# PRODUCT RIDER — DIA IN DATA CENTERS

Burstable billing, link aggregation and cross-connects · Ver.1 · Effective 2026-10-01

This Rider applies **only** where the Order Form states that a DIA Service is delivered in a data center operated by FiberFed or by a **Facility Operator**, and that burstable billing or link aggregation is ordered. It supplements the DIA Rider. Where this Rider and the DIA Rider conflict, this Rider governs for Services delivered under it. Capitalized terms not defined here have the meaning given in the Terms.

## 1. BURSTABLE BILLING

**1.1 Commitment.** A burstable Service has a **Committed Data Rate (CDR)** stated on the Order Form. The CDR is billed every month at the rate stated on the Order Form whether or not Customer uses it. Customer may burst up to the physical capacity of the port, subject to available capacity on the FiberFed Network.

**1.2 Measurement.** FiberFed samples inbound and outbound utilization on the port every 5 minutes and retains the higher of the two samples. At the end of the calendar month the samples are ranked from highest to lowest, the top 5% are discarded, and the highest remaining sample is the month's **measured usage** (95th percentile). Where the Order Form states 90th percentile billing, the top 10% are discarded instead. Unused periods count as zero. A partial month uses that month's samples.

**1.3 Burst charge.** Where measured usage exceeds the CDR, Customer pays the per-Mbps burst charge stated on the Order Form on the difference.

**1.4 Combined billing.** Where the Order Form elects **Summed Burst Billing** (with 90th percentile) or **Aggregate Burst Billing** (with 95th percentile) across several ports, the Order Form identifies the **Master Service** and each other Service involved. Burst charges for the group are billed on the Master Service account, in the Master Service's currency and at its burst rate. Summed Burst Billing compares the sum of each port's measured usage against the sum of the CDRs. Aggregate Burst Billing adds the 5-minute samples across the ports first, then applies Section 1.2 to the combined series.

**1.5 Billing options are separate from LAG.** Electing a billing option does not create a LAG-bundle, and electing LAG does not combine billing. Each is ordered separately on the Order Form.

## 2. LINK AGGREGATION (LAG)

**2.1** Where available at a Service Location, Customer may aggregate two or more Ethernet Services into a **LAG-bundle**, stated on the Order Form.

**2.2 Service levels.** A LAG-bundle is treated as **one Service** for the SLA. Network Unavailability occurs only if **every** Service in the bundle is unavailable at the same time; the loss of some but not all members is not Network Unavailability and earns no Service Credit, even where Customer has configured the bundle to drop if a member fails. The MRC used to calculate a Service Credit for a LAG-bundle is the sum of the MRCs of its members.

## 3. CROSS-CONNECTS AND DEMARCATION IN DATA CENTERS

**3.1 FiberFed-operated space.** FiberFed delivers the Service at a demarcation point on FiberFed equipment and provides and maintains the cross-connect for the cabling charge stated on the Order Form.

**3.2 Facility Operator space.** In a data center FiberFed does not operate, FiberFed delivers the Service at a demarcation point on FiberFed equipment. Unless the Order Form states otherwise, **Customer provides and pays for the cross-connect** to that point. Where FiberFed provides it, the cabling charge on the Order Form applies and the demarcation point stays on FiberFed equipment.

**3.3 Cost pass-through.** Charges of a Facility Operator that are a direct input to the Service — including cross-connect, space, power and remote-hands charges — may be passed through under **Section 10.4 of the Terms**, subject to the cap and the 60 days' notice stated there.

**3.4 Site rules.** Customer, and anyone Customer brings to the site, must comply with the Facility Operator's site and security policies. FiberFed's delivery obligations are subject to its own agreement with the Facility Operator.

*Colocation space itself (cabinets, cages, power and remote hands sold by FiberFed) is **not** sold under this Rider. See the Colocation Rider outline; it is gated on FiberFed's underlying agreements.*