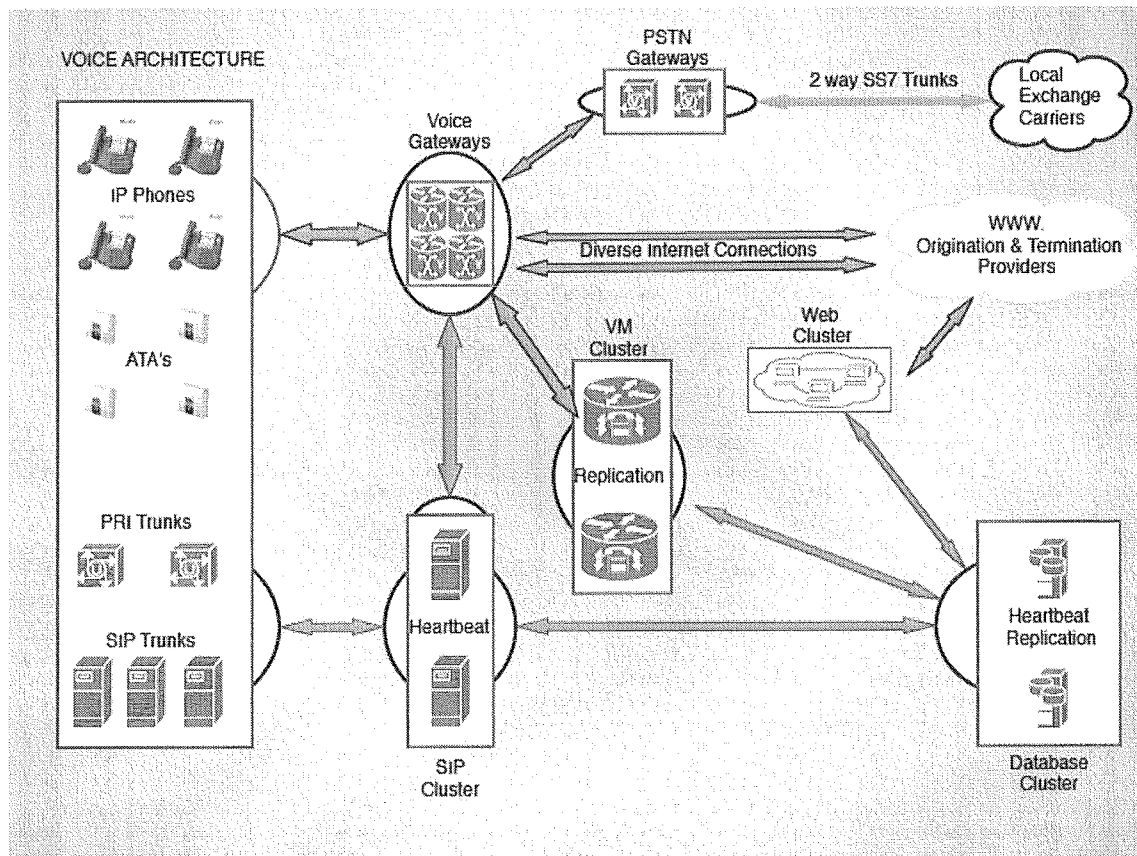


## Zito Response to Connectivity, Reliability and Redundancy

### CONNECTIVITY:

Network connectivity is comprised of a lateral from the facility to our network hub which is redundantly fed east from Sheffield, Pa and west from Corry, PA.

The drawing below reflects the architecture of the Voice Solution:



### RELIABILITY:

Zito prides itself on the reliability of their voice services. Below are the Deliverable Item Acceptance Provisions that Zito strives to maintain.

### **Deliverable Item Acceptance Provisions**

Service Availability	Minimum of 99.9% service availability, excluding scheduled outages.
Call Quality Mean Opinion Score (MOS)	Minimum MOS score of 3.8 on a per circuit daily basis.
Latency	Round trip latency on any link provided or managed by Zito Business will not exceed 25 milliseconds on a per-circuit daily basis.
Throughput	End-to-end throughput on any link provided or managed by Zito Business will meet or exceed 90% of the guaranteed bandwidth throughout the network on a per-circuit or daily basis.
Jitter	End-to-end jitter on any link provided or managed by Zito Business will be less than 2 milliseconds on a per-circuit, daily basis.
Packet Transmission	End-to-end packet loss on any link provided or managed by Zito Business will be less than 0.1% on a per-circuit, daily basis.

#### **REDUNDANCY:**

If the school district desires to have one more level of redundancy, Zito can install a DSL circuit into the school for failover. The cost of the DSL circuit is \$150/month.