



SERVICE LEVEL AGREEMENT (“SLA”)

This Service Level Agreement (“SLA”) specifies the services offered by Madison Network Systems, Inc. (“Madison”) by users of Madison’s Network and related Internet services (“Services”). Madison reserves the right to modify the SLA at any time, effective upon posting of the modified AUP to this URL: www.gomadison.com.

Network Broadband Account Service Benefits:

- Multiple pc connections to Madison's high speed network via customer provided network connections
- One static ip address
- Multiple email accounts
- 24 hour, unlimited customer care
- Four-hour emergency callback
- One dial-up account for remote access
- One inside wiring and one outlet for connection to high speed access service
- Priority technical support call routing to Second Level Supervisors
- 30-minute response time guarantee on Technical Support Callbacks

Additional outlets will be provided at additional expense to the customer. Customers must pay for DSL or cable modem (if purchased from Madison), installation costs and one month of service on or before installation. The customer understands and recognizes that network latency and packet delivery outside the control of Madison’s network will vary depending on customer’s applications, equipment or facilities and other network congestion outside the control of Madison.

Small Home-Based Office Broadband Account, Residential Broadband Account, and Dial-Up Account Service Benefits:

- Single pc connections to Madison’s high speed network via customer provided network connections
- 24 hour, unlimited customer care
- One dial-up account for remote access
- One inside wiring and one outlet for connection to high speed access service

Each of the service tiers are also governed by Madison’s Acceptable Use Policy (AUP) and the limits and terms specified on Madison’s Broadband and Dial-Up Services Agreement.