

## MANAGED NETWORK SERVICE ADDENDUM

This Addendum for Managed Network Service (“**Addendum**”) is made part of and incorporated in the Agreement and entered into by and between IGEM COMMUNICATIONS LLC (DBA Globalgig), a Texas limited liability company, and its Affiliates, with a principal place of business at 1870 W. Bitters Road, Suite 103, San Antonio, Texas 78248 (“**Globalgig**”) and the customer identified on the applicable Service Order, within Globalgig’s billing systems, or as a User of a Globalgig Service (“**Customer**”). Capitalized terms not defined herein shall have the meaning ascribed to them in the Agreement. By accessing or using Services, Customer agrees to be bound by this Addendum and the Agreement.

1. **DEFINITIONS.** The following words and expressions shall have the following meanings:

- 1.1. “**Access Circuit**” means a physical network transmission circuit that establishes connectivity between a Customer Site and destinations outside Customer Site. Access Circuit types include DIA, MPLS, and Broadband.
- 1.2. “**Alert**” means a monitoring system-generated notification of an Incident.
- 1.3. “**Availability**” means (i) the ability of the CPE to maintain connectivity to the network and (ii) conform to the Availability objectives set out in this Addendum.
- 1.4. “**Business Service(s)**” means a site-level networking solution comprised of one or more Monitored Components.
- 1.5. “**Customer Site**” means the location of one or more Monitored Components at the Customer’s premises location, a Globalgig datacenter, or a third-party hosting or colocation facility.
- 1.6. “**CPE**” means each individual piece of Customer Premises Equipment which is located at the Customer Site, and which is a component of the provided service. CPE may also include virtualized network function(s).
- 1.7. “**Degraded Availability**” means the Monitored Component or Business Service is Available, but performance or some features are degraded to the extent that normal use is materially impacted.
- 1.8. “**Fixed Wireless**” includes connectivity delivered over microwave or wireless cellular technology.
- 1.9. “**Fully-diverse**” means at least two (2) wireline Access Circuits with independent last-mile facilities as well as fully distinct carrier networks.
- 1.10. “**Headend**” is a centralized hub where traffic from branch locations and/or remote users is directed for access.
- 1.11. “**Health**” is a Globalgig-defined percentage measurement between 0% and 100%, quantifying the degree to which a Business Service is functioning, with 100% being fully functional and zero percent being nonfunctional.
- 1.12. “**High Availability**” is a designated Customer Site that is provisioned with a minimum of two (2) WAN CPE, two (2) WAN transit switches (if applicable), and two (2) Fully-diverse Access Circuits (excluding Fixed Wireless) and conforms to the Availability objectives set out in this Addendum.
- 1.13. “**IMS Quickstart Service**” is a Globalgig Professional Services offering which qualifies and validates an existing Customer networking solution with one or more components therein being provided by Customer and/or a third party. This service establishes whether or not said existing networking solution meets the minimum Globalgig design requirements, such that said networking solution will be eligible for IMS coverage and associated SLAs.
- 1.14. “**Incident**” means any event that is not part of the standard or expected operation of a Monitored Component that causes or may cause an outage or degradation in performance.
- 1.15. “**Mean Time to Restore**” (“**MTTR**”) is the mean elapsed time to restore any interrupted Services during the course of a month.
- 1.16. “**Monitored Component(s)**” means any physical or logical network device(s) or Access Circuit that receives Managed Network Services.
- 1.17. “**Notification**” occurs when Globalgig has received notice of an Incident affecting a Monitored Component upon receipt of a phone call or email from Customer or upon receipt of an automated Alert from the monitoring system.
- 1.18. “**Network Operations Center**” means Globalgig-provided NOC service, which is a single point of contact for Incidents associated with the Managed Network Service.
- 1.19. “**Service**” or “**Managed Network Service**” is a set of monitoring and management services as outlined herein
- 1.20. “**Return Materials Authorization**” (“**RMA**”) is the process of returning a defective CPE for replacement.
- 1.21. “**Risk**” is a Globalgig-defined percentage measurement between 0% and 100%, quantifying the degree of risk present at any given time of an operational site-level service or solution becoming nonfunctional, with 100% meaning the site is currently nonfunctional and zero percent meaning that there are no observable risks of becoming nonfunctional associated with the Business Service at a given site.
- 1.22. “**Service Level Agreements**” (“**SLA(s)**”) are performance measurements that, if not met, may be associated with

monetary remedies.

- 1.23. **“Service Level Objectives” (“SLO(s)”)** are performance measurements that are not associated with monetary remedies.
- 1.24. **“Service Outage”** means the period of time that the Business Service at a Customer Site is unable to transmit or receive IP packets, as measured by the applicable Globalgig trouble ticket or Globalgig log files. Service Outage excludes Degraded Availability or periods of scheduled maintenance activities.
- 1.25. **“Standard Availability”** is a designated Customer Site that is provisioned with a single CPE and two (2) Fully-diverse Access Circuits, with at least one (1) wired connection (excludes Fixed Wireless), and conforms to the Availability objectives set out in this Addendum.
- 1.26. **“Time to Restore” (“TTR”)** is the elapsed time to restore any individual case of interrupted Services during a month.
- 1.27. **“Trouble Ticket”** means the ticket issued by the Globalgig ticketing system, which: (a) states the exact time the NOC received Notification of an Incident; (b) states the nature and location of the Incident; (c) states the responsible Customer representative for the Incident; (d) has an identifying number; and (e) is automatically emailed to Customer upon creation and update.

## 2. SERVICE DESCRIPTIONS.

- 2.1. Managed Network Services (**“MNS”**) and Integrated Managed Services (**“IMS”**) are monitoring and management service options for Monitored Components, supporting options for both Globalgig-provided and Customer-provided circuits and equipment. These service options are described below and shall be provided to Customer as defined in this Addendum.
- 2.2. **MANAGED NETWORK SERVICES:** Managed Network Services includes the monitoring and management of individual network devices and Access Circuits, either Globalgig-provided and/or Customer-provided, as well as Globalgig-provided site-level network solutions.

### 2.2.1. MNS FOR WIRELINE AND SD-WAN SERVICES

Fundamental Tier:

- Proactive wireline Access Circuit monitoring, notification, and trouble resolution
- Circuit Availability metrics
- Circuit inventory
- Real-time dashboard
- Historical reporting

Plus Tier:

- Business Service monitoring framework
- Ticket correlation/enrichment
- Hardware Availability metrics
- Hardware Health metrics
- Hardware inventory
- Proactive wireless Access Circuit monitoring, notification, and trouble resolution

Premier Tier:

- Configuration/moves, adds and changes
- Proactive device firmware updates, patching, vulnerability management, & RMA‡
- Liaison for vendor technical assistance‡
- Wireless out-of-band management capability\*
- Enhanced MTTR SLA\*

‡Benefit already included with Globalgig device rental. Applies for pre-approved Customer-provided devices under warranty, including devices sold outright to Customer by Globalgig.

\*Benefit does not apply for standalone wireless or broadband service

\*Does not apply to standalone wireless service.

### 2.2.2. MNS FOR STANDALONE WIRELESS AND LOW-EARTH-ORBIT “LEO” SERVICES:

Plus Tier (Standalone 4G/5G Wireless Service Only):

- Proactive standalone wireless circuit monitoring, notification, and trouble resolution
- Real-time dashboard
- Historical reporting
- Hardware Availability metrics
- Hardware Health metrics
- Hardware inventory

Premier Tier: (Standalone 4G/5G Wireless and/or Low-Earth-Orbit “LEO” Services):

- Configuration/moves, adds and changes
- Proactive device firmware updates, patching, vulnerability management, & RMA ‡
- Liaison for vendor technical assistance ‡

‡ Benefit already included with Globalgig device rental. Applies for pre-approved Customer-provided devices under warranty, including devices sold outright to Customer by Globalgig.

2.3. **INTEGRATED MANAGED SERVICES.** Integrated Managed Services offers comprehensive management of an entire networking solution at the site level, where Customer provides some or all of the components of a fully designed and implemented network, supporting High Availability configurations and integrated systems (e.g., SD-WAN with redundant components).

Proactive Wireline Circuit Monitoring & Ticketing

- Proactive wireline circuit monitoring, notification, and trouble resolution
- Circuit Availability metrics
- Circuit inventory
- Real-time dashboard
- Historical reporting

Business Service Insights & Hardware Monitoring

- Business Service monitoring framework
- Ticket correlation/enrichment
- Hardware Availability metrics
- Hardware Health metrics
- Hardware inventory
- Proactive wireless/LEO circuit monitoring, notification, and trouble resolution

Management, Priority Support & Resiliency

- Configuration/moves, adds and changes
- Wireless out-of-band management capability
- Enhanced MTTR SLA
- Proactive device firmware updates, patching, vulnerability management, & RMA
- Liaison for vendor technical assistance

Supported IMS Use Cases:

- SD-WAN (Standard Availability Configuration)
- SD-WAN (High Availability (“HA”) Configuration)
  - All Headends must have at least two underlay Access Circuits, with at least one dedicated SD-WAN Access Circuit, provided by Globalgig or third-party carrier via LOA. All Headends require a High Availability design, inclusive of SD-WAN hardware and Customer core networking hardware. Globalgig engineering must approve all aspects of design.

### 3. SERVICE REQUIREMENTS.

- 3.1. **GLOBALGIG ACCESS TO SD-WAN ORCHESTRATORS AND PORTALS.** Customer must allow Globalgig to maintain read/write access to the SD-WAN orchestrators/management platforms and associated portals governing any and all SD-WAN Services purchased under this Agreement.
- 3.2. **DEPLOYMENT OF INTERNAL COLLECTOR.** Customer must allow deployment of an internal (to Customer’s network) collector to monitor any and all SD-WAN Services purchased and managed under this Agreement.
- 3.3. **LETTERS OF AUTHORIZATION (“LOA”).** Customer must provide a Letter of Authorization for any and all Access

Circuits associated with any and all SD-WAN Services purchased under this Agreement in the event that one or more said Access Circuits are furnished by a third party. The LOA must enable Globalgig to interface directly with said third party on Customer's behalf and make management decisions related to circuits furnished to Customer by third party.

**4. IMPLEMENTATION.**

**4.1. SERVICE ACTIVATION.** Globalgig will provide the following activation services to Customer as a part of the Managed Network Service:

- 4.1.1. Ensure connectivity to Customer's network as specified in the Service Order;
- 4.1.2. Establish Customer's contact information in Globalgig's orchestration and management system and related support systems; and
- 4.1.3. Add all Monitored Components to the monitoring system(s).
- 4.1.4. If the solution being managed is IMS, the solution must be provided by Globalgig and/or validated by Globalgig solution architects via IMS Quickstart service.
- 4.1.5. When Globalgig has determined that the Monitored Components and Business Services can be remotely monitored, it will advise Customer that the Managed Network Service has been satisfactorily activated.

**4.2. CUSTOMER OBLIGATIONS FOR ACTIVATION.** Customer must provide, at its own cost, all information and/or assistance reasonably required to establish appropriate access to Monitored Components and Business Services.

**5. MONITORING AND SUPPORT.**

**5.1. NETWORK OPERATIONS.** Globalgig provides a ticketing system service as a single point of contact for Incidents associated with the Managed Network Service. Customer's authorized staff may be updated by Customer at any time by written notice to Globalgig. Customer shall provide Globalgig with a single email address, associated to an individual or a distribution list, to which to direct all email notifications. When Globalgig's ticketing system receives Notification of an Incident, the Network Operations Center will record, monitor, manage all Incidents, and provide Customer with regular and periodic updates on the status of resolution.

**5.2. INCIDENT MONITORING, EVENT NOTIFICATION, AND SERVICE LEVEL AGREEMENT.** Upon receipt of Notification of an Incident by Globalgig, Globalgig will:

- Create a Trouble Ticket to track the Incident, and assign a priority/severity level to the Incident based on those set out in the Priority/Severity Levels table below;
- Notify Customer of Trouble Ticket creation ("**Mean Time to Accept**" or "**MTTA**");
- Diagnose the Incident and attempt to resolve the problem;
- Escalate the Incident as necessary;
- Provide regular and periodic updates (Globalgig requires that all email notifications, alerts or updates be sent to distribution groups and not to individual email addresses) on the status of resolution ("**Update Time**"); and
- Resolve the Incident ("**Mean Time to Resolution**" or "**MTTR**").

Response Time and Update Time for the Priority/Severity Levels below indicate the target time it will take Globalgig to notify Customer that an Incident has been identified and action has been initiated to resolve it. The Response Time is the time from reporting of an Incident by either Customer or the monitoring system until a Trouble Ticket has been created; Update Time is the time from the previous Trouble Ticket update or Customer contact until the subsequent Trouble Ticket update or Customer contact. Globalgig shall assign Priority/Severity Levels to Incidents as stated below and provide the associated Service Level Agreement for Managed Network Services.

**5.3. SERVICE LEVEL AGREEMENTS AND SERVICE LEVEL OBJECTIVES.**

5.3.1. Performance Metrics Applicable to Managed Network Services Wireline Access Circuits and device components:

**MEAN-TIME-TO-REPAIR ("MTTR") SLA:**

Incident Priority (Severity)	Priority Definition	MTTA (SLO) ‡	MTTR (SLA)‡	Updates (SLO)‡
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Priority 1 (Critical)	Component Unavailable - Widespread outage	15 Minutes	4 Hours	Hourly
Priority 2 (High)	Degraded Component Availability - Multiple User Impact	30 Minutes	8 Hours	Hourly
Priority 3 (Medium)	Degraded Component Health - Minor User Impact	45 Minutes	24 Hours	Every 4 hours or by next business day
Priority 4 (Low)	Component Health - Single user or no impact	60 Minutes	36 Hours	Every 8 hours or by next business day

(SLA) MTTR: Mean-Time-to-Resolution is the monthly average elapsed time from ticket acceptance to issue resolution and ticket closure.

(SLO) MTTA: Mean-Time-to-Accept is the monthly average elapsed time from ticket creation to technician engagement & external email notification.

(SLO) Update: Update Frequency is the frequency with which Globalgig provides updates on current ticket status.

**SLA Credits:\***

Fundamental / Plus Tiers: 5% of one month's monthly recurring charges ("**MRC**") for the Managed Network Service for the affected component(s).

Premier Tier: 10% of one month's MRC for the Managed Network Service for the affected Component(s).

\* Credits cannot be combined with credits for other SLAs.

‡ Does not apply to standalone wireless or Broadband services (see below)

**5.3.2. Performance Metrics Applicable to Managed Network Services, Broadband and Wireless Services:**

**MEAN-TIME-TO-ACCEPT SLA:**

Incident Priority (Severity)	MTTA (SLA)
All Tickets	60 Minutes

SLA MTTA: Mean-Time-to-Accept is the monthly average elapsed time from ticket creation to technician engagement and external email notification.

**SLA Credits:\***

Plus Tier: 5% of one month's MRC for the Managed Network Service for the affected component(s).

Premier Tier: 10% of one month's MRC for the Managed Network Service for the affected component(s).

**5.3.3. Performance Metrics Applicable to Integrated Managed Services Business Services:**

**MEAN-TIME-TO-REPAIR SLA:**

Priority/Severity Level	Definition	Ticket Updates*	MTTR (SLA)*
Priority 1 (Urgent)	Business Service is Unavailable	Hourly	4 Hours
Priority 2 (High)	Business Service is degraded but operational and one (1) or more Monitored Components are down at site or affected	Every 4 hours or by next business day	24 Hours
Priority 3 (Informational)	Routine technical or configuration and there are no operational impacts	Every 8 hours or by next business day	36 Hours

\*Excludes CPE failure.

- Priority Incidents requiring CPE replacement are subject to Trouble Ticket status entering "Pending RMA" during the RMA process (approval and shipping times) and Globalgig remote services technician on-site availability. This ticket status will pause the MTTR timer for this Incident.
- In the event of CPE failure and where replacement is required, Globalgig will commit to facilitating RMA of the

equipment within one (1) business day after diagnosis. Once Globalgig has confirmed installation of the CPE at Customer's Site, Globalgig will complete remote configuration and testing of replaced CPE.

**SITE AVAILABILITY SLA:** Globalgig will use commercially reasonable efforts to ensure that it provides the guaranteed Availability for each Customer Site with SD-WAN Service in a given month. Site Availability is calculated as follows:

$\left[ \frac{\text{Total minutes in a billing month} - \text{Total minutes Service Outage}}{\text{Total minutes in a billing month}} \right] \times 100$
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If Globalgig does not provide the specified Availability at a Customer Site in a given month, Customer may receive credit according to the following table. For the avoidance of doubt, Service Levels in any other Service Addendum shall not apply to SD WAN Services.

**IMS Business Service in HA Configuration – 100% Site Availability**

Site Availability	Rebate as percent of then-current MRC for the affected Customer Site
<100% ≥99.7%:	5% MNS MRC Only
<99.7% ≥99.4%:	10% MNS MRC Only
<99.4% ≥98.9%:	15% MNS MRC Only
<98.9% ≥98.3%:	20% MNS MRC Only
<98.3% ≥96.7%:	25% MNS MRC Only
<96.7%:	30% MNS MRC Only

**IMS Business Service in Standard Configuration – 99.9% Site Availability**

Site Availability	Rebate as percent of then-current MRC for the affected Customer Site
<99.9% ≥99.4%:	3% of MNS MRC Only
<99.4% ≥98.9%:	5% of MNS MRC Only
<98.9% ≥98.3%:	10% of MNS MRC Only

**5.4. EXCLUSIONS:**

5.4.1. If issue resolution is delayed or blocked by Customer's action or inaction, the Trouble Ticket status will be changed to "Pending Customer," and Trouble Ticket updates will occur daily.

5.4.2. If the next step in the troubleshooting or remediation process has been scheduled for a time farther in the future than the Update Time associated with that Priority, the Trouble Ticket status will be set to "Pending Customer," and the next Trouble Ticket update will occur within one (1) hour of the scheduled start time of said next step or within 24 hours, whichever is sooner.

**5.4.3. MAINTENANCE AND NOTIFICATION:**

5.4.3.1. Customer pre-approves a 15-minute maintenance window to take place on Saturdays at 2300 US Central Time, which may include downtime of the monitoring system. Globalgig will send notification in advance when this window is needed.

5.4.3.2. Customer pre-approves a monthly 1-hour maintenance window, to take place on the second Saturday of each month at 2300 US Central Time, which may include downtime of the monitoring system.

5.4.3.3. Customer will approve emergency maintenance upon receipt of 24 hours notice by Globalgig for security-related patches and fixes.

**5.4.4. DEVICE SUPPORTABILITY:**

5.4.4.1. Customer will maintain active hardware and software service contracts with equipment vendors to facilitate an escalation path for related issues.

5.4.4.2. Customer will maintain a current, secure, and supported software version on all system components, which is published by the equipment vendor. For the Premier service tier, Customer will approve periodic software upgrade windows so that Globalgig can push upgrades to maintain compliance.

5.4.4.3. Service Level credits shall not apply if Device Supportability is in non-compliance. Globalgig reserves the right to suspend monitoring and management of non-compliant devices until the device is made compliant.

5.4.4.4. Proactive ticket creation for wireline services requires public IP for monitoring.

5.4.4.5. Proactive ticket creation for wireless services is subject to the Availability of wireless modem API polls demonstrating device is down for 2 subsequent polls. Polling frequency may be up to 15 minutes.

**5.4.5. DEVICE REPAIR AND REPLACEMENT:**

5.4.5.1. Priority Incidents requiring CPE replacement are subject to Trouble Ticket status entering "Pending RMA"

during the RMA process, during which any time required for RMA approval, processing, and remote technician Availability will be excluded from the MTTR timer for said Incident.

5.4.5.2. In the event of CPE failure and where replacement is required, Globalgig shall, subject to vendor approval, process an order for replacement CPE within one (1) business day after diagnosis. Upon confirmed installation of the replacement CPE at Customer's Site, Globalgig will complete remote configuration and testing of replaced CPE.

5.4.5.3. RMA support may be limited and/or delayed in certain geographic locations. Globalgig advises the purchase of dual or cold standby equipment based on the priorities of the site and other factors applicable to specific geographies.

#### 5.5. **CREDIT REQUESTS AND SLA LIMITATIONS:**

5.5.1. To request a credit, Customer shall email their Client Account Manager ("**CAM**") with a description of the requested credit along with the Globalgig trouble ticket number(s) within thirty (30) calendar days of the claimed event. The CAM will notify Customer when the requested credit has been approved or declined. In no event may the credits provided for hereunder (either individually or on a cumulative basis) in any billing period exceed the affected Services' total MRCs for that billing period. Credits and/or cancellation of the affected Service shall be Globalgig's sole liability and Customer's sole remedy due to an SLA event.

5.5.2. Customer shall ensure that a Customer-maintained email distribution list has been provided for all Customer notifications regarding disruption of Service. Globalgig will have no obligations pertaining to the event notification if Customer's email distribution list is not provided, out of date, or inaccurate due to Customer action, inaction, or omission.

5.5.3. Customer will be eligible for one (1) credit for a request which stems from the same SLA event. Credits will not be cumulative and are not transferable to other Services provided by Globalgig.

5.5.4. The following will be excluded from any time-based calculations related to the SLA event and will not be eligible for credit:

- Recurring or zero-impact maintenance that is generally applicable to all Customers,
- Scheduled maintenance where Customer has been notified at least 24 hours in advance,
- Emergency maintenance which, in Globalgig's reasonable judgment, cannot be performed during a scheduled maintenance window due to the urgent nature of the threat or potentially negative impact of failure to perform the maintenance,
- Any outage of an Access Circuit using Fixed Wireless,
- Improper configuration of any of the Services' redundancy by Customer,
- Acts or orders of government,
- Customer misuse of any of the Services,
- Direct or indirect acts or omissions of Customer, including any user of the Service,
- Force Majeure events, denial of service attacks, viruses, or hacking attacks for which there is no commercially reasonable known solution, or any other events that are not within Globalgig's control or that could not have been avoided with commercially reasonable care,
- Customer elects not to release the Service for testing or repair and continues to use on an impaired basis,
- Rearrangements, modifications, or additions made by or at the direction or request of Customer,
- Any failure or malfunction of equipment, applications, or systems, not owned or controlled by Globalgig or under its direction or control,
- Customer's failure to provide UPS and/or surge protection for all CPE at a Customer Site and maintain in an active state,
- Should Customer elect to install or integrate Customer Premises Equipment ("**CPE**") in-line with any service provided by Globalgig, including, but not limited to, switches, routers, firewalls, or other security probe devices, Globalgig shall not be held liable or responsible for any impact such CPE may have on the performance, reliability, or Availability of the provided service.
- Unavailability of any Customer personnel required to restore the Service, including as a result of Customer's failure to provide Globalgig with accurate, current contact information,
- No credit will be given unless Customer has agreed to release such Service for repair by Globalgig or its agent and provided reasonable assistance to diagnose the event. Reasonable assistance may include providing Globalgig access to Customer's equipment, premises, or network, if necessary, and assisting Globalgig with problem identification and resolution via telephone or other means such as fax or e-mail,
- Failure by Customer to make payment or comply with the terms of the Agreement,
- For Services where automated Service Outage notification is provided, it is Customer's responsibility to ensure that a Customer-maintained email distribution list has been provided for all Customer notifications regarding disruption of Service. Globalgig will have no obligations pertaining to the Service

Outage notification if the Customer email distribution list is not provided, out of date, or inaccurate due to Customer's action or omission.

- Situations in which Access Circuit last-mile diversity is not present in HA Configurations.

6. **CHANGE MANAGEMENT WITH PREMIER TIER SERVICE OPTION.** Globalgig provides ongoing change management support as part of the Premier tier option. Globalgig will make configuration changes at Customer's request or to resolve network or performance issues via the applicable orchestration platform for the affected Monitored Component(s). All Customer-driven change requests shall be submitted to the Globalgig Support/NOC center (same process as opening a trouble ticket). There is no limit to the number of change requests that can be submitted monthly, however Globalgig reserves the right to revisit this policy if Customer requests become excessive.

MACD Type	Category	Fundamental	Plus	Premier
Change IP Address	Standard	ProServ SOW	ProServ SOW	Included
Customer Notification parameter adjustments	Standard	ProServ SOW	ProServ SOW	Included
Add or delete static routes	Standard	ProServ SOW	ProServ SOW	Included
Minor QoS (Quality of Service) changes	Standard	ProServ SOW	ProServ SOW	Included
Minor Application Aware Routing (AAR) Modifications	Standard	ProServ SOW	ProServ SOW	Included
SSID or VLAN or Interface additions	Standard	ProServ SOW	ProServ SOW	Included
Customized reporting	Basic	ProServ SOW	ProServ SOW	ICB
Traffic Shaping / Bandwidth throttling requests	Enhanced	ProServ SOW	ProServ SOW	ICB
Security policy modifications	Enhanced	ProServ SOW	ProServ SOW	ICB
Load balancing changes	Enhanced	ProServ SOW	ProServ SOW	ICB
Protocol specific modifications	Enhanced	ProServ SOW	ProServ SOW	ICB
Major QoS changes	Design	ProServ SOW	ProServ SOW	ICB
Major AAR modifications	Design	ProServ SOW	ProServ SOW	ICB
Network and Security topology changes	Design	ProServ SOW	ProServ SOW	ICB
Notes:				
1. All Fundamental and Plus Tier changes require a Professional Services (PS) engagement, SOW, and Globalgig operations approval.				
2. Standard changes have a 1 business day SLO. Basic, Enhanced, and Design SLOs are ICB.				
3. ICB requests carry additional fee per pricing schedule below and requires 48-hr notice.				
4. Typical ICB labor time is 4 hours. Requests >4 hours require a separate Professional Services (PS) engagement.				
5. All MACD work is performed remotely. If truck roll is required, additional fees may apply.				
Pricing per hour (1 hour minimum, subject to change at any time with or without notice):				
Basic: \$175.00		Enhanced: \$225.00		Design: \$325.00

7. **WEB-BASED REPORTING SERVICES.** Globalgig provides access to Globalgig's orchestration and/or end-point monitoring system for the relevant Service for Customer to view performance data for Monitored Components and Business Services. Portal access will vary by Service selected.

8. **GLOBALGIG'S RIGHTS TO LIMIT OR END SERVICE OR END THIS AGREEMENT.** Globalgig can, with notice, limit, suspend, or end Service or any agreement with Customer for cause, including, but not limited to: (1) if Customer: (a) breaches this agreement; (b) resells Service; (c) uses Service for any illegal purpose, including use that violates trade and economic sanctions and prohibitions promulgated by any governmental agency; (d) installs, deploys, or uses any regeneration equipment or similar mechanism (for example, a repeater) to originate, amplify, enhance, retransmit, or regenerate an RF signal without Globalgig permission; or (2) if Customer and/or any end-user of Customer device or Service: (a) engage in abusive messaging or calling; (b) modify Customer device from its manufacturer's specifications; (c) use Service in a way that negatively affects Globalgig and/or underlying mobile network and/or other Customers. Globalgig can also temporarily limit or suspend Service without notice for any operational issue, such as a Denial-of-Service attack, virus generation, or required governmental action.

9. **SECURITY.** Globalgig Does Not Guarantee Security. Data encryption is available with some, but not all services sold by

Globalgig. If Customer uses Customer provided device to access company email or information, it is Customer's responsibility to ensure Customer use complies with Customer company's internal IT and security procedures.

10. **NO PROPRIETARY RIGHTS.** Except as explicitly set forth elsewhere in the Agreement, Customer does not acquire any rights in or license to any component of any or any intellectual property rights thereto. In addition to any restrictions set out elsewhere in the Agreement, Addendum, or in writing, Customer shall not, and shall not encourage any third party to, remove, alter, reverse engineer, or obscure in any way the proprietary rights notices (including copyright, patent, and trademark notices and symbols) of Globalgig or its third-party vendors providing components of any Service affixed or contained on or within any equipment or software.
11. **ACCEPTANCE OF THIS ADDENDUM.** USE OF A SERVICE CONSTITUTES ACCEPTANCE OF THIS ADDENDUM BY CUSTOMER. BY ACCEPTING THIS ADDENDUM, CUSTOMER ACKNOWLEDGES AND AGREES TO RECEIVE AND PAY FOR THE SERVICES PROVIDED BY GLOBALGIG, INCLUDING ANY SUBSEQUENT SERVICE ORDERS, UNDER THIS ADDENDUM AND IN ACCORDANCE WITH THE AGREEMENT.

THIS ADDENDUM IS MADE PART OF AND INCORPORATED IN THE AGREEMENT AND CONSTITUTES THE ENTIRE UNDERSTANDING BETWEEN GLOBALGIG AND CUSTOMER WITH RESPECT TO THE SUBJECT MATTER HEREIN. ALL SERVICES RELATED TO THE SUBJECT MATTER OF THIS ADDENDUM AND ACTIVE AS OF THE EFFECTIVE DATE SHALL BE GOVERNED EXCLUSIVELY BY THIS ADDENDUM AND THE AGREEMENT.

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