

SENT VIA BULLETIN ANNOUNCEMENT (Approved for Public Release. Distribution is Unlimited)

January 24, 2023

To: Customers, partners and internet networks connecting with TOWARDEX at the following location:
1 Summer Street
Boston, MA 02110

Subject: **Notification of Changes to Services at 1 Summer Street**

You're receiving this letter because TOWARDEX Technologies International, Inc. (hereinafter referred to as "TWDX") is either exchanging traffic with you, or is providing you with (i) unregulated services, such as internet access, IP transit, IP interconnection services; or (ii) regulated telecommunications services, such as intra-state wavelengths, transport or private line services at 1 Summer Street, Boston, Massachusetts.

TWDX is providing this notice to inform the public of upcoming changes to the way we deliver both regulated and unregulated telecommunications services at 1 Summer Street. Because TWDX is a common carrier regulated by the Massachusetts Department of Telecommunications & Cable ("MDTC"), pursuant to MGL c.159 § 19F, we will be required to provide you minimum of 30 days' notice, if there will be any increase in rates for regulated retail telecommunications services as a result of these changes.

Background

In 2018, TWDX was unable to renew its License Agreement with Markley Boston, LLC, the owner of the property at 1 Summer Street ("Markley") to continue remain operating in that facility. As such, in that same year, TWDX had obtained a colocation hosting service from Cambridge Network Solutions, LLC ("CNS") to quickly relocate our demarcation devices (demarcation points as defined by 47 CFR § 68.3 and § 68.105) into CNS operated space in the building to continue providing uninterrupted services to our customers. As a result, TWDX was able to comply with surrender obligations under our expiring License Agreement with Markley, and completed our exit in January 2019, while continuing to provide unregulated services to our customers in the building without interruption.

After the above event, TWDX began investing in underground utilities to ensure that our long-term access to interconnection facilities, and our ability to continue providing broadband telecom services to businesses and enterprise consumers alike, cannot be held at risk by a decision or act of any single provider. In September of 2020, TWDX became a Competitive Local Exchange Carrier (data CLEC) licensed by the MDTC, and began the construction of a new multi-conduit, open access underground utility system in Somerville, Massachusetts, known as the **Hub Express System**. The opening of the Hub Express System had substantially increased flexibility for ISPs and competitive telecom providers in making interconnections between each other, allowing connections to be made out in the public right-of-way, free of interference from any third party. Moreover, unlike Meet-Me Rooms (MMRs) operating in private properties, infrastructures located in public ways are regulated under the common carrier principle, and utility owners are duty-bound in law to provide nondiscriminatory access in accordance with 47 USC § 224 and MGL c.166 § 25A. For more information about the Hub Express System, please visit infrastructure.twdx.net.

Current Situation

On January 20, 2023, we received a Service Termination Notification from Cablevision Lightpath, LLC ("Lightpath"), the parent company of CNS, advising us that we have until **August 30, 2023** to remove our demarcation devices installed in CNS colocation space at 1 Summer Street, affecting both unregulated and regulated telecommunications services we provide in the property. In anticipation of this possible eventuality, since 2021, TWDX began deploying a new dark fiber-based architecture that would allow us to eliminate demarcation devices in 1 Summer Street, while continuing to provide uninterrupted telecommunications services to tenants in the building. Under the new dark fiber-based model, TWDX would remotely host its demarcation devices in other

facilities outside of 1 Summer Street, while continuing to maintain our ability to monitor services and meet Service Level Agreement (SLA) commitments we have with our customers.

However, a significant portion of our impacted customers continue to remain connected to our demarcation devices which are currently situated in the building. In order to meet our surrender obligations pursuant to the termination notice we received from Lightpath, and continue providing you with uninterrupted service, we will need to make some changes to the services we're providing to you in 1 Summer Street.

Changes Required to Your Service at 1 Summer Street

TWDX will organize a scheduled night-time maintenance to migrate your service from existing demarcation devices in the building to new bulk, "dark" fiber strands we lease from multiple carriers who have partnered with TWDX, including Lightpath. For most customers, there will be no action required; all migration activities are designed to be transparent and minimally invasive. Furthermore, no special equipment or changes are required to your environment. For customers with redundant circuits, TWDX will schedule two separate maintenance activities, one for each circuit, so that high availability is maintained throughout the migration.

Many customers having newer circuits (mostly since late 2021) are already running in the new dark fiber-based infrastructure— for these customers, no scheduled maintenance activity or changes to their service will be required, as they're already running from the new dark fiber-based architecture which does not require demarcation devices in the building.

However, some customers in 1 Summer Street are either utilizing services in a more complex configuration, or are still subscribed to a legacy service which had been outdated. For these customers, we may need to coordinate a more invasive migration procedure or update your service to current standards. For these customers, you will be contacted separately by us to plan for a coordinated migration and changes to your service.

If you have any questions or concerns about these upcoming changes to your services at 1 Summer Street, please do not hesitate to contact me, our support team, or your account manager. We're thankful for the trust you've placed in us and being our loyal customer or partner for many years, and it is our utmost goal to make every reasonable commercial effort to ensure that we improve your service with minimal risk to your operations.

Through our operation of MASS IX¹, which is now Boston's largest internet peering exchange point², and the Hub Express System, TWDX is committed to making a lasting contribution to both our region's internet infrastructure and its ongoing advancements in digital inclusion. We believe strongly that the market and the consumer are better served when carrier hotels and data centers operate in a competitively neutral and nondiscriminatory basis. We take great pride in our humble but important contributions made in these developments, and are super psyched to be partaking in this awesome transformation of Boston's market for interconnected data centers and ecosystems, where consumers of telecommunications services can rule and thrive in a free market of ideas and services they so deserve.

Sincerely,



James H. Jun
Chief Operating Officer
TOWARDEX Technologies International, Inc.

cc: David L. Sterrett, Law Department

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1. <https://www.mass-ix.net>
 2. Source: Peering DB <https://www.peeringdb.com>, Newby Ventures <https://www.newby-ventures.com/research/meet-me-series/meet-me-in-boston/>