

General Terms & Definitions. As used herein, "Services" are those services specified in Exhibit A of the Mutual Agreement. All future Services ordered, as evidenced by future "Exhibit A's" agreed to by Client, shall be included as part of this agreement. Future upgrades or downgrades to service may apply; subsequent changes will only be implemented upon receipt of written approval from Client. Revised pricing will then supersede charges reflected in Exhibit A. As used herein "Equipment" shall include all hardware, including, without limitation, routers, bridges and modems used to install and maintain Services provided to Client by ClearPath Networks, Inc. ("ClearPath"). Services provided hereunder do not include creating / maintaining the Client's Local Area Network ("LAN"). By accepting Services and Equipment provided by ClearPath, Client agrees to abide by all of the provisions, terms and conditions of this agreement.

- 1. Service Level Agreements (SLAs).** ClearPath Networks will provide Client a Service Level Agreement for each applicable service ordered. Current SLA provisions can be found as posted at the following URL: www.clearpathnet.com/terms.
- 2. Installation.** If Network or Internet connectivity is ordered, ClearPath or its Agents will be responsible for testing and coordinating the installation of the physical connection to Customer's Minimum Point of Entry (MPOE), or jack at the location specified on the order. Installation doesn't involve physical contact or testing of Client's Central Processing Unit ("CPU"). If configuration aid is needed, ClearPath will assist the Client via telephone. Additional charges may apply for non-standard installations (beyond MPOE). ClearPath will schedule a mutually acceptable installation date with Client.
- 3. Cancellation.** Customer may cancel a Service following ClearPath's acceptance of the applicable Customer order and prior to the Service Installation Date upon prior written notice to ClearPath Networks, Attn: Billing Manager, or via email to billing@clearpathnet.com. In that event, Customer shall pay ClearPath a cancellation charge equal to the costs incurred by ClearPath for any third party cancellation/termination charges relating to the installation and/or cancellation of Service.
- 4. Billing.** Client may be charged (a) a one-time installation fee for each location of Services installed, including applicable wiring charges for the installation of Services ("Installation Fee"), (b) a one-time fee for any Equipment purchased or leased at the time of installation ("Equipment Fee"), (c) a monthly fee for services rendered ("Monthly Fee"). The Installation, Equipment and Monthly Fees will be the rates indicated on Exhibit A of this Agreement. The first invoice for each Service location shall be sent after Services have been delivered to Client, or after Equipment configuration information has been sent to Client when applicable. All bills are due upon receipt, and shall be considered late if not received as specified below, based upon billing choice. Three billing choices are available: Electronic Funds Transfer (EFT), Credit Card or by Invoice (payable by check); please allow up to 30 days when changing billing choice. Client has up to 60 days to resolve billing disputes. Clients selecting EFT payment type have up to 20 days from Invoice date to schedule payment transfer date, which will then become the funds transfer date thereafter. Clients selecting Credit Card payment as billing choice will be charged on, or about, the Invoice date for charges owed; Clients selecting Invoice billing will have up to 15 days from Invoice date to submit payment, at which point late charges will accrue. Late payments (for all billing choices) will accrue interest at a rate of one and one-half percent (1.5%) per month, or the highest rate allowed by applicable law, whichever is lower; and Client shall pay all collection costs incurred by ClearPath (including, without limitation, reasonable attorneys fees). All returned payments are subject to \$20 NSF charge. Unless otherwise specified by ClearPath, all checks shall be mailed, with accompanying bill, to:

ClearPath Networks
Mellon Client Services Center
Attn: 200186
500 Ross Street, RM 154-0455
Pittsburgh, PA 15262

In the event of a billing dispute, the parties herein agree to quickly resolve such dispute by mutual agreement or arbitration.

ClearPath's invoices shall bill Client for Services one month in advance.

- 5. Taxes and Fees.** All charges for Service are net of Applicable Taxes (as defined below). Except for taxes based on ClearPath's net income, Customer will be responsible for payment to ClearPath for all applicable taxes that arise in any jurisdiction, including, without limitation, value added, consumption, sales, use, gross receipts, excise, access, bypass, franchise or other taxes, fees, duties, charges or surcharges, however designated, imposed on, incident to, or based upon the provision, sale or use of the Service (collectively "Applicable Taxes").
- 6. Upgrades in Services and Equipment / Changes of Service Address.** Mutual Agreement is between Client and ClearPath, and is for services provided at the specified address; changes to service locations require amendment to the Mutual Agreement and are subject to service availability at new address. This agreement will remain binding and enforceable subject to any applicable pricing changes against both parties despite any upgrades or downgrades requested or agreed to by Client.
- 7. Client Term and Service Termination.** Client agrees to continue Services for the term set forth ("Client Term"), which shall apply, on an individual basis, to each of the Services as referenced on Exhibit A; term shall commence during the month which service is installed and active. After completion of the initial term, Client agrees to continue to renew services for successive 12 month terms thereafter, unless written notification is delivered by Client to ClearPath within 60 days of the expiration of each successive Client Term. ClearPath shall provide Services to Client subject to continuing payment of applicable fees, and Client's compliance of terms and conditions that shall continue to apply. If Client terminates Services prior to the expiration of the Client Term, Client agrees to pay an Early Termination Fee equal to 100% of the monthly fee for the months remaining on the services, as damages to ClearPath for each service ordered. Additionally, Client will be charged for any non-recurring charges that were waived or discounted by ClearPath at the time of Customer order. After 30 days of nonpayment from any due date, ClearPath may suspend or terminate Services and/or this agreement and Client shall remain responsible for all fees accrued prior to the date of termination and for termination fees as outlined in this section. Either party may terminate this agreement if other party materially breaches any term or condition of this agreement and fails to cure such breach within 30 days after receipt of written notice of the same, except as specified otherwise. ClearPath reserves the right to modify or terminate the Mutual Agreement and/or any related Exhibits with reasonable cause.
- 8. Equipment Warranty and Returns.** If Client receives defective Equipment or if the Equipment becomes defective through no fault of Client ("fault of Client" includes electrical failure in facility or failure to protect device with surge protector) during the original warranty period of the equipment as specified by the equipment's manufacturer, ClearPath shall replace via mail defective Equipment within 5 days of receipt of notice in writing by Client that Equipment is defective.
- 9. Disclaimer of Warranty.** **THE SERVICES AND EQUIPMENT HEREUNDER ARE PROVIDED ON AN "AS IS" BASIS, AND CLIENT'S USE THEREOF IS AT ITS OWN RISK. CLEARPATH DOES NOT MAKE, AND HEREBY DISCLAIMS, ANY AND ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT AND TITLE, AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE. CLEARPATH DOES NOT WARRANT THAT SERVICES WILL PERFORM AT A PARTICULAR SPEED, SHARED LINE ADSL WILL NEVER INTERFERE WITH 911, 411 OR OTHER EMERGENCY OR ANCILLARY SERVICES, WILL BE UNINTERRUPTED, WILL HAVE NO DATA LOSS, OR WILL BE ERROR-FREE OR COMPLETELY SECURE.**
- 10. Limitation of Liability and Liquidated Damages.** **IN NO EVENT WILL CLEARPATH BE LIABLE TO CLIENT OR ANY THIRD PARTY FOR ANY CLAIMS ARISING OUT OF, OR RELATED TO CLIENT OR CLIENT'S BUSINESS OR OTHERWISE**

(INCLUDING, WITHOUT LIMITATION, ANY LOSS OF DATA OR ABILITY TO PLACE A VOICE CALL, INCLUDING, BUT NOT LIMITED TO, CALLS TO 911). CLEARPATH SHALL NOT BE LIABLE FOR ANY DAMAGES ASSOCIATED WITH THE INTERRUPTION OR LOSS OF USE OF SERVICES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NEITHER PARTY WILL BE LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY FOR ANY LOST REVENUE, LOST PROFITS, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES WITH RESPECT TO ANY SUBJECT MATTER OF THIS AGREEMENT. CLEARPATH AND CLIENT AGREE THAT IF CLEARPATH SHOULD BE FOUND LIABLE FOR LOSS OR DAMAGE DUE FROM FAILURE OF CLEARPATH TO PERFORM ANY OF THE OBLIGATIONS HEREIN, CLEARPATH'S LIABILITY FOR DAMAGES SHALL BE LIMITED TO ONE MONTH'S SERVICE BILLING AT THE APPLICABLE LOCATION(S), AS LIQUIDATED DAMAGES AND NOT AS A PENALTY, AND THIS LIABILITY SHALL BE EXCLUSIVE. THE PROVISIONS OF THIS SECTION SHALL APPLY IF LOSSES OR DAMAGES, IRRESPECTIVE OF CAUSE OR ORIGIN, RESULTS DIRECTLY OR INDIRECTLY, TO PERSONS OR PROPERTY, FROM PERFORMANCE OR NONPERFORMANCE OF THE OBLIGATIONS IMPOSED BY THIS CONTRACT, OF FROM NEGLIGENCE, ACTIVE OR OTHERWISE, OF CLEARPATH, ITS AGENTS, ASSIGNS OR EMPLOYEES.

- 11. **Indemnification.** Client agrees to and shall indemnify and save harmless ClearPath, its employees and agents, for and against, third party claims, lawsuits and losses alleged to be caused by (a) Client's breach of this agreement; (b) Client's use of Services, including, without limitation, Client's use of Services in violation of ClearPath's Acceptable Use Policy or (c) any negligence or willful misconduct of Client or Client's employees or Agents. ClearPath agrees to and shall indemnify and save harmless Client from any personal injury or tangible property damage caused by ClearPath or its employees or agents during the course of maintaining Services and Equipment while any of ClearPath's agents or employees are on the Client's premises.
- 12. **Acceptable Use Policy.** Client has read and understands ClearPath's Acceptable Use Policy, and Client agrees that ClearPath may permanently cancel Services provided to Client without notice and assess a fine of up to \$1,000 upon second notification of policy violation. The Acceptable Use Policy is posted at the following URL: www.clearpathnet.com/terms.
- 13. **Force Majeure.** Neither party hereto shall be responsible for any failure to perform its obligations under this agreement if such failure is caused by acts of God, war, strikes, revolutions, earthquake, act of terrorism, lack or failure of transportation facilities, laws or governmental regulations or other causes that are beyond reasonable control of such party.
- 14. **Arbitration.** Binding arbitration shall be the sole and exclusive remedy for resolutions of disputes between the parties to this agreement. Such dispute shall be submitted for arbitration in Los Angeles, California under the rules of the American Arbitration Association. The arbitrator's decision will be final and entered into any court of competent jurisdiction. The prevailing party will be entitled to recover its attorney's fees and costs in connection with such arbitration.
- 15. **Reselling of Services.** Client is prohibited from reselling or wholesaling any services or products purchased from ClearPath or any of its authorized agents or resellers without prior written permission.
- 16. **Miscellaneous.** This agreement is not assignable or transferable by Client without prior written consent of ClearPath, except by merger, acquisition of all or substantially all of the assets or a change of control. Ten days notice must be provided prior to any such assignment, and Client shall sign an assumption agreement in the form provided by ClearPath. ClearPath may subcontract performance of Services to third parties. The parties agree that they are independent contractors and that this agreement and relations between Client and ClearPath hereby established do not constitute a joint venture, agency or contract of employment between them, or any other similar relationship. Neither party has the right or authority to assume or create any obligation or

responsibility on behalf of the other. Any notice or consent required or permitted hereunder shall be in writing, and effective on the date delivered. Failure or delays to exercise any right hereunder will not operate as a waiver thereof, nor will any partial exercise of any right or power hereunder preclude further exercise. This agreement shall be binding and enforceable against both parties regardless of a change in the speed of the Services provided hereunder. If any part of this agreement shall be adjudged by any court of competent jurisdiction or any other government authority to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that this agreement shall otherwise remain in full force and effect and enforceable. This Agreement shall be deemed to have been made in, and shall be construed pursuant to the laws of the State of California, without regard to conflict of laws provisions thereof. Any waivers or amendments shall be in writing. This agreement is the complete and exclusive statement of the mutual understanding of the parties and supersedes and cancels all previous written or oral agreements and communications relating to the subject matter of this agreement.

I have read and agree the above Terms & Conditions.

Client Name:

Name: _____

Title: _____

Client Signature: _____

Date: _____

ClearPath Networks:

Name: _____

Title: _____

Signature: _____

Date: _____

CONTACT INFORMATION

ACCOUNT NAME:		ACCOUNT NUMBER:	
ACCOUNT CONTACT INFO			
Name:		Address:	
City:	State:	Zip:	
Phone Number:	Fax Number:	E-Mail:	
BILLING CONTACT INFO			
Name:		Address:	
City:	State:	Zip:	
Phone Number:	Fax Number:	E-Mail:	
Notes:			

SERVICE ORDERED

Host, or Primary Location Name:		Part of VPN?	Term:	
Contact Name:		Address:		
City:	State:	Zip:		
Phone Number:	Fax Number:	E-Mail:		
Product Type:	Speed:	Carrier:	Package:	MRC:
Primary Equipment Name:		Customer Owns CPE:	NRC:	
Secondary Equipment Name:		Customer Owns CPE:	NRC:	
Installation Fee (NRC paid to carrier):		Activation Fee (NRC paid to ClearPath):		
Comments / Promotion Codes:				
Point of Demarcation, or "demarc" (be very specific here, indicating if wiring will be needed just to Minimum Point of Entry "MPOE", or beyond):				

NOTE: If more than 1 location requires service, please use alternative multiple location order form.

SELECT BILLING METHOD

Please choose one of the below options:		
(a) Electronic Funds Transfer (EFT): Attach a voided check		
Bank Name:	ABA #:	Bank Acct #:
Name as it appears on Account:		Signature:
(b) Invoice:		
Billing Contact		
Name: Address: Phone Number: Fax Number: Email Address: Taxpayer ID Number:		Signature Authorizing Credit Check:

EXHIBIT B: Statement of Work

Access Services, including, but not limited to:

Internet Access, Network Access and VPN Services

ClearPath Networks, Inc. ("ClearPath") is responsible to provide for the Client as part of a *standard installation* for all Access Services, the following services:

- (i) Coordination of the installation of the physical connection to MPOE (Minimum Point of Entry, or jack in location specified on order).
- (ii) Test results demonstrating connectivity between site and network and/or Internet.
- (iii) Replacement or repair of any hardware supplied by ClearPath (or Agent of ClearPath) in accordance with manufacturer warranty.
- (iv) Configuration of customer specified default gateway (LAN IP address of CPE) on ClearPath supplied equipment only.
- (v) Providing configuration for remote interface (WAN configuration) of ClearPath supplied equipment to connect to the ClearPath Network.
- (vi) Establish a "one-time" configuration of the ClearPath supplied firewall (when service is ordered); future modifications subject to applicable charges.
- (vii) ClearPath will use best efforts to obtain DSL connectivity. There may be circumstances beyond ClearPath's control whereby DSL is not available, or available at an alternate speed. In that circumstance, Client shall have the option to either cancel service or agree to alternate service.

Client is responsible to provide, as part of a *standard installation*, the following services:

- (i) Configuration of customer supplied equipment including but not limited to the following:
 - a. Servers
 - b. Routers
 - c. Firewalls
 - d. Hubs
 - e. Workstations (PC's and Laptops, including Ethernet cards when applicable)
 - f. Customer supplied VoIP software and equipment
- (ii) Modification of ClearPath supplied equipment for LAN specific needs, including but not limited to:
 - a. WINS
 - b. DHCP
 - c. Internal LAN routing
 - d. Port Redirection
 - e. Host Mapping
 - f. Supply, troubleshoot or repair customer site cabling or other LAN connection issue
- (iii) Acknowledging that the signing of this Agreement does not guarantee service availability, as service limitations may only be determined during the provisioning process.

Network Based Managed Services, including, but not limited to:

- (i) iDefender Managed Firewall
- (ii) iGuardian Content Filtering
- (iii) iMail Anti-Virus / Anti-Spam
- (iv) iView Network Reporting

ClearPath is responsible to provide for the Client as part of a *standard installation*, the following services:

- (i) Coordination of the provisioning of the ordered service(s).

- (ii) Test results demonstrating network connectivity and that services are operational.
- (iii) Replacement or repair of any network-based hardware that is required by ClearPath to deliver such managed service

Client is responsible for the following:

- (i) Input of initial and ongoing settings required to enable the managed service(s). For example, customer must input "White List" enabled URLs for iGuardian content filtering service.
- (ii) Ensuring that all customer premise equipment is accessed only by authorized ClearPath personnel. Client acknowledges reconfiguration charges will be applied to remedy any unauthorized access.

Other Managed Services, including, but not limited to:

(v) **Loop Management**

- a. **ClearPath** will ensure that it has visibility to Client's access loop and will monitor performance and notify customer and loop vendor in the event of an outage pursuant to the service purchased
- b. **Client** acknowledges that ClearPath is not responsible for uptime performance or Mean Time To Repair (MTTR) of the circuit, but rather the Mean Time To Notify (MTTN) customer of such outage.

(vi) **Billing Consolidation**

- a. **ClearPath** will present to Client a single consolidated bill in a paper or electronic format that summarizes all applicable services, including those from other vendors as mutually agreed upon
- b. **ClearPath** will pay all third-party vendor(s) upon receipt of funds from Client. Any late fees that are caused by a delay in payment receipt by ClearPath shall be the responsibility of the Client.
- c. **Client** is responsible for notifying ClearPath of any billing disputes within 30 days of receipt of invoice. Client shall promptly notify ClearPath in writing of any disputes which require ClearPath to lodge with underlying provider on Client's behalf.

(vii) **Provisioning Services**

- a. **ClearPath** will be responsible for scheduling loop installation with access service provider
- b. **ClearPath** will coordinate loop installation with turn up of ClearPath ordered services
- c. **ClearPath** will work with customer on a project plan and will track and report progress as needed

Client Name:

Name:

Title:

Client Signature:

Date:

Customer Requirements & Possible Future Charges for Products and Services

- Each of the below services includes iNOC Starter Package with Profile and Trouble Ticket Management, Billing Center, E-mail management (if ordered), Account Administration, DNS Management (if ordered) and Dynamic Queue Adjustment (if Voice or Video Service ordered)
- Three options exist to describe a customer's network topology, defined below, explain when services are available:
 - √ Type 1: Provided by ClearPath Networks (CPN)
 - √ Type 2: Customer provided – terminates into CPN's POP as Layer 2 or IPsec tunnel connection
 - √ Type 3: Customer provided – "Stand-Alone" Network

Product	Description	Network Type	Customer Requirements	Potential Future Charges
iVPN	Private Network Solution with management; includes proactive notification for any loop or network issue; does not include Internet Access	Type 1	None	If Client re-configures Customer Premise Equipment (CPE) and re-programming work is required by ClearPath, a \$100 per hour charge applies; min. charge is \$100
		Type 2	None	
		Type 3	Not Available	Not Applicable
iVPN Voice, or iVPN Video	iVPN upgraded to handle higher QoS of Voice or Video Services	Type 1	Underlying Access circuit must meet CPN's Service Level Agreement (SLA) statement of requirements, and, at minimum, additional CPE of a Cisco 1601 or higher so as to handle priority queuing and packet fragmentation tasks	See iVPN
		Type 2	Underlying Access circuit must meet CPN's Service Level Agreement (SLA) statement of requirements, and, at minimum, additional CPE of a Cisco 1601 or higher so as to handle priority queuing and packet fragmentation tasks	See iVPN
		Type 3	Not Available	Not Applicable
iVPN Extranet & iVPN Remote	Access to Private Network utilizing an alternative service provider's access loop; includes proactive notification for network issues ONLY; no Internet Access	Type 1, Type 2	Purchase an iVPN private network through CPN utilizing other "non-iVPN Extranet" or "non-iVPN Remote" services; entire network of iVPN Extranet or iVPN Remote not available	See iVPN. A move fee of \$200 may be applied for iVPN Extranet service only.
		Type 3	Not Available	Not Applicable

Customer Requirements & Possible Future Charges for Products and Services

- Each of the below services includes iNOC Starter Package with Profile and Trouble Ticket Management, Billing Center, E-mail management (if ordered), Account Administration, DNS Management (if ordered) and Dynamic Queue Adjustment (if Voice or Video Service ordered)
- Three options exist to describe a customer's network topology, defined below, explain when services are available:
 - √ Type 1: Provided by ClearPath Networks (CPN)
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 - √ Type 3: Customer provided – "Stand-Alone" Network

Product	Description	Network Type	Customer Requirements	Potential Future Charges
Internet Access	An access connection from service location to the Internet; may be delivered via Dial up, DSL, Frame Relay, T-1 or ATM	Type 1, Type 2, Type 3	Purchase an Access loop through CPN from service location directly to Internet; traffic never enters iVPN network unless iVPN service purchased in addition to Internet access.	<p>Standard wiring is performed at time of initial service activation. It is defined to extend up to 100 feet from the MPOE, is no more than 10 feet up or down through pre-existing cable paths or standard residential construction, includes installation of one RJ48 jack (if required), and does not take any longer than 90 minutes to complete; non-standard wiring defined to be all other situations.</p> <p>Non-Standard wiring charges range, by carrier. ClearPath will pass through applicable charges with no markup.</p> <p>Cancellation fee applies if service is cancelled prior to being live; charges range, by carrier. ClearPath will pass through applicable charges with no markup.</p> <p>If bandwidth is decreased on live service where no on-site visit is required, a fee applies; additional fee applies if on-site visit required.</p> <p>Moved service subject to \$200 move charge.</p>

Customer Requirements & Possible Future Charges for Products and Services

- Each of the below services includes iNOC Starter Package with Profile and Trouble Ticket Management, Billing Center, E-mail management (if ordered), Account Administration, DNS Management (if ordered) and Dynamic Queue Adjustment (if Voice or Video Service ordered)
- Three options exist to describe a customer's network topology, defined below, explain when services are available:
 - √ Type 1: Provided by ClearPath Networks (CPN)
 - √ Type 2: Customer provided – terminates into CPN's POP as Layer 2 or IPsec tunnel connection
 - √ Type 3: Customer provided – "Stand-Alone" Network

Product	Description	Network Type	Customer Requirements	Potential Future Charges
iDefender	Managed Firewall + Internet Access	Type 1, Type 2,	Purchase iVPN service; Internet Access provided by CPN through iVPN network	See Internet Access
		Type 3	Not Available	Not Applicable
iGuardian	Web content filtering	Type 1, Type 2	Purchase Internet Access from CPN	See Internet Access
		Type 3	Deliver a Layer 2 connection from Internet service points into a CPN POP, and purchase Internet Access from CPN	See Internet Access
DNS Management	Manage domain names	Type 1, Type 2, Type 3	Customer owns a domain name, and needs CPN to host it	Not Applicable
iMail	Anti-Virus / Anti-Spam E-mail	Type 1, Type 2, Type 3	Customer has possession and control of domain name where e-mail address is hosted (ex: won't work with xxx@aol.com); customer must configure MX records to point to CPN's MX records; CPN then forwards e-mail to customer MX record; must have access to the Internet to view blocked spam or virus infected messages	Not Applicable
iView	Network Reporting w/ status map & measurement of bandwidth utilization, latency & pack. delivery; optional upgrades: device monitor proactive notification & SLA compliance (Q3 2003)	Type 1, Type 2	CPN must be granted access and control to Customer Premise Equipment (CPE) for each site with monitoring	Not Applicable
		Type 3	In addition to Type 1 & Type 2 requirements, customer must establish a Layer 2 connection, purchase a separate dedicated CPE specifically for accumulation of customer network statistics, and grant CPN access and control to that CPE	CPN supports connectivity issues if Layer 2 connection purchased from CPN; CPN will support all CPN purchased equipment and reporting issues. See iVPN with regards to possible equipment charges.

Customer Requirements & Possible Future Charges for Products and Services

- Each of the below services includes iNOC Starter Package with Profile and Trouble Ticket Management, Billing Center, E-mail management (if ordered), Account Administration, DNS Management (if ordered) and Dynamic Queue Adjustment (if Voice or Video Service ordered)
- Three options exist to describe a customer's network topology, defined below, explain when services are available:
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Product	Description	Network Type	Customer Requirements	Potential Future Charges
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WAN Management Services Available

Loop Management	Includes proactive notification & management of loop issues through resolution	Type 1	Not available; loop management already included with Type 1 iVPN customers	Not Applicable
		Type 2	Purchase iVPN service and provide ClearPath a Letter of Agency granting Agent of Record authority with regards to the loop(s) requiring management	Not Applicable
		Type 3	Not Offered	Not Applicable
Bill Consolidation	Customer is provided one bill for Access Services from other providers and ClearPath for iVPN	Type 1	Service already provided to iVPN customers	Not Applicable
		Type 2	Purchase iVPN service, and provide a Letter of Agency granting ClearPath Agent of Record authority with regards to the loop(s) requiring Bill Consolidation	Not Applicable
		Type 3	Not Offered	Not Applicable
Project Management	Loop Install, and provisioning project management	Type 1	Service already provided to iVPN customers	Not Applicable
		Type 2	Purchase iVPN service, and provide a Letter of Agency granting ClearPath Agent of Record authority with regards to the loop(s) that require project management services	Not Applicable
		Type 3	Not Applicable	Not Applicable