



NETWORK MAINTENANCE POLICY

In order for Globix to maintain its network, it is necessary for us to perform periodic maintenance to both the hardware and software of our network. This maintenance work will be performed during a floating time frame, as follows:

Regular maintenance

| | |
|-----------------|---|
| Tuesday | 1:00 a.m. – 5:00 a.m. local time at POP involved |
| Thursday | 1:00 a.m. – 5:00 a.m. local time at POP involved |
| Saturday | 2:00 a.m. – 6:00 a.m. local time at POP involved |
| Sunday | 2:00 a.m. – 6:00 a.m. local time at POP involved |

Please note that if work is scheduled to be performed at two data centers on the same day, one on the eastern seaboard of the United States and the second on the western seaboard, the work on the eastern seaboard location would occur from 1:00 a.m. — 5:00 a.m. Eastern Standard Time, and the work on the western seaboard location would occur from 1:00 a.m. — 5:00 a.m. Pacific Time.

Globix (support@globix.net) will send e-mail notifications of scheduled maintenance at least 72 hours in advance to all parties who have elected to receive technical-support announcements. Due to the nature of the industry, however, there will be times when work will need to be performed on days other than those listed above, or with less than 72 hours notice. Globix will strive to limit these occurrences to emergency situations.

Globix may change its regular maintenance schedule at any time and without notice. It is the client's responsibility to check the Globix Web site for the most up-to-date schedule at <http://www.globix.com/support/windows.html>.