

## Network Performance and Practices

Ritter operates a central Network Operations Center focused on maintaining the highest level of Service to our customers. We use best of breed platforms to monitor every element of our core network along with access circuitry that delivers our services to our customers 24 hours a day, 7 days a week.

Service impacting incidents that affect the services we provide to our customers fall into one of the following severity categories:

- **Level I – outage or service quality issue affecting two or more customers.**
- **Level II – outage issue affecting a single customer.**
- **Level III – service quality issue affecting single customer.**

Once classified, our Network Operations Center uses established troubleshooting procedures to identify the cause of the disruption and restore service as fast as possible. In addition to troubleshooting efforts, our Network Operations team follows an established escalation procedure to effectively communicate and raise awareness of the issue to Ritter management to ensure adequate resources are dedicated to resolving the issue.

Ritter does not actively filter/limit access to any legal websites or services available on the Internet.

### **Network Performance**

While only offered as a “best effort” service, Ritter strives to maintain the highest performance technically available on our Internet Access Services. We monitor the following performance metrics on our Internet Access Services:

- Availability: Also known as “up time”
- Latency: This is the total amount of time it takes to transport a customer’s data from their location to the Internet

The following are the performance targets we strive to maintain for our Internet Access Service:

- Availability: 99.95%
- Latency:  $\leq$  80 milliseconds