

This Service Schedule describes and contains additional terms that apply to EarthLink's Cloud Express Services (the "Service"). This Service Schedule supplements, or amends and restates, each Agreement for Service, the Network Service Agreement or any other applicable agreement for the provision of services entered into by Customer with the applicable EarthLink entity and any applicable tariffs, which are specifically incorporated into this Agreement by this reference. ("Agreement") used to order the Services by the Customer identified in the Agreement ("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 Cloud Express Service provides highly-available, redundant virtual network connectivity to third-party cloud services for EarthLink (Multiprotocol Label Switching) MPLS and Hybrid WAN Customers. By interconnecting the EarthLink MPLS core network with leading Cloud Service Provider infrastructure, Customers of the Service can utilize their existing MPLS networks to access Cloud Services from an ecosystem of leading Cloud Service Providers.
2. **Term:** The Service can be ordered for a term of 1, 2 or 3 years ("Term") as set forth on the Agreement. Each Term commences at the earliest date between when the Service is available for use or sixty (60) days after the Service Agreement has been signed. ("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, any installation or non-recurring charges and a pro-rated monthly recurring charge ("MRC") for the Service from the Service Commencement Date through the date for which the invoice is issued. It will also include, the MRC invoiced monthly in advance. The Service will be deemed available for use, and billing will commence, after the Virtual Network Connection is "Available" in the myLink portal and the required Border Gateway Protocol ("routing") configurations have been completed by EarthLink. In the event that EarthLink is not granted access to Cloud Service Provider by Customer, billing will commence once the Virtual Network Connection is "Available" in the myLink portal. Ongoing, the invoice will include the MRC invoiced monthly in advance and any applicable non-recurring charges ("NRC"), which will be billed monthly in arrears. 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. **Incorporation.** This Service Schedule, including without limitation, the attached Tables, are incorporated into, and made a part of, the Agreement between the Parties with respect to any Services described in this Service Schedule and ordered on an AFS signed by the Customer, and, with the other documents that comprise the Agreement, will constitute one and the same document. This Service Schedule will control to the extent of any conflict between its terms and the terms of the other documents comprising the Agreement; however, those other documents will control to the extent of any issues not specifically or fully addressed in this Service Schedule. The section headings used in this Service Schedule are provided for convenience only and are not intended to affect the interpretation of any provision. Capitalized terms used and not defined in this Service Schedule will have the meanings given to them in the Agreement. Where applicable, references in this Agreement to the singular include the plural and, to the plural, the singular.

5. **Cloud Express Service Components:**

**Cloud Service Providers** – Third party cloud providers that are available as part of the Service. Cloud Service Providers may vary by Service Location and currently include those listed in Table 1 below. Services provided by Cloud Service Provider (e.g. cloud compute, cloud storage, private/direct connectivity, data transfer, etc.) are not part of this agreement and need to be contracted for directly with the Cloud Service Provider who are responsible for providing all billing and support for their services.

**Virtual Network Connections** – Logical connections between the Customers' MPLS network and the Cloud Service Provider infrastructure. Customer traffic is segregated using virtual LAN (vLAN) technology and customer-specific MPLS identifiers. Virtual Network Connections are provisioned by EarthLink based on Customer requirements and can be modified as needed by initiating a service request through the myLink portal. Once provisioned, any site on the Customer MPLS network has direct connectivity to the Cloud Service Provider infrastructure. The speeds of these connections vary by Cloud Service Provider.

**Fixed** – Default virtual network connection type. Bandwidth is restricted to the speed provisioned and bursting above that threshold is not supported.

Cloud Service Provider	East Coast	West Coast
<b>EarthLink Cloud Hosting (vCloud Enterprise)</b>	<b>Provided via EarthLink Data Center Connect</b>	<b>Provided via EarthLink Data Center Connect</b>
<b>Amazon Web Services</b>	<b>50M, 100M, 200M, 300M 500M (Fixed Only)</b>	
<b>Microsoft Azure</b>	<b>200M, 500M, 1G (Fixed Only)</b>	

**Virtual Network Connection Redundancy** - All virtual network connections are provisioned in a redundant configuration. This provides failover protection (router, switch and path diversity) in the event there is an issue with any of the underlying Service infrastructure and is required in order to provide Service Level Agreement for availability of virtual network connection. This may require Customer to subscribe to multiple connections or handoffs from their Cloud Service Provider at an additional cost to the Customer.

**Virtual Firewall Option** - Provides added protection between Customer MPLS networks and the Cloud Express ecosystem of providers. As part of the Service, EarthLink will configure default firewall policy to isolate Customer MPLS network from unauthorized inbound traffic originating from third party Cloud Service Providers.

**Border Gateway Protocol (BGP) Configuration** – Establishes Layer 3 (IP) connectivity between Customer MPLS network and Cloud Service Provider. By default, this is configured at time of implementation by EarthLink Implementation Engineers.

**Roles and Responsibilities**

Service Item	Performed By	Comments
Account creation with third party Cloud Service Provider	Customer	Customer is responsible for establishing a relationship with third party Cloud Service Provider(s) (e.g. Amazon Web Services, Microsoft Azure, etc.), including account creation, billing and support.
Virtual Network Connection Provisioning	EarthLink	EarthLink will configure the requested Virtual Network Connection(s) between Customer MPLS network and Cloud Service Provider(s). <b>Note: EarthLink cannot provision Virtual Network Connections without Customer-provided Cloud Service Provider account information (e.g. Account Number, Service Key and/or Portal Account credentials) specific to each Cloud Service Provider. If this information is not provided by Customer at time of installation, Customer will be required to complete portions of the virtual network connection provisioning process.</b>
Virtual Network Connection Acceptance	EarthLink	EarthLink will, on behalf of the Customer, accept the request Virtual Network Connection utilizing Cloud Service Provider portal and processes. <b>Note: EarthLink cannot accept Virtual Network Connections without Customer-provided Cloud Service Provider account information (e.g. Account Number, Service Key and/or Portal Account credentials) specific to each Cloud Service Provider. If this information is not provided by Customer at time of installation, Customer will be required to complete portions of the virtual network connection provisioning process.</b>
Border Gateway Protocol (BGP) Configuration	EarthLink	EarthLink will complete the implementation process by configuring the necessary Border Gateway Protocol peering to establish Layer 3 connectivity between Customer IP network and Cloud Service Provider network(s). Note: This requires Customer to provide EarthLink temporary credentials to access Cloud Service Provider management console or portal in order to review and approve the requested Virtual Network Connections. Without this access, EarthLink cannot complete the provisioning and Service billing will commence upon confirmation of creation of Virtual Network Connection in myLink portal.
Virtual Firewall Configuration (Optional)	EarthLink	EarthLink will configure virtual firewall policy at time of installation.

Change Requests – Add/Modify/Delete Virtual Network Connections	EarthLink	Customers can request changes to their Service configuration via the myLink Portal. Upon ticket creation, EarthLink support will process the requested change to Customer configuration. EarthLink will require Customer to provide EarthLink temporary credentials to access Cloud Service Provider management console or portal in order to review and approve the requested Virtual Network Connections.
View Service Status	Customer	Customer can view status of Virtual Network Connections via the myLink portal.

**Service Levels and Support.** Information concerning Service level objectives and credit allowances are set forth in the EarthLink Managed Services Service Level Agreement (“SLA”) located at [www.earthlinkbusiness.com/about-us/legal/sla.xea](http://www.earthlinkbusiness.com/about-us/legal/sla.xea). EarthLink will provide assistance and troubleshooting 24 hours a day, 7 days a week. Customers may contact Customer Support regarding Service issues and change requests by opening a ticket via the myLink portal, by calling 1-800-957-4872 or by emailing [customercare@earthlinkbusiness.com](mailto:customercare@earthlinkbusiness.com).