

*Is your business clear for take off?*



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Reliable High-Speed Internet  
**AeroNet**  
*go faster*

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O|G|P

June 29, 2015

OFICINA DE GERENCIA Y PRESUPUESTO  
ESTADO LIBRE ASOCIADO DE PUERTO RICO

Sra. Elsa Meléndez Ramos

# Dedicated Internet Port SLA

AeroNet Wireless Broadband Corp. compromises to offer unlimited support to any service outage that is in direct relation to any of the components used to provide our service including the antenna, radio and cabling during the period that the customer is a active account with our service.



Measurement Region	Committed Network Round Trip Delay	Committed Network Packet Loss	Committed Network Jitter
PR	Less Than or equal to 60 ms	0.50%	Less than 15 ms

- \* Network Delay SLA
  - AeroNet guarantees their monthly average backbone delays as detailed in the chart above.
- \* Network Packet Loss SLA
  - AeroNet guarantees a monthly average backbone packet loss as detailed in the chart.
- \* Network Jitter SLA
  - AeroNet guarantees a monthly average backbone jitter as detailed in the chart above

# Dedicated Internet Port SLA

- \* Aeronet guarantees up to 99.99% port availability
- \* Service 24/7
- \* A service outage is considered as an absence of service for more than 5 minutes, and it is categorized in the following table:



Type	Physical Location	Description	Response Time
Backbone Outage	Backbone Link	Outage related to main backbone link	2 hours
POP Outage	Point of Presence	Outage related to POP center	4 hours
CPE Outage	Customer Premises	Outage related to customer equipment	8 hours

# Business Broadband Internet Port SLA

Measurement Region	Committed Network Round Trip Delay	Committed Network Packet Loss	Committed Network Jitter
PR	Less Than or equal to 80 ms	0.90%	Less than 25 ms

- \* Aeronet guarantees up to 99.99% port availability
- \* Service 24/7
- \* A service outage is considered as an absence of service for more than 5 minutes, and it is categorized in the following table:

Type	Physical Location	Description	Response Time
Backbone Outage	Backbone Link	Outage related to main backbone link	2 hours
POP Outage	Point of Presence	Outage related to POP center	4 hours
CPE Outage	Customer Premises	Outage related to customer equipment	24 hours

# Escalation List

## \* Aeronet First Level Support

- Name: Tech Support Dept. / Network Operation Center(NOC)
- E-mail: [support@aeronetpr.com](mailto:support@aeronetpr.com)
- Phone: 787.273.4143 Option # 1
- Hours: 24 Hours

## \* Aeronet Second Level Support

- Name: Luis Cintrón, Title: Jr. Network Engineer
- E-mail: [lcintron@aeronetpr.com](mailto:lcintron@aeronetpr.com)
- Phone: 787.273.4143 Mobile: 787.241.7471

## \* Aeronet Third Level Support

- Name: Sorelis Cordero, Title: NOC Supervisor
- E-mail: [scordero@aeronetpr.com](mailto:scordero@aeronetpr.com)
- Telephone: 787.273.4143 Mobile: 787.397-8337

# Terms for Regular Pricing

- Subscribing to AeroNet conventional or direct payment options (credit card or checking's account).
- Prepayment of installation fee is required for service installation and activation.
- The first invoice will include a prorated first month charges that will be calculated from the service activation date until the 30th of the month.
- 30 day business satisfaction or money back guaranteed.

# Terms for Prepayment Option

- Subscribing to AeroNet conventional or direct payment options (credit card or checking's account).
-  Prepayment the all year and the installation fee is required for service installation and activation.
- 30 day business satisfaction or money back guaranteed.