

**GRANITE GUARDIAN SERVICES  
ADDITIONAL TERMS AND CONDITIONS OF SERVICE**

These Granite Guardian Services Additional Terms and Conditions of Service (the “Granite Guardian Terms of Service”) state important requirements regarding the use by Customer and any of its end users invitees, licensees, customers, agents or contractors of Granite Guardian Services offered by Granite and/or its affiliates through contracts with its Provider(s). The Granite Guardian Terms of Service state certain of Customer’s and Granite’s duties, obligations and rights. Customer should read them carefully as they contain important information. IF CUSTOMER DOES NOT AGREE TO THE GRANITE GUARDIAN TERMS OF SERVICE, CUSTOMER MAY NOT USE GRANITE GUARDIAN SERVICES AND CUSTOMER MUST TERMINATE USE OF SUCH GRANITE GUARDIAN SERVICES IMMEDIATELY. The Granite Guardian Terms of Service are in addition to the General Terms of Service.

**1. Services.**

1.1 Description of Services.

(a) “Granite Guardian Services” or “Guardian Services” shall mean, and consist of, one or more of the following: (i) Access Remediation Services; (ii) LAN Services; (iii) Security Services; (iv) WAN Optimization Services and (v) Dispatch Add-On in addition any Granite-provided software ancillary to these Granite Guardian Services.

(b) Guardian Services shall only be available to Customer if: (i) Customer purchased applicable underlying Services from Granite; (ii) the CPE is installed and/or approved by Granite; (iii) Customer provides and allows Granite access to applicable information to establish Communication Protocols, as defined herein, and (iv) Customer selected one or more Guardian Services on the Service Order Documents. For purposes of Guardian Services, “Communication Protocol(s)” shall be defined to include but are not limited to: Internet Control Message Protocol (“ICMP”), Simple Network Management Protocol (“SNMP”), and Applicable Programming Interface (“API”).

(c) For purposes of the Granite Guardian Terms of Service, references to CPE may be referring to Provider Equipment dependent upon the Services procured and generally may include but is not limited to, switches, access points, routers, firewalls, and devices.

1.2 Specific Terms and Conditions Applicable to Certain Guardian Services. Customer shall be subject to additional terms and conditions applicable to the specific Guardian Service, as set forth in **Exhibit A** to the Granite Guardian Terms of Service, attached hereto, and incorporated herein.

1.3 Equipment and Limitations of Guardian Services.

(a) Customer shall be solely responsible for the selected configuration on the CPE. For the avoidance of doubt, all reference to equipment, appliances and or devices, whether or not capitalized are in reference to and shall be considered, CPE. Customer must complete and provide the appropriate, current configuration forms. Granite may configure Guardian Services in accordance with Customer’s configuration submission. Customer is responsible for confirming that its network elements are configured in accordance with Customer’s preferences prior to and after activation of Guardian Services.

1.4 Physical and Diagnostic Access.

(a) Remote access shall be used by Granite and its subcontractors to support and troubleshoot the Customer’s CPE. Customer agrees to provide an on-site Customer contact for the remote access, remediation and troubleshooting

1.5 Granite Equipment and Core Network; Customer Equipment.

(a) To the extent a Service Order Document requires Granite to complete on-site Services and/or obtain additional Underlying Rights (“Underlying Rights” means any and all agreements, licenses, conduit use agreements, pole attachment agreements, leases, easements, access rights, rights-of-way, franchises, permits, governmental and regulatory approvals and authorizations, and other rights, consents, and approvals that are necessary to construct, install, maintain, operate, Guardian Services) Customer shall use commercially reasonable efforts to assist Granite in obtaining such Underlying Rights as necessary to provide Guardian Services. In the event that Granite is unable to obtain or maintain any necessary Underlying Rights without incurring additional costs, unless Customer bears the costs of obtaining such Underlying Rights, Granite may cancel the applicable service order and shall incur no liability to Customer hereunder. Granite shall not be deemed to be in breach of the General Terms of Service for its failure to meet any anticipated service installation or delivery date if such failure is caused, in whole or in part, by (i) a Force Majeure event; (ii) failure to obtain, or delay in obtaining, any required Underlying Rights; (iii) construction delays; or (iv) any other circumstances beyond the control of Granite.

#### 1.6 Responsibilities of Parties.

(a) Granite is not responsible for any delays in provisioning or failures of Guardian Services related to inaccurate information provided by Customer and/or changes in Customer’s network that are not communicated to Granite. Customer must provide Granite with information, documentation, forms and/or a network assessment worksheet (in forms provided by or reasonably acceptable to Granite) for purposes of determining the current status and support characteristics of key network protocols, services and settings (including, but not limited to, a site survey document and Customer’s local area network(s) minimum network requirements and firewall specifications) and other information necessary for providing Guardian Services to Customer. Customer will be responsible for the completion of all documentation requested by Granite, including all onboarding information forms to include information regarding sites(s), basic LAN architecture, equipment information, service plan details and contact information. Customer acknowledges that the provisioning of Guardian Services depends on the accuracy and timely receipt of information on the network assessment worksheet, other documents and/or responses to questionnaires and additional questions from Granite. Granite and/or its Providers will evaluate, design, and provision Guardian Services based on a scope proposed to, and accepted by, Customer. Customer acknowledges that there is no guaranty that Customer’s current CPE or previously purchased or installed equipment can be used with Guardian Services.

(b) Customer shall cooperate with Granite and any of its employees, agents or contractors as necessary or reasonable requested by Granite in order for Granite to provide Guardian Services. This assistance and cooperation includes, but is not limited to: (i) designating a technical point of contact to work with Granite as needed and a point of contact to receive status reports and other communications; (ii) providing Granite with all necessary information to complete the Guardian Services (including install information to configure CPE); (iii) a complete list of applications that Customer is currently running; (iv) assistance in schedule of installations and service calls (including coordinating with appropriate Customer personnel at branches/locations); (v) providing Granite with existing CPE configurations; (vi) providing a safe and hazard free work environment at each location and property security environmental conditions for CPE at each location; (vii) promptly communicating any details of any changes made by Customer to its internal systems that would impact CPE in any way; (viii) ensuring that the CPE installation location is in the same general area as the local access demarcation point (i.e. no more than 150 feet); and (ix) providing such other cooperation and assistance as is reasonably necessary (e.g. execution of LOA or other documents).

(c) Customer agrees not to modify, enhance, or otherwise alter any CPE or other equipment related to Guardian Services or Guardian Services without Granite’s prior written consent.

(d) Customer shall comply with all obligations set forth in any end user software licenses for software provided by Granite. Customer acknowledges that it is not relying on any representations or warranties made by a manufacturer except for those warranties expressly made in any software end user license agreement (if applicable to Customer).

**2. Rates and Charges.** Rates and Charges for Guardian Services are as set forth in the applicable Service Order Document(s) or as otherwise communicated to Customer at the time of ordering such Guardian Services and may vary depending on Guardian Service type, features, equipment and other costs required to deliver the Guardian Service to Customer.

3. **Service Term.** The initial minimum Service Term of all Guardian Services shall begin on the Service Start Date and shall be as set forth in the applicable Service Order Documents or other writing accepted by Granite, provided, notwithstanding the foregoing, all Guardian Services shall commit to, and shall be deemed to have committed to, an initial minimum Service Term of at least twelve (12) months from the Service Start Date. After the end of the initial Service Term selected by Customer, the Guardian Service shall automatically renew and continue on a month to month basis unless Customer provides prior written notice to Granite at least thirty (30) days prior to the end of the then current Service Term. Certain licenses or software provided in connection with the Guardian Services may automatically terminate at the end of the initial Service Term unless otherwise renewed by Customer.

4. **Early Termination Fees.** If any specific Guardian Services or the Agreement is disconnected or terminated after the Service Start Date but prior to the end of the initial minimum Service Term or any renewal Service Term selected by Customer, Customer shall be charged an Early Termination Fee in an amount equal to: (a) 100% of the average monthly recurring charge multiplied by the number of months (or portions thereof) remaining under the then current Service Term of the specific Guardian Services (including the remaining portion of any amortized CPE), plus (b) any and all outstanding funds due to Granite at the time of termination, including, but not limited to, rendered service, hardware and installation fees, plus (c) actual expenses incurred by Granite to activate or terminate Guardian Services, plus (d) any installation, construction, CPE or other non-recurring charges waived or discounted by Granite.

## **Exhibit A**

### **1. Access Remediation Services.**

#### **1.1 Proactive Ticketing.**

(a) Customer's Granite-provided internet access Services are eligible for Proactive Ticketing Service if (i) the applicable internet access Service has a public facing routable static IP address.

(b) Proactive Ticketing consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via; (iii) incident management and troubleshooting for Granite provided services, (iv) historical incident report; (v) e-mails notifications when tickets are opened, updated or closed.

(c) Granite's Network Operations Center, ("NOC") will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customer to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service is with Granite, a support case will be opened until the issue is remedied.

#### **1.2 Advanced Monitoring Service.**

(a) Customer's Granite-provided internet access Services are eligible for Advanced Monitoring if (i) the applicable internet access Service has a public facing routable static IP address and (ii) Communications Protocols are capable of being established.

(b) Advanced Monitoring Service consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via email; (iii) incident management and troubleshooting for Granite provided services, (iv) historical incident report; (v) e-mails notifications when tickets are opened, updated or closed; and (vi) portal access and analytics.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customer to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service is with Granite, a support case will be opened until the issue is remedied.

(d) Advanced Monitoring Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A of the Granite Guardian Terms of Service.

### **2. LAN Services.**

#### **2.1 Up/Down Wi-Fi Service.**

(a) Customer's Granite-provided or Granite-approved Wi-Fi Services are eligible for Up/Down Wi-Fi Service if Communications Protocols are capable of being established. Up/Down Wi-Fi Service consists of the following: (i) reachable host monitoring 24x7x365; and (ii) initial Customer notification of incident within fifteen (15) minutes via email.

(b) Up/Down Wi-Fi Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A to the Granite Guardian Terms of Service.

#### **2.2 Managed Wi-Fi Service.**

(a) Customer's Granite-provided Wi-Fi Service are eligible for Managed Wi-Fi Service if: (i) Granite has administrative access to the applicable Wi-Fi Service; and (ii) Communications Protocols are capable of being established.

(b) Managed Wi-Fi Service consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via email; (iii) incident management and troubleshooting for Granite provided services, (iv) historical incident report; (v) e-mails notifications when tickets are opened, updated or closed; and (vi) portal access and analytics.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customer to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service is with Granite, a support case will be opened until the issue is remedied.

(d) Managed Wi-Fi Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A to the Granite Guardian Terms of Service .

### 2.3 Managed Wi-Fi Service + Help Desk.

(a) Customer's Granite-provided Wi-Fi Service are eligible for Managed Wi-Fi Service + Help Desk if: (i) Granite has administrative access to the applicable Wi-Fi Service; and (ii) Communications Protocols are capable of being established.

(b) Managed Wi-Fi Service + Help Desk consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via email; (iii) incident management and troubleshooting for Granite provided services, (iv) historical incident report; (v) e-mails notifications when tickets are opened, updated or closed; (vi) portal access and analytics; and (vii) Granite NOC contact information will be provided to Customer for connecting client support.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customer to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service is with Granite, a support case will be opened until the issue is remedied.

(d) Managed Wi-Fi Service + Help Desk is eligible for Dispatch Options identified in Section 5 of this Exhibit A to the Granite Guardian Terms of Service.

### 2.4 Up/Down Switch Service.

(a) Customer's Granite-provided or Granite-approved Switch Services are eligible for Up/Down Switch Service if Communications Protocols are capable of being established. Up/Down Switch Service consists of the following: (i) reachable host monitoring 24x7x365; and (ii) initial Customer notification of incident within fifteen (15) minutes via email.

(c) Up/Down Switch Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A to the Granite Guardian Terms of Service.

### 2.5 Managed Switch Service.

(a) Customer's Granite-provided Switch Service are eligible for Managed Switch Service if: (i) Granite has administrative access to the applicable Switch Service; and (ii) Communications Protocols are capable of being established.

(b) Managed Switch Service consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via email; (iii) incident management and troubleshooting for Granite provided services, (iv) historical incident report; (v) e-mails notifications when tickets are opened, updated or closed; and (vi) portal access and analytics.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customer to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service is with Granite, a support case will be opened until the issue is remedied.

(d) Managed Switch Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A to the Granite Guardian Terms of Service.

## 2.6 Proactive Ticketing - General.

(a) Customer's CPE which is not Granite-provided, is eligible for Proactive Ticketing – General if: (i) the CPE is Communication Protocol capable; (ii) Customer is an existing Granite Customer with fifty (50) or more locations; (iii) scope of support responsibilities is mutually agreeable between Customer and Granite; (iv) if applicable, Customer agrees to a site survey conducted by a Granite technician.

(b) Proactive Ticketing - General consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via email; (iii) incident management and troubleshooting for Granite provided services, (iv) e-mails notifications when tickets are opened, updated or closed. Ticket integration available separately and upon request.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customer to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service is with Granite, a support case will be opened until the issue is remedied.

(d) Proactive Ticketing - General is eligible for Dispatch Options identified in Section 5 of this Exhibit A to the Granite Guardian Terms of Service.

## 2.7 Advanced Monitoring – VoIP Service.

(a) Customer's Granite-provided VoIP Services are eligible for Advanced Monitoring – VoIP Service if; (i) the VoIP Service utilizes Granite-provided or Granite-approved IP phones or ATAs; and (ii) Communications Protocols are capable of being established.

(b) Advanced Monitoring – VoIP Service consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via email; (iii) incident management and troubleshooting for Granite provided services, (iv) historical incident report; (v) e-mails notifications when tickets are opened, updated or closed; and (vi) portal access and analytics.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customer to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service is with Granite, a support case will be opened until the issue is remedied..

(d) Advanced Monitoring – VoIP Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A to the Granite Guardian Terms of Service.

### 3. Security Services.

#### 3.1 Advanced Monitoring Premise Firewall Service.

(a) Customer is eligible for Advanced Monitoring Premise Firewall Service if: (i) the Service utilizes Granite-provided or Granite-approved firewall appliances; and (ii) Communications Protocols are capable of being established.

(b) Advanced Monitoring Premise Firewall Service consists of the following: (i) up/down monitoring 24x7x365; (iii) Customer portal read access for analytics; (iv) incident management and troubleshooting, (v) proactive trouble tickets; and, (vi) e-mail notifications when tickets are opened, updated or closed.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customers to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service provided by Granite, a support case will be opened until the issue is remedied

(d) Advanced Monitoring Premise Firewall Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A to the Granite Guardian Terms of Service.

#### 3.2 Managed Premise Firewall Service.

(a) Customer is eligible for Managed Premise Firewall Service if: (i) the Service utilizes Granite-provided firewall appliances; and (ii) Communications Protocols are capable of being established.

(b) Managed Premise Firewall Service consists of the following: (i) initial and on-going premise firewall configuration; (ii) up/down monitoring 24x7x365; (iii) Customer portal read access for analytics; (iv) incident management and troubleshooting, (v) proactive trouble tickets; and, (vi) e-mail notifications when tickets are opened, updated or closed.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customers to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service provided by Granite, a support case will be opened until the issue is remedied.

(d) Advanced Monitoring Premise Firewall Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A to the Granite Guardian Terms of Service.

#### 3.3 Managed Cloud Network Firewall Service.

(a) Customer is eligible for Managed Cloud Network Firewall Service if: (i) the Service utilizes Granite-provided cloud network firewall; and (ii) Communications Protocols are capable of being established.

(b) Managed Cloud Network Firewall Service consists of the following: (i) initial and on-going firewall configuration; (ii) monitoring 24x7x365; (iii) incident management and troubleshooting, (iv) proactive trouble tickets; and, (vi) e-mail notifications when tickets are opened, updated or closed.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customers to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service provided by Granite, a support case will be opened until the issue is remedied.

### 3.4 Security Services Disclaimer.

(a) **LIABILITY DISCLAIMER.** SECURITY SERVICES ARE PROVIDED AS IS. GRANITE'S ENTIRE LIABILITY AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES REGARDING SECURITY SERVICES ARE EITHER: (A) SET FORTH IN CORRESPONDING SECTION OF THE SERVICE LEVEL AGREEMENT, OR (B) TO HAVE GRANITE REPAIR OR REPLACE ANY GRANITE-PROVIDED FIREWALL DEVICE IF IT IS DEFECTIVE. CUSTOMER ACKNOWLEDGES AND AGREES THAT (A) THE SECURITY SERVICES CONSTITUTE ONLY ONE COMPONENT OF CUSTOMER'S OVERALL SECURITY PROGRAM AND ARE NOT A COMPREHENSIVE SECURITY SOLUTION; (B) THERE IS NO GUARANTEE THAT THE SECURITY SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, THAT NETWORKS OR SYSTEMS CONNECTED TO THE FIREWALL OR SUPPORTED BY THE SECURITY SERVICES WILL BE SECURE, OR THAT THE SECURITY SERVICES WILL MEET CUSTOMER'S REQUIREMENTS; (C) THERE IS NO GUARANTEE THAT ANY COMMUNICATIONS SENT BY MEANS OF THE SECURITY SERVICES WILL BE PRIVATE; (D) THERE IS NO GUARANTEE THAT ANY AVAILABLE CONTENT OR URL BLOCKING SOFTWARE WILL BLOCK ALL SITES NOT DESIRED BY CUSTOMER OR THAT SUCH SOFTWARE WILL NOT BLOCK ANY SITES THAT ARE DESIRED BY CUSTOMER; AND (E) ANY AVAILABLE CONTENT OR URL BLOCKING SOFTWARE IS USED AT CUSTOMER'S SOLE RISK AND DISCRETION.

## 4. **WAN Optimization Services.**

### 4.1 Proactive Ticketing – SD WAN.

(a) Customer's Granite-provided internet access Services are eligible for Proactive Ticketing – SD WAN Service if (i) the applicable SD WAN Service has a public facing routable static IP address.

(b) Proactive Ticketing – SD WAN consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via email; (iii) incident management and troubleshooting for Granite provided services, (iv) e-mails notifications when tickets are opened, updated or closed.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customers to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service provided by Granite, a support case will be opened until the issue is remedied.

### 4.2 Advanced Monitoring – SD WAN Service.

(a) Customer's Granite-provided or Granite-approved SD-WAN Services are eligible for Advanced Monitoring – SD WAN Service if Communications Protocols are capable of being established.

(b) Advanced Monitoring – SD WAN Service consist of the following: (i) reachable host monitoring 24x7x365; (ii) initial Customer notification of incident within fifteen (15) minutes via email; (iii) incident management and troubleshooting for Granite provided services, (iv) e-mails notifications when tickets are opened, updated or closed; and (v) portal access and analytics.

(c) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customers to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service provided by Granite, a support case will be opened until the issue is remedied.

(d) Advanced Monitoring – SD WAN Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A to the Granite Guardian Terms of Service.



#### 4.3 Managed - SD WAN Service.

(a) Customer is eligible for Managed – SD WAN Service if: (i) the Service utilizes Granite-provided SD WAN CPE; and (ii) Communications Protocols are capable of being established.

(b) Managed - SD WAN Services consists of the following: (i) initial and on-going SD WAN configuration; (ii) active/active WAN configuration; (iii) up/down monitoring 24x7x365 of CPE and WAN interfaces; (iv) initial Customer notification of incident within fifteen (15) minutes via email; (v) Customer portal read access for analytics; (vi) incident management and troubleshooting, (vii) proactive trouble tickets; (viii) e-mail notifications when tickets are opened, updated or closed.

(c) Customer must complete and provide the appropriate, current configuration form as applicable. Granite will configure SD WAN CPE and network policies in accordance with Customer's configuration submission. Customer is responsible for confirming that its network policies are configured in accordance with Customer's preferences prior to and after activation of Managed - SD WAN Service.

(d) Granite's NOC will support the applicable device after its Service Start Date. Granite's NOC serves as the primary contact point for Customer to report maintenance problems, obtain updates on trouble tickets, or request escalations. During the troubleshooting process, Granite will reach out to Customer to coordinate with a physical presence onsite. If troubleshooting determines that the underlying service is the root cause and that Service is with Granite, a support case will be opened until the issue is remedied.

(e) Managed – SD WAN Service is eligible for Dispatch Options identified in Section 5 of this Exhibit A to the Granite Guardian Terms of Service.

### 5. **Dispatch Add-On.**

#### 5.1 General.

(a) The following Dispatch Add-On options identified in this Section 5 shall be available in connection with all Guardian Services with the exception of Section 1.1, 3.3 and 4.1. Technician arrival time shall be measured from the point at which the parties make a reasonable determination that remote trouble-shooting will not result in full remediation and Dispatch ticket creation occurs.

(b) Dispatch tickets must be opened prior to 2pm EST. All Dispatch tickets opened subsequent to 2pm EST will be measure from 8am EST on the following business day. All Dispatch Add-On options exclude materials and assume no greater than two (2) hours on-site. Additional time shall be billed Granite's then standard Network Integration rates.

(c) Dispatch Add-On options are intended for diagnostic purposes, repair and remediation is not guaranteed. To the extent additional remediation is required Granite will coordinate with Customer to facilitate such repair.

#### 5.2 Dispatch.

(a) Customer is eligible for Dispatch Services on Guardian Services as described in Section 5.1. Dispatch shall mean that a technician is sent to Customer's affected location within two (2) business days of trouble ticket creation.

#### 5.3 Next Business Day Dispatch.

(a) Customer is eligible for Next Business Day Dispatch Services on Guardian Services as described in Section 5.1. Next Business Day Dispatch shall mean that a technician is sent to Customer's affected location within one (1) business days of trouble ticket creation.