PRODUCT RIDER — DEDICATED INTERNET ACCESS

United States · Ver.9 · Effective 2026-10-01

This Rider applies to the Dedicated Internet Access (**DIA**) Services stated on the Order Form and is part of the CSA. Capitalized terms not defined here have the meaning given in the Terms. In a conflict, the order of priority in Section 1.1 of the Terms applies: Order Form, Addendum, Terms, this Rider, SLA. This Rider does not repeat the Terms; delivery, acceptance, charges, liability, Access Provider and Facility Operator provisions are in the Terms.

1. THE SERVICE

1.1 DIA is a Layer 3 service that carries IP traffic between Customer's port on the FiberFed Network and the public Internet at the committed bandwidth stated on the Order Form. Bandwidth is symmetrical unless the Order Form states otherwise.

1.2 The Order Form states, for each DIA Service: the Service Location, the port and handoff type, the committed bandwidth, the Service Tier, the Initial Term, and the charges. DIA may be ordered on its own or as an add-on to a WAN Service under the Ethernet and WAN Services Rider.

1.3 MTU. The Service carries a **usable IP MTU of 1,500 bytes**. **Jumbo frames are not an attribute of Dedicated Internet Access.** Where a larger frame is required, it is an Ethernet and WAN or Wave attribute, stated per Service Location on the Order Form from a measured ceiling.

1.4 Fair use. The committed bandwidth is the maximum rate FiberFed carries on the port. FiberFed does not bill usage above the committed bandwidth on a flat-rate DIA Service; it shapes to the committed rate. Burstable and usage-based billing are available only under the DIA — Data Center Rider.

2. IP ADDRESSES

2.1 Included allocation. FiberFed allocates, at no additional charge with each DIA port: an **IPv4 /31** (1 usable address) for the point-to-point link; an **IPv6 /127** for the link; and a routed **IPv6 /56**. A routed **IPv6 /48** is available on justified request through the IP Allocation Questionnaire, at no charge.

A /31 link address follows RFC 3021. **Where Customer's equipment does not support a /31, a /30 is available at the charge below** — a /30 consumes twice the IPv4 space of a /31, and is charged accordingly.

2.2 IPv4 allocations and charges. A larger IPv4 allocation is available at the monthly charge stated on the Order Form, subject to FiberFed's approval of a completed **IP Allocation Questionnaire** showing justified need under the policies of the relevant internet registry. FiberFed's current list charges are:

Allocation	Usable host addresses	Monthly charge
IPv4 /31 (point-to-point link)	1	**included**
IPv4 /30	1	$19
IPv4 /29	5	$32
IPv4 /28	13	$54
IPv4 /27	29	$92
IPv4 /26	61	$158
IPv4 /25	125	$272
IPv4 /24	253	$499
IPv6 /127 link and /56 routed	n/a	**included**
IPv6 /48 routed	n/a	included, on justified request

Usable host counts are stated net of the network address, the broadcast address and the FiberFed gateway address. Charges on the Order Form govern.

2.3 Conditions. IP addresses are assigned, not sold. FiberFed does not guarantee that a later allocation will be contiguous with an earlier one. Where FiberFed delivers a Service over an Access Provider, the addresses may be assigned from that Access Provider's number resources. Address use is subject to the

AUP. **All addresses assigned by FiberFed are reclaimed when the Service terminates**, and are not portable.

2.4 Customer's own addresses. Customer may use its own registered addresses over the Service with BGP under Section 3, or with static routing under Section 4.

3. BGP

3.1 Customer may exchange routes with FiberFed using BGP, using Customer's own registered ASN (the **Primary ASN**), on placing an order for it. FiberFed charges a monthly fee for each ASN connected, including the Primary ASN, as stated on the Order Form.

3.2 To announce routes for a third party (a **Secondary ASN**), Customer must give FiberFed a Letter of Authorization from the registrant. **All dealings about a Secondary ASN are between FiberFed and Customer only**; no contract arises between FiberFed and that third party, and Customer is responsible under the CSA for all traffic and announcements made under any Secondary ASN.

3.3 FiberFed may filter, reject or withdraw any announcement that is unregistered, inconsistent with registry data, or that threatens the FiberFed Network or other customers.

4. STATIC ROUTING AND VLANs

Customer connecting without BGP may require a VLAN-structured port, ordered on the Order Form at the charge stated there. To route addresses registered to a third party, Customer must provide a Letter of Authorization, and Section 3.2 applies to those addresses. Each VLAN receives the same included IP allocation as a port order at the same Service Location.

5. EQUIPMENT

5.1 FiberFed-owned CPE. Unless the Order Form states otherwise, FiberFed provides a **managed router** for each DIA Service. The router, and any other equipment FiberFed installs, **remains FiberFed's property** under Section 4.4 of the Terms, is monitored and maintained by FiberFed, and must be returned or paid for under Section 4.5 of the Terms. FiberFed may replace or upgrade it.

5.2 Customer obligations. Customer will provide space, continuous commercial power, and environmental conditions and access for the router, and will not move, open, alter or reconfigure it. Customer is responsible for replacement cost where the equipment is damaged, altered, lost or stolen while at the Service Location, other than by FiberFed's own act, and will indemnify FiberFed for third-party claims arising from Customer's alteration of it.

5.3 Customer-provided equipment. Where the Order Form states that Customer provides its own router, FiberFed's responsibility ends at the demarcation point, no managed-router service level applies, and FiberFed may require Managed Power Monitoring or a Dispatch Fee arrangement before accepting a trouble report that depends on Customer equipment.

6. MANAGED POWER MONITORING

6.1 Where the Order Form includes **Managed Power Monitoring** for a Service Location, FiberFed monitors commercial power at that location through the FiberFed-owned CPE and supplies the power unit needed to report it.

6.2 Charges. A one-time charge of **$500** applies, stated on the Order Form. **There is no recurring charge** for the monitoring or for the automatic ticketing it enables.

6.3 What it changes. As stated in Section 3.4 of the SLA: the power-related part of **Customer Delay** does not apply, because FiberFed can see the power state without asking; FiberFed **raises a Ticket automatically** on loss of commercial power and dispatches under its normal process, at no additional charge for the automatic ticketing; and the **target restoration time for that Service is reduced by two hours**. The benefit is **faster diagnosis and automatic dispatch**.

6.4 What it does not do. Managed Power Monitoring does not keep the Service running during a loss of commercial power. Loss of commercial power remains excluded from Network Unavailability under Section 8 of the SLA. A dispatch that proves to be a Customer-side condition other than loss of commercial power remains billable under Section 4.8 of the Terms.

6.5 Conditions. The add-on requires FiberFed-owned CPE. Equipment FiberFed supplies for it remains FiberFed property under Sections 4.4 and 4.5 of the Terms. Customer will not disconnect or relocate it, or load it with equipment other than the FiberFed-owned CPE.

7. ADD-ON SERVICES

Managed Firewall, DDoS Protection, UCaaS, POTS Replacement and SIP Trunking are available with DIA under the **Managed Services Schedule**, at the charges stated on the Order Form. Where an add-on has its own service levels, they are stated in that Schedule; otherwise no service level applies to the add-on.

8. EXPEDITE

Customer may request expedited delivery on the Order Form. FiberFed will use commercially reasonable efforts to accommodate the request at the expedite charge stated on the Order Form. **FiberFed does not guarantee any expedited date, and disclaims any such guarantee given orally or in writing. FiberFed gives no installation commitment**: the interval on the Order Form is a target under Section 2.1A of the SLA, and a guaranteed date is available only where it is negotiated and stated as such.

9. CUSTOMER COOPERATION

Customer's obligations for survey, access, escort, space, power and installation are in Sections 4 and 5 of the Terms and Section 6.3 of the SLA. **Failure to meet them releases FiberFed from the installation guarantee and from the availability guarantee for the period affected, and does not delay the Service Acceptance Date or the start of billing.** Where FiberFed's engineers cannot reach the telecommunications space or the equipment, the time lost is Customer Delay under Section 3.3 of the SLA.