

This Service Schedule describes and contains terms and conditions governing the Managed Premises Firewall Services (the "Service") provided by EarthLink, LLC ("EarthLink"). This Service Schedule is effective as of the date the Agreement For Service ("AFS") used for ordering the Service is signed by EarthLink and the customer identified in the AFS ("Customer") and supplements, and/or amends and restates, the affected provisions of the AFS, and other documents comprising the agreement for EarthLink Managed Services, between EarthLink and the Customer (collectively, the "Agreement") as follows:

1. **Service Overview.** The Managed Premises Firewall Service ("Service") is a managed, stateful packet filtering firewall using EarthLink provided hardware and software located on the Customer's premises ("Customer Premises Equipment" or "CPE"), between Customer's internal local area network ("LAN") and internet access. The Service blocks inbound and outbound traffic based on selected attributes (e.g. source and destination address, port, protocol, user or group and time of day), the Customer's security policy requirements and industry best practices, including Network Address Translation ("NAT") and Port Address Translation ("PAT").

2. **Service Components.** The Service is available in two packages, Basic and Premium.
 - a. **Basic Service** includes the following:
 - 24 x 7 stateful packet filtering;
 - 90 days of log retention;
 - Configuration
 - Configuration backup and restoration
 - Device monitoring (excluding security event monitoring) and 24 x 7 telephone support;
 - Firmware and signature updates as determined by EarthLink;
 - Basic reporting for included components;
 - Unlimited standard configuration changes as reasonably requested at no additional charge;
 - and Problem resolution to the inside Ethernet CPE-LAN interface;
 - *Note: 3rd party trouble-shooting is the Customer's responsibility, i.e. Internet connection*

 - b. **Premium Service** includes, in addition to the components offered with Basic Service, the following:
 - URL and category-based filtering (including subcategories);
 - Antivirus and intrusion detection and prevention;
 - Application control;
 - Up to 6 standard reports depending on the selected package and configuration; and
 - The following optional components are available (with Premium Service only) for an additional charge: active directory integration for user- or group-based security policies, high availability and site-to-site VPN (at termination/aggregation points only).
 - Included with Premium and Basic Service:
 - Maximum of two, (2) configured security zones.
 - Standard reports, (excluding user-level detail.)
 - Custom services beyond the standard product offering require a custom Statement of Work.

 - c. **Additional components** may be available for an extra charge as determined by EarthLink, such as:
 - WAN Failover;
 - Client VPN;
 - Wi-Fi
 - log retention beyond 90 days;
 - Expanded reporting;
 - Professional services.
 - High availability (local active-passive configuration only)
 - *Note: Client VPN, Site-to-Site VPN, High Availability and Inbound Access are not available on the FG-30D*

- d. Customers must select the package containing the features that they require, but are not required to activate or use all of the available components. Premium Service may be downgraded to Basic Service at any time without penalty. Event correlation and security event monitoring are not included with either Service package.
3. Firewall Questionnaire. Customer must complete a Firewall Questionnaire prior to installation commencement. The Questionnaire provides EarthLink with the information needed to design, establish and manage the Service, including, without limitation: access bandwidth, number of users, security policies and requirements and contact information for individuals authorized to approve Service changes and to be notified in the event of a security incident (Customer must ensure that a listed contact is available 24 hours a day, 7 days a week).
4. CPE Installation and Configuration. CPE selection is based on the bandwidth, number of users, and Service requirements of the Customer. CPE is shipped to Customer's premises for installation by Customer with telephone assistance from EarthLink. Prior to shipment, EarthLink will apply a basic configuration to the CPE based on the information provided by Customer in the Firewall Questionnaire. Upon installation, EarthLink will remotely fully configure the CPE in accordance with Customer's Firewall Questionnaire and security policies. EarthLink will not be liable for damages resulting from delays in requested or specified Service dates or the inability to provide any Service due to causes beyond its control.
5. Change Management. Each Service includes an unlimited number of standard policy-based configuration changes, a Statement of Work ("SOW") signed by Customer and EarthLink or the Service Level Agreement for Virtualization and Managed Security Services ("SLA") referenced below. Standard configuration changes are policy changes determined by EarthLink to be common, low-risk changes that do not result in significant modifications of the basic configuration design. Non-standard and complex configuration changes must be approved by EarthLink and, if approved, are subject to EarthLink's change control management procedure and applicable professional services fees and material charges. Certain changes may be expedited for a fee as determined by EarthLink. CPE changes only may be made by EarthLink. Customer is responsible for security issues resulting from Customer change requests that deviate from EarthLink's recommended design and for changes not authorized by EarthLink.
6. Configuration Assistance for Customer-Owned or Third-Party Equipment. In general, EarthLink provides no support for customer-owned or third-party equipment as part of this service. EarthLink will, for a fee, provide assistance in configuring a remote device for a site-to-site VPN tunnel terminating on an EarthLink managed firewall provided that the device is on a firmware version under support by the vendor and not more than two years old, is under an active support contract. Customer is responsible for backing up configurations and restoring the device in the event of failure.
7. Service Levels and Customer Support. Information and other terms concerning Service levels and credit allowances are set forth in the SLA located at www.earthlinkbusiness.com/about/legal/sla.xea. EarthLink will provide assistance and troubleshooting 24 hours a day, 7 days a week. Customer must contact EarthLink Customer Support regarding Service issues and change requests by emailing customercare@earthlinkbusiness.com.
8. CPE Replacement and Return. During the Term, EarthLink will replace failed CPE with an equivalent device for no additional charge; except for CPE at the end of the manufacturer's support cycle, which will be replaced for a fee based on the labor required to configure, install, activate and tune the new CPE ("Refresh Fee"). EarthLink will maintain a backup copy of Customer's configuration so that it may be promptly restored following replacement. Upon Service termination, or CPE replacement, Customer must request a Return Material Authorization ("RMA") from EarthLink and return the CPE (using the shipping labels provided) within 30 days of the termination, or replacement, or pay EarthLink for its replacement costs.
9. Term. The Service can be ordered for a term of 1, 2 or 3 years as set forth on the AFS ("Term"). Each Term is site-specific, commencing on the earlier of when the CPE at a particular location has been installed and the Service is available for use or thirty (30) days after CPE delivery ("Service Commencement Date"), and is not dependent upon the delivery of other CPE or activation of another Service location. Upon expiration of the Term, Customer must renew Premium Service for another 1, 2 or 3 year term prior to expiration of the Term to continue receiving maintenance support though the CPE

vendor (e.g. signature updates and web content category information), unless Customer or EarthLink has provided written notice of termination at least 30 days before expiration of the Term. Thereafter, Customer or EarthLink may terminate the Service with 30 days advance written notice.

10. Billing and Payment. The Service is provided for a non-recurring set up fee and a monthly recurring charge (“MRC”) as set forth on the AFS, which does not include taxes, fees, surcharges and other similar charges that may apply. Service Commencement Date shall be defined as the earlier of (i) the date that an EarthLink representative has determined the Service in production and ready for use, or (ii) all necessary equipment and/or network elements has been delivered to Customer, Invoicing will commence within ten (10) days from the Service Commencement Date. Service Commencement Date shall be defined as the date in which the Service is up and running and in production or equipment has been delivered to customer in which billing will commence within 10 days. In the month following the Service Commencement Date, EarthLink will begin invoicing Customer monthly in advance for MRCs, prorated for partial months, and in arrears for non-recurring charges. All invoiced amounts must be paid timely, in full and in accordance with the Agreement. Customer agrees to reimburse EarthLink for reasonable travel and other out-of-pocket expenses incurred by it in connection with providing the Service.

11. Summary of Features and Responsibilities. Additional information concerning certain features of the Service and the respective responsibilities of EarthLink and Customer with respect to those features is summarized in the attachment to this Service Schedule (“Exhibit A”), which is incorporated into, and made a part of, the Agreement.

EXHIBIT A
TO SERVICE SCHEDULE FOR MANAGED PREMISES FIREWALL SERVICES

This Exhibit A supplements the Service Schedule for Managed Premises Firewall Services as follows:

Managed Premises Firewall Features and Responsibilities				
Service Item	EarthLink	Customer	N/A	Feature Details
Uninterruptible power supply, cooling, and secure environment		X		Customer is responsible for providing adequate space, power, and cooling for the equipment in a physically secure environment.
Network connectivity		X		If network connectivity is supplied by a third party, EarthLink does not provide a network availability SLA and will not have access to manage or monitor the device in the event of a network outage unless a backup connection is supplied. In such a case the customer is responsible for providing adequate bandwidth for the Internet services being consumed and for management and monitoring.
Device installation		X		Customer, with telephone assistance from EarthLink, is responsible for installing, cabling, and powering on the device. OPTIONAL: EarthLink installation.
Firewall device	X			EarthLink provides the physical hardware device, which remains EarthLink property and must be returned at the end of contract. Shipping is provided by EarthLink.
Firewall hardware maintenance	X			EarthLink provides hardware support and maintenance through the device vendor, with 8x5xNBD replacement, shipping provided by EarthLink, in event of covered failure. Maintenance contract is owned by EarthLink.
Firewall UTM licenses	X			Licensing is owned by EarthLink and leased to customer on a monthly basis.
Stateful packet filtering, NAT, PAT	X			EarthLink will configure the firewall device to perform basic stateful packet filtering to restrict both inbound and outbound traffic using best common practices, including the use of Network Address Translation (NAT) and Port Address Translation (PAT).
Site-to-site VPN (if purchased)	X	X		EarthLink will take full responsibility if both endpoints are on EarthLink-managed equipment. If one end is managed by the customer or a third party, customer will make appropriate arrangements to supply a technical resource familiar with the equipment to set up the remote end of the VPN in coordination with EarthLink or optionally pay an additional fee to EarthLink for assistance in configuring the remote device. EarthLink does not monitor site-to-site VPN tunnels for up/down status and provides no SLA for restoration of a down tunnel, which may be caused by

				third-party network issues. EarthLink will take reasonable efforts to restore a down tunnel.
Category-based web content filtering (premium only)	X			EarthLink will configure the firewall device to restrict web traffic to categories and subcategories as per customer's business, security, and compliance requirements.
URL filtering (whitelist/blacklist) (premium only)	X			EarthLink will configure the firewall device for additional website whitelisting or blacklisting as per the customer's specifications.
Application control (premium only)	X			EarthLink will configure the firewall device to permit or block categories or specific applications as per the customer's business, security, and compliance requirements.
Gateway-level Antivirus (premium only)	X			EarthLink will configure the firewall device to scan for known malware signatures in network traffic sent over common file transfer protocols (HTTP, FTP, SMTP, POP3, and IMAP).
Intrusion prevention service (IPS) (premium only)	X			EarthLink will configure the firewall device to monitor for known attack signatures, either alerting or blocking matching traffic as per vendor recommendations and best practices.
Configuration backup and restore	X			EarthLink will maintain a backup copy of the customer's configuration so that it may be restored in the event of a device failure and replacement. In event of device failure, it will be replaced and the configuration restored in accordance with EarthLink's SLA for Managed Security Device Replacement.
Firmware and signature updates	X			EarthLink will test and install device firmware updates in a timely manner (within 30 days of vendor release) during scheduled maintenance windows. Signature updates for UTM services will be pushed automatically as issued by the vendor.
Proactive monitoring of device	X			EarthLink will monitor the firewall for availability and proper functioning up to the Ethernet LAN interfaces, and will resolve any maintenance issues to that point of demarcation.
Incident response	X	X		EarthLink will assist in mitigating security incidents through the modification of firewall perimeter policy. Customer is responsible for mitigation beyond the firewall LAN interface demarcation point.
Security contacts		X		Customer will provide a list of security contacts to be notified in the event of a critical issue, device event, or outage, who are authorized to approve changes, and who are authorized to change the list of approved contacts.
Security policy and requirements		X		Customer will supply sufficiently detailed information about network infrastructure, assets, and security requirements to allow design and implementation of appropriate device policies.

Standard reporting	X			EarthLink will supply standard reports for the included services via email on the schedule requested by the customer.
24x7x365 support	X			EarthLink will provide assistance and troubleshooting, as well as make any required standard configuration changes on the device, where standard configuration changes are low-risk changes which do not change the basic design of the service.