MANAGED SERVICES SCHEDULE

Firewall · DDoS Protection · UCaaS · POTS Replacement · SIP Trunking · Ver.2 · Effective 2026-10-01

This Schedule applies to the managed and add-on services stated on the Order Form and is part of the CSA. It ranks as a Rider under Section 1.1 of the Terms. Capitalized terms not defined here have the meaning given in the Terms. Charges are those stated on the Order Form; the rates below are FiberFed's current list rates.

General rules for every service in this Schedule. Each is an **add-on to an underlying FiberFed Service** and terminates with it. Unless this Schedule states a service level for a specific add-on, **no service level or Service Credit applies to it**, and Section 1.2(d) of the SLA applies. Equipment FiberFed provides with an add-on is FiberFed-owned CPE under Sections 4.4 and 4.5 of the Terms unless the Order Form states that Customer purchases it. Customer is responsible for its own users, endpoints, configurations and content.

1. MANAGED FIREWALL

Included. A stateful firewall at the Service Location, configured, monitored and managed by FiberFed: initial policy build from Customer's stated requirements; standard rule changes on request during business hours; firmware and signature updates; monitoring and alarming; and restoration of the firewall configuration from FiberFed's backup after a hardware replacement.

Not included. Application-layer security testing, penetration testing, incident response or forensic investigation; security of anything behind the firewall; endpoint, email or identity security; compliance certification; and any guarantee that the firewall prevents a compromise.

Service level. Availability of the firewall follows the Service Tier of the underlying Service, and an outage caused by the firewall is handled under the SLA as part of that Service. **No separate security or efficacy commitment is given.**

Rate. $199 per month per Service Location (list).

2. DDoS PROTECTION

Included. Always-on detection of volumetric attacks against the protected DIA Service, with scrubbing activated by FiberFed when an attack is detected or on Customer request; notification to Customer's technical contact; and a post-event summary on request. Available for DIA Services from 1 Gbps to 100 Gbps.

Not included. Protection of traffic that does not traverse the protected Service; application-layer (Layer 7) attack mitigation beyond FiberFed's standard profiles; protection of Customer equipment or hosted content; and any guarantee that all attack traffic is identified or removed, or that legitimate traffic is never affected by mitigation.

Service level. No availability or mitigation-time commitment. Traffic dropped or delayed during mitigation is not Network Unavailability under the SLA. FiberFed may activate mitigation, or null-route traffic, without notice where necessary to protect the FiberFed Network or other customers.

Rate. 15% of the protected Service's MRC (list).

3. VOICE SERVICES — SEE THE VOICE SERVICES RIDER

UCaaS licences, SIP Trunking and POTS Replacement (ATA) are governed by the FiberFed Voice Services Rider Ver.1 (`https://www.fiberfed.com/legal/riders/voice/v1`), which states the emergency-calling terms, the platform service level and Service Credits, number porting, toll-fraud responsibility, acceptable use and the voice-specific charges. **This Schedule does not govern them.**

Rates (list). UCaaS $27.99 per licence per month, including a handset or softphone · POTS Replacement over Ethernet $26.99 per month · POTS Replacement over partner cellular $34.99 per month · SIP Trunking per channel, quoted on request.

An Order Form that states a Voice Service must attach the Voice Services Rider. *Emergency-calling acknowledgements, toll-fraud responsibility and the 99.99% platform commitment are in that Rider and nowhere else.*

4. CHANGES AND TERMINATION

An add-on may be added by Change Order at any time and takes the Initial Term stated on the Order Form; where none is stated, it runs concurrently with the underlying Service and renews with it. Cancelling an add-on before the end of its term makes the Termination Charge in Section 6.3 of the Terms payable for that add-on, calculated on the add-on's MRC. Terminating the underlying Service terminates its add-ons, and Section 6.3 applies to each.