non-recurring charges ("NRCs") for WAN Services as specified below and in accordance with the Business Class Services Agreement ("Agreement"). Customer will pay additional NRCs for any equipment management required or for optional services or features that may be ordered by Customer under the Contract. WAN Services charges are fixed for the Service Term. The charges shown herein are quoted in United States dollars and will be billed in the invoice currency. Monthly Recurring Charges (MRCs) are specified in the applicable service order.
- Administrative Charges.** The following administrative charges are applicable to WAN Services.

Administrative Charge	Charge Instance	NRC
Equipment Configuration	Per device	Included in initial MRC, subsequent ICB
Expedite Fee	Upon Customer Request	\$750.00
After Hours: Installation (quote assumes normal Business Hours install)	Per site	\$600.00
Business Hours: Professional Services	Hourly Rate	Included in MRC
After Hours: Professional Services	Hourly Rate outside normal Business Hours	Included in MRC

- Supported Devices.** Device models not identified here are "nonstandard equipment." If the device is a customer-owned router, KsFiberNet may impose different terms for WAN Services that it provides for nonstandard equipment, or decline to provide WAN Services for nonstandard equipment in whole or in part, at its sole discretion. Customer is responsible for maintaining manufacturer current support and maintenance contracts for each device.

3.1 Devices include:

- CISCO ROUTERS: 8XX Series, 1XXX, 2XXX, and 4XXX Series integrated services router ("ISR")

- One-Time Management Charges.** Change Management provides additional remote change management support for WAN Services for the NRC shown below. Standard Change Management requests will be work within 72 hours of a valid request, and within regular KsFiberNet Business Hours. The Change Management requests should be submitted to Sales@KsFiber.Net. Customer can order emergency Change Management requests through the KsFiberNet trouble ticket process, but may be subject to an After-Hours charge.

WAN Services Change Management Charges			
Change Type	Change Instance (per device unless noted)	NRC Business Hours	NRC Non-Business Hours
Device OS Change	Change per device	\$287.50	\$431.25
Dynamic Host Configuration Protocol (DHCP) IP Helper	Add / Modify / Delete	\$57.50	\$86.25
IP Network Address Translation	Add / Modify / Delete	\$57.50	\$86.25
Network Routed Protocol	Add/Delete/Modify	\$57.50	\$86.25
IP Address/Subnet Mask Change	Add/ Delete /Modify	\$57.50	\$86.25
Routing Protocol Changes	Add/ Delete /Modify	\$57.50	\$86.25
Switch VLAN	Add/ Delete /Modify	\$57.50	\$86.25
VPN Tunnel	Add/ Delete /Modify	\$57.50	\$86.25
Implementation (Modify Existing)	Change per device	\$57.50	\$86.25

4.1 Out-Of-Scope Services. Additional or expanded functions and scope beyond services may be addressed as a custom service with custom pricing or by other KsFiberNet services. Out-of-scope functions **may** include, but are not limited to:

- (a) Support for Devices with more than a single routing table per device such as multi-VRF (virtual routing and forwarding) configured routers.
- (b) Support for modules in a Device such as:
 - Intrusion Detection Sensors (“IDS”)
 - Internetwork Operation System (“IOS”) or Operating System (“OS”) upgrades
 - Network Analysis and Monitoring
- (c) WAN Design Services, provided pursuant to a separate Statement of Work.

Part III: Responsibilities

1. **Customer Responsibilities.** In addition to Customer responsibilities described above, Customer is responsible for the following:
 - 1.1 **Information and Access Requests.** Upon request, Customer must provide information to KsFiberNet, its subcontractors or its designated point of contact (“KsFiberNet or its Designees”) that is reasonably necessary or useful for KsFiberNet to perform its obligations. In addition, upon request Customer will provide KsFiberNet or its Designees with access to Customer facilities, installation sites, and equipment as reasonably necessary or useful for KsFiberNet to perform its obligations hereunder.
 - 1.2 **Building Space.** Customer must provide adequate building space, circuitry, facility wiring, temperature, humidity, power, and grounding to comply with the standards established by the manufacturer of the equipment for proper installation and operation of the Devices. KsFiberNet recommends a Customer provided UPS battery backup device to improve network uptime. Customer shall, at its own expense, take all reasonable physical and information systems security measures necessary to protect all equipment, software, data and systems located on the Customer Site or otherwise in Customer’ control and used in connection with WAN Services, whether owned by Customer, KsFiberNet, or its Designees.
 - 1.3 **Supported Equipment.** Only KsFiberNet certified devices are supported under WAN Services and must have an approved KsFiberNet configuration as outlined in section 3.
 - 1.4 **Software License Obligations.** Customer shall comply with all obligations set forth in any end user software licenses for software provided by KsFiberNet. Customer acknowledges that it is not relying on any representations or warranties made by a manufacturer except for those warranties expressly made in a software End User License Agreement (“EULA”) (if applicable to Customer).
 - 1.5 **Customer Notifications.** Customer shall report detected Service failures and provide information to the KsFiberNet support organization.
 - 1.6 **Back Up.** Customer is responsible for the adequacy of any duplication or documentation for its electronic files at all times. Neither KsFiberNet nor its designees are responsible or liable for Customer’ failure to duplicate or document files or for data or files lost during the performance of WAN Services. KsFiberNet will provide electronic copies of device configuration prior to device installation. KsFiberNet will provide reasonable resources and procedures to backup electronic configurations at their facilities. (if applicable to the Customer)

- 1.7 **Physical Verification of Devices.** Upon KsFiberNet’s request, Customer will reboot the Devices, provide the LED light statuses of the Network Terminating Unit (“Telco NTU”) where applicable, verify equipment power, verify if all cables are securely connected, and insert a loopback plug.
 - 1.8 **Change Control.** Customer shall submit requested change controls to changemgmt@ksfiber.net or by phone After Hours to the Network Operations Center at (855) 536-4357.
2. **Reports.** All copies of any reports, recommendations, documentation, Customer Portal printouts, or other materials in any media form provided to Customer by KsFiberNet is treated as KsFiberNet Confidential Information. Customer Confidential Information, if embedded in the above, shall continue to be treated as Customer Confidential Information.

Part IV: Service Terms and Conditions

1. **Services Disclaimer.** KsFiberNet makes no warranties, guarantees, or representations, express, or implied that i) WAN Services will protect the Customer’ customers from intrusions, viruses, Trojan horses, worms, time bombs, cancelbots or other similar harmful or destructive programming routines; ii) any security threats and vulnerabilities will be prevented or detected; or, iii) the performance by KsFiberNet of WAN Services will render Customer’ systems invulnerable to security breaches.
2. **Network Discovery.** Customer is responsible for providing KsFiberNet with accurate information about proper scope of the Network Discovery, represents that it has all necessary authority to have KsFiberNet undertake the Network Discovery requested under these terms, and will indemnify KsFiberNet and its employees, affiliates and agents against any liability if it does not. Network Discovery is not guaranteed to be comprehensive or error-free. Network Discovery is not part of the actual WAN Service provided to and paid by the Customer to KsFiberNet but is provided as a convenience to the Customer.
 - 2.1 KsFiberNet reserves the right to stop or withhold from performing Network Discovery, at its sole discretion including in order to protect KsFiberNet’s or Customer’ personnel, agents, property, facilities, or services. Customer’ sole remedy for any failure, inadequacy or other problem of Network Discovery is to request that KsFiberNet re-perform it.
 - 2.2 TO THE FULL EXTENT PERMITTED BY LAW, KSFIBERNET MAKES NO WARRANTIES, EXPRESS OR IMPLIED, REGARDING NETWORK DISCOVERY.
3. **Services Disclaimer.** Notwithstanding any KsFiberNet recommendation, referral or introduction in connection with Network Design and/or Network Discovery (collectively “Recommendations”), Customer is responsible to independently investigate and test Recommendations including, without limitation, Recommendations related to KsFiberNet or third party products and services. Customer will have sole responsibility for determining suitability for use of any Recommendations. KsFiberNet has no liability with respect to claims related to or arising from Recommendations including the use of third-party products and services, except to the extent of its negligence or willful misconduct.

Part V: Definitions

The following definitions apply to WAN Services in addition to any other definitions that are available in the Contract or these terms:

1. **After Hours:** Outside of Business Hours.
2. **Business Hours:** The hours between 8:00am and 5:00pm on a Business Day in the time zone of Customer’ customer premises.
3. **Expedite:** A request that is processed, at the request of the Customer, with the objective of installing or changing the service in a time period shorter than the KsFiberNet’s standard installation time period for that service, whether or not the installation or change is completed in that time period.
4. **Device:** Items of equipment that have been designated as supported by WAN Services.

Part VI: KFN Contacts

Contact Type	Department	Phone	Email
Technical Support	NOC	855-KFN-HELP	kfnhelp@ksfiber.net
Relationship	Sales	316-712-6030, Option 2	sales@ksfiber.net
Billing	Accounting	316-712-6030, Option 4	accounting@ksfiber.net