STATEMENT OF SERVICE RESPONSIBILITY

At BullsEye, we want to exceed the expectations we’ve set. Part of this commitment is ensuring that our Clients understand the responsibilities associated with our products and services.

Your BullsEye Telecommunications Expert will walk through the details of what responsibilities we have to you; as well as your responsibilities. We will work closely with you to ensure you understand the expectations we’ve set and allows us to move forward to achieve them.

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Establishment of Internet and other network services is a complex and sophisticated undertaking that requires coordination of activities among a variety of service providers and organizations. A partial listing of parties that must get involved includes local access providers, Internet service providers, domain name registering service providers and a local area network administrator.

Depending on conditions at your service locations, successful installation of services may also require extensive inside wiring, cabling, and software configuration services. It is BullsEye’s mission to provide the finest Internet and other wide area networking services available in the markets we service. It is the purpose of this document to define, in simple terms, our direct service responsibilities and those areas in which we share responsibility for successful service installation with our Clients and other service providers with whom they do business.
WHAT BULLSEYE IS RESPONSIBLE FOR:

BullsEye is responsible for the establishment of wide area network (WAN) services to the routers/modems or any other network interface devices at your designated service locations. Wide area network service includes the ability to originate and receive traffic to and from the Internet, either directly or by means of a broadband connection through your host business location, at each of your network service sites. Specific components of this responsibility include:

Local Access Service:
Coordination of local access services to each service location with all local access providers required for the services you have ordered. These service providers will include Regional Bell Operating Companies (such as, but not limited to, Verizon, AT & T, Qwest, etc.), or other broadband service providers that may be required to implement the kind of connection you have ordered. The fundamental test of connectivity between our network and your service sites is the ability to “ping” your routers.

Cross-connect to existing infrastructure and Demarcation Point (DMARC) Extension:
VoIP Services: Our practice is to cross-connect to existing wiring infrastructure to perform DMARC extensions, if professional install is requested. Exceptions to this policy include cases in which it is apparent that the service installation point requires more than 100 feet of inside wiring, requires construction, or other extraordinary installation services that are beyond the customary scope of inside wiring services. We will establish at the time of installation, whether additional inside wiring services are likely to be outside the scope of our standard service offering, and we will provide an estimate of feasibility, required effort, and cost to extend service to the agreed-upon service demarcation point.

Broadband Services: Our broadband services are delivered to the minimum point of entry (MPOE) unless existing infrastructure allows the service to be delivered directly to your designated DMARC. In instances where additional inside wiring services are required, it will be your responsibility to do so with a vendor of your choice. See the Inside Wiring section in the Client Responsibilities for more information.

Router Installation:
BullsEye will provide professional on-site installation of routers/modems or any other network interface devices provided by BullsEye that may be required to establish connectivity to your designated service locations within our service areas.

Client Premise Equipment Programming for Internet Services:
BullsEye will provide professional on-site programming of BullsEye provided routers/modems or other interface devices with IP addresses required to establish wide area connectivity to the Internet. 4G Wireless Failover Protection is delivered on a best effort basis. The signal strength and availability of 4G Wireless coverage varies based upon the geographical location and physical placement of the MSP Premise Equipment. Clients using the Managed Services Platform PCI / DSS capabilities will need to register their Point of Sale devices and configure the appropriate settings within the platform. BullsEye can make available configuration guidelines and provide access to subject matter experts.

Client Support:
Should you require technical support or maintenance while connecting to the Internet using Broadband service, contact BullsEye’s Client Services department at (877) 638-2855.
WHAT THE CLIENT IS RESPONSIBLE FOR:

BullsEye is committed to providing you with complete, high-quality data connectivity services up to the terminating router/modem. BullsEye does not provide local area network (LAN), PBX installation, and maintenance services. It is advisable at the time of the installation of our WAN/Voice connectivity services, that you have your designated LAN/PBX services integrator available to ensure that the Internet services we provide are accessible at each of your LAN locations. Specific items you and/or your LAN/PBX integrator are responsible for include but are not limited to the following:

**Computer Workstation and Server LAN Addresses:**
BullsEye will ensure that you or your LAN integrator are aware of the public IP addresses that have been assigned to your network. All private IP addresses to be assigned to the users of your LAN are the responsibility of you and/or your LAN service provider.

**Inside Wiring:**
Inside wiring between the terminating router/modem to Client provided telecommunications and LAN infrastructure provided by you is your responsibility as the Client. If requested, BullsEye will refer you to vendors that can provide these services. Any Inside Wiring installed by BullsEye in support of Digital Voice service is guaranteed for a period of 1-year or for the length of the Clients initial term agreement, whichever is longer. Any Inside Wiring repair will be corrected free of charge. BullsEye's Inside Wiring SLA is limited to issues that are solely within BullsEye's control.

**Computer Workstation and Server Software:**
Your LAN and/or software integrator is responsible for ensuring that all browsers, e-mail clients, connection managers and other networking software on your individual workstations are configured properly to provide connectivity to your network services.

**E-mail Hosting by Client or Other Service Vendor:**
BullsEye does not host your e-mail, therefore we are not responsible for the assignment and maintenance of usernames to your individual e-mail accounts. That responsibility rests with your LAN integrator or network administrator. We will support DNS changes and MX records as necessary.

**Web Site Hosting by Client or Another Vendor:**
BullsEye does not host your web site, therefore we are not responsible for the assignment and maintenance of usernames for access to your web site. That responsibility rests with your LAN integrator, web administrator or network administrator. We will support DNS changes and web records as necessary.