

This Service Schedule describes and contains additional terms that apply to EarthLink’s Managed Network Services (the “Service”). This Service Schedule supplements, or amends and restates, each Agreement For Service (“AFS”) used to order the Services by the customer identified in the AFS (“Customer”) and the other documents comprising the agreement between the Customer and EarthLink with respect to providing, accessing and using the Service (collectively, the “Agreement”) as follows:

1. **Service Overview.** EarthLink’s Managed Network Service provides the people, process, and tools to manage and maintain the reliability and performance of your network. Our geo-redundant Network Operations Centers enable us to continuously monitor and proactively manage your network devices and services. Layered in 3 tiers of services there is a service bundle that provides for the level of service that best fits the Customer need and budget.

Silver	Gold	Platinum
<ul style="list-style-type: none"> UP / Down Monitoring Proactive Hard Down ticketing Next Business Day CPE replacement Performance Reporting CPE Configuration Backup 	Silver +	Gold +
	<ul style="list-style-type: none"> Enhanced Performance Reporting 	<ul style="list-style-type: none"> Enhanced Configuration Management Proactive Monitoring, Fault Detection, and Event Correlation Assigned Network Engineer Assigned Service Manager Platinum Performance Reporting

Add Skilled Resources:

EarthLink Managed Network Service Customers are able to focus their internal staff on key business initiatives. With an experienced and assigned Network Engineer and Service Manager to support their network (platinum level service only), the Customer can eliminate the cost of running their own network operations staff.

Achieve Faster Incident Resolution:

EarthLink will proactively monitor the Customer network and take immediate action to resolve network and equipment issues. Visibility to all network status and available performance data is achieved through the myLink portal

Guaranteed Results

Our SLAs are the best in the industry and are backed by financial commitments if we fail to deliver.

2. **Term.** The Service can be ordered for a term of one to five (1 to 5) years (“Term”) as set forth on the AFS. The Term commences for each Customer location when the location has been on-boarded and is considered under management by the Managed Network Service engineers and technicians (“Service Commencement Date”). Unless either Party provides the other with at least thirty (30) days written notice prior to expiration of the Term, the Service will continue, subject to the terms and conditions of the Agreement, as defined in EarthLink’s Standard Terms and Conditions.
3. **Billing and Payment.** Billing will commence on the Service Commencement Date. The first invoice will include the initial set-up fee, a pro-rated monthly recurring charge (“MRC”) for the Service from the Service Commencement Date through the month in which the invoice is issued. Thereafter, the MRC will be invoiced monthly in advance and any non-recurring charges will be billed monthly in arrears, with the exception of agreed on extraordinary charges which must be paid in advance. If arrangements for payments by credit card have been made, EarthLink may charge the Customer’s account on

or after the invoice date. Unless otherwise described in this Service Schedule, all invoiced amounts are due and payable within thirty (30) days of the invoice date in accordance with the terms of the Agreement.

4. EarthLink Core Components – Managed Network Services:

4.1 Silver Level

- Up / Down Monitoring
- Trouble Ticketing and notification
- Performance Reporting
- Next Business Day CPE replacement
- CPE Configuration Backup

Hours:

- 24x7x365 Operations

4.2 Gold Level

- Silver +
- Enhanced Performance Reporting

Hours:

- 24x7x365 Operations

4.3 Platinum Level

- Gold +
- Enhanced Configuration Management
- Proactive Monitoring, Fault Detection, and Event Correlation
- Network Engineer and Service Manager
- Platinum Performance Reporting

Hours:

- 24x7x365 Operations

5. Service Descriptions

Service	Service Description	On-Net Silver	On-Net Gold	On-Net Platinum
Customer Onboarding	EarthLink Service and / or Project Managers will meet with the authorized Customer representatives to establish the project plans, rules of engagement, and operating procedures for the contracted Services.	Yes	Yes	Yes
Device Set-Up	EarthLink Technicians will configure each contracted device to support the contracted level of service and ensure operational readiness in each applicable operational support system.	Yes	Yes	Yes
Network Documentation	The Customer network is identified and recorded in a readily available network diagram. As changes occur in the network, documentation is updated accordingly	No	No	Yes
Trouble Ticket Management	All Customer trouble tickets will be managed within EarthLink's trouble ticketing system.	Yes	Yes	Yes
Customer Dashboard	Customers will access to the myLink portal to view their network performance, ticket status, and network health. Statistics and information provided is based on the contracted level of service and described in the Customer reporting section below.	Yes	Yes	Yes
Up-Down Monitoring	Monitoring of the network device for up / down status	Yes	Yes	Yes
Proactive Hard Down Ticketing	A trouble ticket with the appropriate severity level will be generated in the Remedy ticketing system and notification sent to the customer via email	Yes	Yes	Yes
Next Business Day CPE Replacement	Replacement equipment provided by EarthLink Managed Service will be shipped for next business day	Yes	Yes	Yes

	delivery. Business day means Monday through Friday 8AM to 5 PM, excluding Federal holidays.			
Performance Reporting See Table 2	EarthLink will provide Customer reporting for Device Status (Up / Down), OSS Active tickets, and WAN Interface utilization for both inbound and outbound throughput. These indicators are available for viewing in the myLink portal. The level of reporting is based on the contracted service level.	Yes	Yes	Yes
CPE Configuration Backup	Network device configurations will, on a daily schedule, be backed-up. The configuration will be available for EarthLink technicians in the event that a network device needs to be restored and a replacement device needs the configuration	Yes	Yes	Yes
Enhanced Performance Reporting See Table 2	In addition to standard performance reporting the following performance indicators are provided for viewing in the myLink portal: Errors / Discards, CPU utilization, CPE Memory utilization, CPE availability	No	Yes	Yes
Enhanced Configuration Management	In addition to backing up CPE configurations on a daily basis, this feature will create a notification to NOC engineers in the event a CPE configuration is changed / modified.	No	No	Yes
Proactive Monitoring, Fault Detection, and Event Correlation	Managed Service Engineers and Technicians will proactively manage customers network and network devices utilizing indicators such as OS faults, changes in resource utilization, Network related errors, signal / noise levels to fully remediate any faults or performance in the contracted Customer network	No	No	Yes
Assigned Network Engineer	Customer will have a lead Network Engineer who will be the technical contact concerning network performance trending and analysis. The assigned Engineer, in collaboration with the Service Manager, will serve as the technical escalation for fault / trouble management and remediation.	No	No	Yes
Service Manager	Customer will have an assigned Service Manager. The Service Manager, in collaboration with the assigned technical team, will lead the day-to-day operational activities and be the single point of contact to address operational and service delivery issues. The Service Manager will work in concert with the Network Engineer to ensure SLA performance is met.	No	No	Yes
Platinum Performance Management See Table 2	In addition to Performance Reporting and Enhanced Performance reporting, Managed Network Service technicians and engineers will have an access to performance indicators that will enable them to most effectively diagnose and remediate networks faults and events. These indicators may be available in the form of custom reporting on a case by case basis depending on the network access and services being deployed. These will not be available for Customer viewing in the myLink portal.	No	No	Yes

6. Network Hardware Supported

1. Adtran, Cisco, Routers
2. Adtran, Cisco, Switches

Table 1 outlines the EarthLink Complete Adtran and Cisco equipment supported.

6.1 Requirements:

- Customer network must be an EarthLink Complete Network for Platinum Level Service
- Management IP address range must be 198.18.xx.xx for Platinum Level Service
- SNMP V3
- CPE OS level (See Table 1)
- All Customer devices must be the same service level (ex: all Platinum)
- Preferred 50 device minimum (under 50 to be reviewed)
- Devices not conforming to the supported equipment list (Table 1) may need to be upgraded to a support device or a support device may result in the need to upgrade firmware. Device upgrades are not included as part of the Customer startup, device set up, or monthly recurring fees and additional charges for CPE upgrades may apply. Pricing will be determined based on the new CPE selected.

7. Service Level Agreements

MPLS Network SLA for Silver, Gold, Platinum	Silver / Gold Managed Network SLA	Platinum Managed Network SLA
<ul style="list-style-type: none"> • End-to-end network availability = 99.999% • Jitter <1ms • Latency <45ms 	<ul style="list-style-type: none"> • SNMP enabled polling CPE up/down every 5 minutes • 3 consecutive failures results in customer email notification • Mean time to restore ADSL Circuits 18 Hours T-1 or Greater 4 Hours • Up to 15% credit of 1 month MRR 	<ul style="list-style-type: none"> • Customer notification all tickets Minor 45 Minutes Major 30 Minutes Critical 15 Minutes • Mean time to restore ADSL Circuits 18 Hours T-1 or Greater 4 Hours • Up to 25% credit of 1 month service MRR

The following table defines the criteria for each severity level in the Platinum Level Service:

Minor	Non-service impacting events
Major	Degraded / affected service, less than 50% of circuits or services down or impaired
Critical	Service / location completely down, more than 50% of circuits / services impacted.

SLA Calculations

Notification

Mean Time to Respond / Notify = (Sum of Notification time– Ticket creation time) / Total Tickets per severity level.

Mean Time to Restore

MTTR = (Service downtime Time Hours - Excluded Time Hours)/total downtime, provided that Service Outage Time, Excluded Outage Time and Outage Count are measured over a single calendar month.

Methodology for MPLS Network SLA

All SLA Objectives apply only to the MPLS Service segment between the point where traffic enters EarthLink's core MPLS switching equipment, and the point where it leaves EarthLink's core MPLS switching equipment. Please refer to the EarthLink web site for links to EarthLink SLA's and more detailed explanation.

<http://www.earthlinkbusiness.com/about/legal/sla.xea>

8. Service Owner

- Contacts and escalation procedures will be identified during the onboarding process.

9. Network Requirements**For Monitoring:**

- Customer must be an EarthLink Complete network to enable Platinum Performance Management.
- Devices must be on the CPE certification list from EarthLink for On Net Service. See Table 1 below

Exclusions

- Customer fails to report the issue or request a trouble ticket;
- Service interruptions or delays arising out of or in connection with but not limited to (i) any act or omission on the part of Customer or a third party, including without limitation local access providers, (ii) interruption occurring in whole or in part because Customer elects not to release the Service for testing and repair by EarthLink, but continues to use it on an impaired basis, (iii) failing to provide access to Customer premises as reasonably requested by EarthLink or its agents to enable EarthLink to comply with its obligation, (iv) Customer's Software, equipment or facilities, or that of any third party, including without limitation local access providers;
- EarthLink or Customer's scheduled network maintenance or emergency maintenance;
- Any force majeure event beyond the reasonable control of EarthLink including, but not limited to cable cuts;
- Any failure, issue or delay associated in whole or in part with Customer's provided connection to the EarthLink Network, including but not limited to local access, and cross-connect, Customer premise equipment, applications, facilities or internal network;
- Any event or occurrence that results in "no trouble found" by EarthLink customer support;
- New Service that has not been accepted by Customer or that occurs within the first 30 days of Service for the affected Service element;
- MPLS Service (i) modified on an Individual Case Basis (ICB), (ii) based on classes of service other than Committed Information Rate (CIR) or Variable Bit Rate (VBR), (iii) where the CPE is not configured to Traffic Shape the packets offered to less than or equal to the Sustained Cell Rate (SCR) or Committed Information Rate (CIR), and/or (iv) delivered to the Customer using EVDO/Wireless Data;

- Service that does not directly interface a port on the EarthLink network via physical or logical connection; or
- During emergency network conditions where dynamic rerouting is required, EarthLink will not commit to its Latency, Jitter or Delivery Ratio measurements. Latency, Jitter or Delivery Ratio measurements for the network models exclude circuits that have SCR/CIR subscription rates beyond 100% of the Customer port speed.
- Managed Network Service is focused on operation and maintenance of the customer network equipment as noted above and the support of voice and data services provided to those customers. Managed Network Service does not provide other Managed Services offered by EarthLink including but not limited to, Managed Security, Managed Cloud, and Managed Infrastructure. Managed Services may be bundled and delivered concurrently.

Table 1

Device	Firmware Version
TA904,908,916,924 2 nd Generation TA 908e, 916e, 924e, 2 nd Generation IPBG 6355	10.3.2
TA 908e, 916e, 924e 3 rd Generation	10.9.4
NetVanta 3430, 3448, 3450, 3458. 4430	10.3.2
NetVanta 4305	10.3.2
NetVanta 5305	10.3.2
NetVanta 3130	10.3.2
Netvanta, 1234, 1238, 1534, 1638	10.9.4
Cisco 2901, 2911,2951	15.1(4)M3
Cisco 887 VAG	15.12(4)M1
Cisco 881G-S-K9	15.2(4)M1
Cisco 881G-V-K9	15.2(4)M5
Cisco 881-K9	15.3(3)M2
Cisco 819G-4G-A-K9	15.3(3)M2
Cisco 897VAG	15.3(3)M3

Cisco 891-K9	15.3(3)M3
Cisco 3945e	12.4(4)M6a
Cisco ASR 1001	03.08.01.S153(1)S1
Cisco Switch Module	12.2(52)EX1
Cisco 2960	12.2(52)SE

Table 2

This table defines what reporting capabilities are available for each service Level. Note that all metrics may not be available for all services. Custom reporting capabilities are defined by the Network Access Type and EarthLink Complete services that are purchased by the Customer. EarthLink Complete Services include, but are not limited to MPLS, Internet, Hosted Voice, SIP Trunking, Business Lines, PRI service, MPLS IPsec, and IPsec VPN. The Managed Network Service Manager will define on a case by case basis with the customer what reporting can be made available and the delivery method for each report. EarthLink Managed Network Service will also consider on a customer basis, the development of customized reporting.

Performance Management and Reporting	Platinum					
	Silver	Gold	Platinum MPLS	Platinum Internet Only	Platinum IPsec VPN	Platinum MPLS IPsec
Inbound / Outbound throughput WAN interfaces	X*	X*	X*	X*	X*	X*
Errors and Discards		X*	X*	X*	X*	X*
CPU Utilization		X*	X*	X*	X*	X*
Memory Utilizations		X*	X*	X*	X*	X*
CPE Availability		X*	X*	X*	X*	X*
Layer 3 CoS			X**			
ADSL Controller Line Statistics			X**	X**		
T-1 Controller Line Statistics			X**	X**		
CPE Link Protocol Statistics			X**	X**	X**	X**
PE interface			X**	X**	X**	X**
SYSlog Capture			X**			X**
SPLUNK Indexing			X**			X**
OS Version			X**	X	X**	X**
Memory Change			X**	X**	X**	X**
Packet Loss			X**			X**
Latency			X**			X**
Jitter			X**			X**
X* = Available in Customer Portal						
X** = Dependent on product mix. Not available in Portal. Delivery method TBD by Service Manager						