This leased service is an Ethernet circuit with a Line Rate and Customer Bandwidth as stated in the applicable Service Order. Customer Bandwidth includes various overheads such as packet headers and protocol-dependent elements, all of which result in actual payload throughput being less than the stated Customer Bandwidth.

City's transport of Customer's traffic may use either IEEE 802.1Q or IEEE 802.1ad which is also known as IEEE 802.1QinQ and is sometimes informally referred to as "Q-in-Q".

The circuit may pass through equipment in City's network or it may function as a standalone circuit, physically running directly from Circuit Endpoint A to Circuit Endpoint B.

Each of the circuit's endpoints is located on Customer's premises in a climate-controlled environment where 110 VAC electrical power is readily available.

The demarcation point at each endpoint is a port on City equipment.

If, other than for Excused Outages, City testing finds the circuit failing to perform at greater than 95% of the Customer Bandwidth stated in the applicable Service Order, City will credit Customer's account with the amounts indicated. Outages spanning calendar months are considered a single outage and are credited in the month in which the outage ends. "MRC" in the table below refers to Customer's monthly recurring charge.

Outage lasting at least	Outage lasting not more than	Credit
24 continuous hours	47 continuous hours	6% of Monthly Recurring Charge
48 continuous hours	71 continuous hours	12% of Monthly Recurring Charge
72 continuous hours	95 continuous hours	18% of Monthly Recurring Charge
96 continuous hours	120 continuous hours	25% of Monthly Recurring Charge
120 continuous hours	191 continuous hours	50% of Monthly Recurring Charge
192 continuous hours	720 continuous hours	100% of Monthly Recurring Charge