

Internet Transparency Disclosure

TWDX operates its network and services with net neutrality principles, and therefore, provides open access to all lawful content without discrimination, restriction, preference or interference.

Network Management Practices

TWDX does not prioritize packet transmissions on the basis of their content or source or destination. In the event of network congestion or outages, TWDX may implement reasonable traffic management measures, including re-routing, that may remain in effect for the duration of the event to minimize impact to users of our network. Even during outages, TWDX endeavors to route the traffic in the most efficient manner possible.

The procedures that TWDX implements during periods of network congestion or outages may impact latency, bandwidth, jitter, packet success rate or impact other parameters of the service. TWDX also has certain contractual rights to restrict, suspend, or terminate a customer's use of or access to our service for specified breaches. Please also see our Acceptable Use Policy at the following link: <https://towardex.com/go/aup>

Some factors beyond the control of TWDX, and outside of TWDX's network, may negatively impact the user experience. These issues may include factors such as third-party network, application or web site congestion, malicious software, issues with other networks or causes which are beyond reasonable commercial controls, such as natural disasters.

Blocking—TWDX does not block lawful content, application or services.

Throttling—TWDX does not impair or degrade access to lawful internet traffic.

Affiliated Prioritization—TWDX does not favor traffic to the benefit of an affiliate.

Paid Prioritization—TWDX does not prioritize certain traffic over other traffic, nor does it offer paid prioritization of traffic across its network.

Congestion Management—TWDX monitors its network in order to help ensure that our customers have access to all lawful activities, content, sites and applications on the internet. We continuously monitor our network for congestions and upgrade as needed. It is TWDX's general operating guideline to begin the process of upgrading backbone links when their sustained utilization reaches approximately 50%. To address congestion on a customer's link, depending on the specific interface deployed at the customer's location or facilities available at the customer's location, the customer has the capability to upgrade and scale up to 400 Gbps.

Application-specific behaviors—TWDX does not block or rate-control specific protocols or protocol ports or otherwise inhibit or favor certain applications across its network.

Performance Characteristics

TWDX's internet access services are monitored by our 24/7 network operations center (NOC) and backed by industry leading Service Level Agreements (SLAs). TWDX's internet access service is engineered as such that both the download and upload speeds are the same (symmetric bandwidth) and that the customer's subscribed bandwidth is always available. TWDX also offers a "burstable service", which enables customers to burst up to the maximum speed of their interface ("port speed"), provided if the additional bandwidth is available.

Bandwidth Offered:

| Interface | Speed |
|-----------|------------------|
| GigE | 1 Mbps — 1 Gbps |
| 10GigE | 1 Gbps — 10 Gbps |



| | |
|---------|---------------------|
| 100GigE | 10 Gbps — 100 Gbps |
| 400GigE | 100 Gbps — 400 Gbps |

For more information about TWDX's dedicated internet access, visit our TWDX IP product web page at <https://towardex.com/go/ip>

Commercial Terms

Pricing for our internet access services vary. The specific details, including early termination fees, are contained in the Master Services Agreement you executed with TWDX. For privacy policy governing internet access services, please visit <https://towardex.com/privacy.html>.

Redress Options

Service issues: For service issues, please call 24/7 network operations center at 844-290-TWDX or by sending an email to support@towardex.com.

Billing questions: For billing issues, please contact our billing department by email at billing@towardex.com or by phone at 617-849-7278.

Dedicated account teams: TWDX assigns dedicated accounts teams to support certain business customers. Your assigned account executive is available to answer questions about your services and solutions and resolve issues to your satisfaction.