

**Exhibit A  
Defined Terms Supplement**

*Any capitalized term not defined within the Master Service Agreement or subsequent Product Rider, herein shall be given the meaning as it is commonly understood in the telecommunications industry.*

**"Acceptance Notice"** means the form that, upon Customer's signature, indicating that Customer has accepted delivery of Service.

**"Access Interface"** means a physical point-to-point segment or portion of the ES, which typically connects Customer's location to FBL's Ethernet cloud. This is typically used to connect to another AI or an EI and requires at least one EVC.

**"Additional Hub Tail Circuit"** means any supplemental Ethernet Private Line Services ordered by the same Customer who purchased the Primary Hub Tail Circuit and utilizing the same equipment serving the Ethernet Hub location as the Primary Tail Circuit.

**"Aggregate Burst Billing"** means a billing option available for FBL's LightSource Dedicated IP Service in conjunction with 95th percentile burst billing, for which excess bandwidth usage is calculated by FBL as the difference between total aggregated bandwidth usage and the summed bandwidth commitment across all aggregated ports, where total aggregated bandwidth usage is determined by adding usage samples every 5 minutes across all aggregated ports.

**"Agreement"** means FiberLight's Master Services Agreement, or, in the alternative, FiberLight's General Terms and Conditions, including any applicable Product Riders, Service Orders, and amendments.

**"AS"** means an autonomous system of connected internal protocol.

**"ASN"** means an autonomous system number used as a unique identifier of network on the internet.

**"Assessments"** means all applicable Federal, State, or local use, excise, sales, value added or privilege taxes, duties, franchise, telecommunications fees, surcharges or any other taxes, fees, duties, charges or surcharges imposed on or incident to the provision, sale or use of Services provided by FBL.

**"AUP"** means FBL's acceptable use policy.

**"Authorized Customer Representatives"** means Customer employees, Customer agents, or Customer contractors, other than FiberLight, who establish or have established through reasonable procedures developed by FiberLight their authorization on behalf of Customer and/or have existing relationships on behalf of Customer with FiberLight customer service, account, or other representatives. Authorized Customer Representatives that are employees of Customer may authorize additional Customer representatives to access CPNI of Customer and its Affiliates pursuant to this Agreement.

**"Availability Factors"** means a measurement of the percent of total time that Service is operative and deemed available to Customer in accordance with the specifications on the applicable Product Rider.

**"BER"** means bit error rate.

**"BGP"** means border gateway protocol standardized and designed to exchange routing and reachability information amount AS on the internet.

**"Broadcast Traffic"** means Ethernet frames sent to all network devices on the link.

**"Charge(s)"** means the non-recurring and recurring charges as set forth on the applicable Service Order.

**"Chronic Service Outage"** shall have the meaning identified in the applicable Product Rider.

**"Client Protection"** means a four (4) fiber handoff between FBL and Customer where the equipment between the two parties shall be configured with a unidirectional linear protect scheme.

**"Cross-Connect"** means the necessary wiring to connect the FBL's service at the indicated Customer demarcation point.

**"Customer"** means the party to the contract that will receive Service from FBL.

**"Dispute"** means any dispute, controversy or claim arising under the Agreement.

**"Early Termination Charge"** shall have the meaning identified in Section 5.3 of the Agreement, or any other applicable attachment or exhibit to the Agreement.

**"Effective Date"** means the date that a document making up the Agreement is accepted and last executed by either Party.

**"Ethernet End Link"** means the last mile connection from FBL's network to the Customer location.

**"Ethernet Hub"** means a channelized Ethernet Private Line Service where Customer orders Service from the A-location into FBL's Hub site.

**"Ethernet Interconnect Interface" or "EI"** means that physical point-to-point segment or portion of the Customer ES, which typically connects Customer's centralized aggregation point to FBL's Ethernet cloud. The EI is typically used in a point to multi-point architecture and does not include an EVC.

**"Ethernet Private Line"** means a set of configurations where Customer obtains dedicated point-to-point connections between two locations on FBL's Facilities or point-to-point connections aggregated to a single endpoint on FBL's Facilities using Gigabit Ethernet protocols.

**"Ethernet Service" or "ES"** means a configuration where Customer obtains Ethernet frames between two or more end-points transparently through an Ethernet Virtual Circuit analogous to a Frame Relay.

**"Ethernet Virtual Circuit" or "EVC"** means a defined logical connection between two network devices that is not a dedicated connection but acts as though it is and which is capable of transporting Ethernet frames.

**"Facility(s)"** means fiber optic cable and associated equipment.

**"FBL"** means FiberLight, LLC and its controlled affiliates. **"Final Invoice"** means the final invoice that FBL will submit to Customer upon expiration or earlier termination of Service, which will include all applicable Early Termination Charges.

**"FOC"** means firm order commitment date.

**"Force Majeure"** means i) acts of God, such as fire, flood, earthquake, epidemic or other natural cause, (ii) terrorist events, riots, insurrections, war or national emergency, (iii) strikes, boycotts, lockouts or other third-party labor dispute, (iv) judicial order, legal prohibition, administrative ruling or other action or inaction of any governmental authority, but only, in the case if the event is not the result of any negligent or intentionally wrongful act or omission of the affected Party or its subcontractors, agents or representatives or to removable or remedial causes that the affected Party or its subcontractors, agents or representatives fail to remove or remedy using reasonable efforts and within a reasonable period of time, or (v) fiber cut caused by a third party without any negligence by FBL and such third party is not a subcontractor, agent or representative of FBL.

**"Hub-to-Central Office Colo"** means service from FBL's central networking site to a central office with FBL's networking equipment in place at the rate specified.

**"Hub-to-Point"** means Service from FBL's central networking site to any location at the rate specified.

**"ICB"** means individual case basis.

**"Indemnified Party"** shall have the meaning as identified in Article 10 of the Agreement.

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**"Layer 3 Device"** means a device that utilizes network addresses (IP address) to make data traffic destination decisions, not physical addresses (MAC address).

**"Load Shared Ethernet Private Line Service"** means Service where FBL provides two client-side interfaces with two physically diverse, unprotected connections. Customer is responsible for routing traffic for a Load Shared Service.

**"Mean Time To Repair" or "MTTR"** means the average, measured across all FBL customers, of the time required to repair a Service and restore its availability, stated in terms of equipment and cable outages. MTTR is measured from the time that the Service Outage is reported by Customer to FBL until the Service is available.

**"MPOE"** means minimum point of entry.

**"MRC"** means monthly recurring charge(s).

**"Multicast Traffic"** means Ethernet frames sent to a single destination address which then distributes the frames to multiple network devices, each with its own destination address.

**"NDA"** means the nondisclosure agreement executed between FBL and Customer.

**"NRC"** means non-recurring charge.

**"OCn Service"** (Optical Carrier Number) means the standard unit of measurement for the rate of transmission bandwidth being carried by synchronous optical networking fiber optic networks.

**"Party(s)"** means Customer, FBL, or both.

**"Payment Period"** shall have the meaning identified in Section 3.2 of the Agreement.

**"Point-to-Central Office Colo"** means Service from any location to a central office with FBL's networking equipment in place at the rate specified.

**"Point-to-Hub"** means Service from any location to the FBL's central networking site at the rate specified.

**"Point-to-Point Ethernet"** means a concatenated Ethernet Private Line Service where Customer specifies both the A-location and Z-location on the Service Order.

**"Point-to-Point (or Pt to Pt)"** means Service from Customer's or its User's premise to any location at the rate specified.

**"Primary Hub Tail Circuit"** means the initial Ethernet Private Line Service originating from a pre-established Ethernet Hub service to Customer's location (Z-location).

**"Product Riders"** means the applicable product rider attachments to the Agreement, as further identified in Section 1.1 of the Agreement.

**"Protected Ethernet Private Line Service"** means Service where FBL provides protection via diverse network paths, but still only a single client-side interface.

**"QinQ"** means the standard technology used to allow multiple VLAN tags in an ethernet frame.

**"RCA"** means root cause analysis.

**"Requested Service Date"** means the date on which Customer has requested that FBL provide the Services on or before.

**"RFO"** means reason for outage.

**"Riser"** means the necessary wiring between the building entry and the indicated demarcation point.

**"Service Date"** means the date that Service has been successfully installed and is available for Customer's use. Billing will commence on the Service Date.

**"Service Level Agreement(s)" or "SLA"** shall have the meaning identified in the applicable Product Rider(s).

**"Service Order"** means a Customer order to FBL in the form of either a Service Order Form ("SOF") or Statement of Work ("SOW").

**"Service Order Form" or "SOF"** means the Service Order document by which Customer orders lit services from FBL.

**"Statement of Work" or "SOW"** means the Service Order document by which Customer orders a Dark Fiber lease from FBL.

**"Service Outage Credit"** shall have the meaning identified in the applicable Product Rider(s).

**"Service Outage"** shall have the meaning identified in the applicable Product Rider(s).

**"Service(s)"** means the services that FBL either provides to Customer via a Service Order or makes available to Customer for purchase.

**"Severely Errored Second"** means a block of frames observed during a one second interval when the ratio of lost frames to total frames exceeds a certain pre-defined threshold value.

**"Summed Burst Billing"** means a billing option available for FBL's LightSource Dedicated IP Service in conjunction with 90th percentile burst billing, in which FBL calculates excess usage as the difference between the sum of total bandwidth usage and the sum of bandwidth commitment across all summed ports.

**"Supp Charge"** means the charge associated with a Supp Request.

**"Supp Request"** means a Customer request to delay the Service Date.

**"Tail Circuit"** means Service from the local serving central office that would normally serve a remote location to that remote location at the rate specified.

**"Third Party Facilities"** means fiber optic cable and associated equipment not owned or within the immediate control of FiberLight, LLC.

**"Unicast Traffic"** means Ethernet frames sent to a single destination address and network device.

**"Unprotected Ethernet Private Line Service"** means a Service where FBL provides only a single client-side interface and one network path (not protected).

**"Verification Period"** means the time period for Customer to verify Services prior to signing the Acceptance Notice. If no time period is stated in the Agreement, applicable Product Rider, or the Service Order, Customer shall have five (5) business days to verify Services.