

### Disaster Recovery Standard Product Responsibilities

Following is a statement of responsibilities for the engagement between the customer and EarthLink for the delivery of customer's Shared Exchange service. This includes the responsibilities of EarthLink and the customer, items that are not included as part of EarthLink's scope of work, and any risks or other disclaimers that cannot be covered by EarthLink's provided services.

Service Item	EarthLink	Customer	Item Details
<b>24x7x365 Support</b>	X		EarthLink will assist Customer in troubleshooting issues related to connectivity, replication, and/or the general platform. Customer is responsible for any and all operating system (OS) and application level issues on source servers (unless an overriding managed services agreement exists). EarthLink will manage the target servers based on the managed service levels outlined in the primary and secondary Service Agreements.
<b>Disaster Recovery Client Software</b>	X		EarthLink will provide Customer with the appropriate required Disaster Recovery Client Software installer for Customer source servers.
<b>Disaster Recovery Client/Server Licensing</b>	X		EarthLink will provide all required licensing for Disaster Recovery Client Software for source and target servers in the environment. This licensing is owned by EarthLink and is leased to Customer on a monthly basis.
<b>Disaster Recovery Client Software Installation</b>	X		EarthLink will install the required Disaster Recovery Client Software on Customer source and target servers.
<b>Disaster Recovery Client Software Configuration</b>	X		EarthLink will configure the installed Disaster Recovery Client Software on Customer source and target servers, based on customer-defined requirements and recovery objectives.
<b>IP Management</b>	X	X	EarthLink will allocate and assign to the target servers the exact number of public and private IP addresses assigned to the counterpart source servers in the environment. Customer is responsible for defining usable private IP addresses to be assigned to the target servers. Customer is also responsible for defining target server IP address configuration to be enacted during a failover event.
<b>Virtual Machine Setup</b>	X		EarthLink will create the required virtual machines (to function as target servers) based on the resources outlined in the primary Service Agreement.
<b>Source Location Access Rules</b>		X	Customer is responsible for the addition and/or modification of any access rules required to allow the Disaster Recovery Client Software to properly communicate with and replicate source data to the target servers. This includes resolving any firewall and/or proxy issues which might arise at the source location(s).
<b>Target Location Access Rules</b>	X		EarthLink will configure access rules required for replication and Disaster Recovery related features and functionality. Additionally, when possible and prudent to do so, EarthLink will also pre-configure access rules required for to support a failover event.
<b>VPN Tunnel Setup</b>	X	X	Customer is responsible for working with EarthLink to setup and test any required VPN tunnels between source location devices and EarthLink data center(s). EarthLink will work with Customer to ensure Customer device compatibility; if incompatible, Customer is responsible for upgrading source location equipment. Customer will provide a local, technical resource familiar with source location equipment.

<b>Replication Rules - Definition</b>		X	Customer is responsible for defining all replication rules required to meet recovery objectives.
<b>Replication Rules - Setup</b>	X		EarthLink will configure the replication rules for each replication job based on customer-defined replication rules.
<b>Replication Monitoring</b>	X		EarthLink will perform replication monitoring. In the event of an error/failure, a technician will investigate the issue to ensure it is not a platform level issue, and if it is they will resolve. Otherwise, EarthLink will notify Customer at the supplied alert notification email addresses to allow Customer to troubleshoot/resolve, or initiate a failover event.
<b>Source Server Resource Availability</b>		X	Customer is responsible for providing adequate system resources on source servers to ensure performance requirements can be met with minimal performance impact. EarthLink cannot guarantee recoverability of any system with inadequate memory and/or processing power and Customer must commit to any and all system upgrades required to meet minimum system requirements and defined performance requirements.
<b>Source Location Bandwidth</b>		X	Customer is responsible for providing adequate bandwidth from Customer source location(s) to EarthLink data center(s) to ensure performance requirements can be met. EarthLink cannot guarantee performance at any location with insufficient bandwidth and Customer must commit to bandwidth upgrades required to meet defined performance requirements.
<b>Failover Initiation - Notification</b>		X	Customer is responsible for contacting EarthLink to initiate a failover event.
<b>Failover Initiation - Resource Allocation</b>	X		At the onset of a failover event, EarthLink will allocate to the target servers the additional resources outlined in the secondary Service Agreement.
<b>Service Migration - DNS Management</b>		X	Customer is responsible for the addition and/or modification of any DNS rules at the source location(s) required to support service migration during a failover event.
<b>Service Migration - Failover</b>	X		Following failover initiation by Customer, EarthLink will fail over live data from the source servers to the target servers.
<b>Post-Failover Synchronization</b>	X		Following a failover event, a post-failover synchronization is required to synchronize all data that was modified while the primary servers were unavailable. EarthLink will initiate the synchronization and will notify Customer when the process has completed. Post-failover synchronization is not included in the base service and is billed on a per-incident basis.
<b>Failback Initiation - Notification</b>		X	Customer is responsible for contacting EarthLink to initiate a failback event. Failback initiation requires that the post-failover synchronization process has been completed successfully.
<b>Service Migration - Failback</b>	X		Following failback initiation by Customer, EarthLink will release the failed-over identity from the secondary servers.
<b>Change Notification</b>		X	Customer is responsible for notifying EarthLink of any material change in the CPU, disk, and/or memory allocation to the source servers.