



PREFERRED ADVANTAGESM MANAGED FIREWALL SERVICE

1. DESCRIPTION. This service description sets forth the entire Preferred AdvantageSM Managed Firewall Service offering. PAETEC reserves the right to make enhancements to the Service and shall advise Customer of any additional features.

PAETEC's Preferred AdvantageSM Managed Firewall Service is an optional service available with Dedicated Internet or Managed Dedicated Internet. The Managed Firewall is a network-based firewall provided from within the PAETEC network on secure and redundant core network equipment. The Managed Firewall provides a way to define blocked or allowed Internet traffic based on customer network requirements. Two options are available:

- A. Standard.** This option provides a pre-configured rule set policy that trusts all internal traffic, but blocks all externally initiated traffic. This policy is known as "Trust Inside." In this scenario, it is assumed that the most significant threats will come from outside the customer enterprise network, and the emphasis of the policy will be keeping outsiders from getting in. This type of stance is implemented by defining a firewall rule set that permits all connections, which are initiated from the inside, but blocks connections initiated from the outside. If any customized rules are required, the customer must upgrade to the Enhanced option.
- B. Enhanced.** Provides a completely customizable rule set policy, which is defined by the customer upon order initiation. Customer is responsible for defining all rules for their network and providing written documentation for initial configuration and any changes.

2. SERVICES TEAM. Customer desires to obtain Preferred AdvantageSM Managed Firewall Service under the terms of the Agreement for a period as defined in the Agreement. Customer agrees that all terms and conditions of the Agreement and this service description will remain effective until the expiration of the Customer's Term commitment. Termination charges shall be assessed according to the terms of the Agreement and may also include any Local Access charges assessed by the Local Access provider.

3. FIREWALL DISCLAIMER. PAETEC's Preferred AdvantageSM Managed Firewall Service solution is designed to prevent outsiders from gaining access to private corporate information and will provide an effective method of monitoring and limiting access. However, the service is characterized as "best effort" based on the customer-defined policies. It may not prevent some instances of dedicated fraudsters from breaking their way in, or an employee from gaining unauthorized access to the Internet or to confidential information stored on the corporate network.

Customer should ensure that any confidential or valuable corporate data is not accessible via the Internet. PAETEC will not accept liability for any losses or damage to Customer's business or data that arise as a result of the Preferred AdvantageSM Managed Firewall Service not preventing unauthorized access. The PAETEC Preferred AdvantageSM Managed Firewall Service does provide a high standard of protection and service, however no system can claim to be completely secured.

4. SERVICE SUSPENSION AND MAINTENANCE. PAETEC may perform scheduled network maintenance during a maintenance window of 12:00 a.m. CST to 6:00 a.m. CST. PAETEC may also perform unscheduled network maintenance that may result in a brief service interruption. PAETEC will give advance notification of unscheduled interruptions whenever reasonably possible. Any PAETEC liability resulting from an unscheduled Service interruption will be determined in accordance with the governing Agreement.