

TECHNICAL TERMS AND ABBREVIATIONS

Company – Refers to Internap Connectivity LLC

Customer – The person or legal entity which enters into arrangements for Company's telecommunications services and is responsible for payment of Company's services.

End User – Any person, firm, corporation, partnership or other entity which uses Company's services under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another customer.

Commission – Refers to the New York Public Service Commission.

Interruption – The inoperability of the Company's services provided to the Customer due to Company malfunction or human errors. Any Interruption allowance provided within this Tariff by the Company shall not apply where service is interrupted due to the negligence or willful act of the Customer, or where the Company, pursuant to the terms of this Tariff, terminates service because of non-payment of bills, unlawful or improper use of the Company's facilities or service, or any other reason covered by this Tariff or applicable law.