

Birchlink Service Description

This document (the “Data Service Description”) is part of the Master Services Agreement (“MSA”) between Birch® and Customer and provides additional terms and conditions applicable to Birch’s data service (the “Service”). The Service is provided to Customer subject to the following terms, which are integral parts of the MSA in addition to the Terms of Service referred to in the MSA.

Data

Standard installation for T1, EFM, and Fiber access will be made to the Main Point of Entry (“MPOE”). CPE will be installed in Customer’s equipment room. Extended wiring from the MPOE to the desired location of the CPE is Customer’s responsibility.

Birch IP Addresses. Birch will provide at least one (1) usable public IP address, or five (5) usable public IP addresses for use with the Service. Customer may subscribe to additional public IP addresses at an additional monthly charge, subject to approval by Birch.

Integrated Voice

Services Provided. BirchLink Services support Internet access and data connectivity only. The following Voice Services can be added to any BirchLink circuit at an additional monthly charge:

Analog Voice Lines: An Analog Voice Line (“Analog Service”) provides a single voice channel to support two-way voice traffic and fax transmissions. Analog service is sold and provisioned on a per line basis, where one analog line supports a single concurrent voice call.

Primary Rate ISDN: Primary Rate ISDN (“PRI Service”) provides a single channel for signaling and up to 23 voice for voice traffic. Customer will receive 20 direct inward dial TNs for each PRI Service circuit subscribed to at no additional charge.

Analog Voice Lines: An Analog Voice Line (“Analog Service”) provides a single voice channel to support two-way voice traffic and fax transmissions. Analog service is sold and

provisioned on a per line basis, where one analog line supports a single concurrent voice call.

Session Initiation Protocol: Session Initiation Protocol (“SIP”) is the use of voice over IP (“VoIP”) to connect Customer’s IP Private Branch Exchange (“IP PBX”) to the Public Switched Telephone Network via the Internet. Birch’s SIP paths (“SIP Service”) provide concurrent virtual call paths using SIP sessions to Customer’s IP PBX. Only TNs or Toll-Free TNs provided by Birch or ported to the Birch Network can be used in conjunction with SIP Service. SIP Service is not available to telemarketing firms, Internet Service Providers (ISPs) or call center operations. SIP Service is sold and provisioned on a per SIP path basis, where one SIP path can support a single concurrent voice call.

Voice Features. Voice Service includes the following standard Voice Features: local calling minutes (up to 5000 minutes per month for domestic long distance calls), one (1) directory listing, Call Return, Call Tracing, Repeat Dialing, Three-Way Calling, Hunting, Call Forwarding, Remote Access to Call Forwarding, Caller ID, Call Waiting, Call Block, and Accounting Codes (where available).

Data Requirements. Voice Service requires 100kbps per concurrent call data connection of a BirchLink Service circuit when the connection is provisioned on T1 or bonded T1 facility. Voice Services require 100kbps/per concurrent call data connection of a BirchLink Service circuit when the connection is provisioned on an Ethernet or fiber facility.

Installation. BirchLink Service must be installed at Customer’s Physical Address prior to installation of Voice Service. Prior to installation of SIP Service, Customer’s IP PBX equipment must be first verified as a Birch Certified IP PBX.

MPLS

MPLS and Virtual Private Networks. Customer may add Multiprotocol Label Switching service (“MPLS Service”) or Virtual Private Network services (“VPN Services”) to any BirchLink circuit for an additional monthly charge. MPLS Service provides connectivity between two or more Customer locations to support delivery and integration of Customer’s voice and data applications. VPN Service provides connectivity between Customer locations that subscribe to BirchLink Service and Customer offices or users that are not located in Birch’s service area or are not serviced by Birch.

MPLS Service may not be used in conjunction with DSL.

DSL

Line Minimums/BirchNet Complete Invoicing. In the event that the three (3) voice line minimum is required for BirchNet Complete or BirchNet Broadband, the Broadband line will be provisioned on a basic line without any features or long distance included on the line. Additionally, BirchNet Complete will be invoiced at one (1) all-inclusive monthly rate for the length of the term, regardless of whether or not all components of the bundle remain in service.

Broadband Discount. If Customer is receiving a discounted rate due to having two (2) or more lines at a service location and location drops to below two (2) lines, then Customer will be billed non-discounted rate for remainder of original and any renewed terms.