

**SERVICE DESCRIPTION:**

This Service Schedule describes and contains additional terms that apply to EarthLink’s Managed Security Monitoring 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:

Service Overview. EarthLink’s Managed Security Monitoring offers Silver, Gold and Platinum options.

- 24hr. x 7day Security Operations Center for Gold and Platinum Customers
- 7 day business hour option for Silver Customers

The EarthLink Security Operations Center will monitor your Point of Sale (POS), endpoints, laptops, workstations, routers, servers, and network equipment to alert you of suspicious security events according to your customized escalation tier. Available vulnerability and remediation services (with Gold and Platinum packages) provided the option for the end-user to take proactive action to reduce risk.

	Silver	Gold	Platinum	
Price	<ul style="list-style-type: none"> <li>• MRR: \$60/device/mos.</li> <li>• Set up fee: 1x MRR</li> </ul>	<ul style="list-style-type: none"> <li>• MRR: \$100/device/mos.</li> <li>• Set up fee: 1x MRR + \$1,000 (per customer)</li> </ul>	<ul style="list-style-type: none"> <li>• \$120/device/mos.</li> <li>• 1x MRR + \$1,000 set up fee (per customer)</li> </ul> <p>Endpoint Security + Gold Security Monitoring</p>	<ul style="list-style-type: none"> <li>• \$200/device/mos.</li> <li>• 1x MRR + \$1,000 set up fee (per customer)</li> </ul> <p>Server Management + Gold Security Monitoring</p>
Security Event Correlation	Yes	Yes	Yes	Yes
Security Event Review SLA	1x a day review and escalation	24x7 (1hr review and escalation)	24x7 (1hr review and escalation)	24x7 (1hr review and escalation)
Meets Key Compliance Requirements for:	PCI, SOX	HIPAA, GLBA	HIPAA, GLBA	HIPAA, GLBA
Vulnerability Identification	No	Yes	Yes	Yes
Vulnerability Remediation*	No	No	Yes	Yes

1. **Term:** The Service can be ordered for a term of 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”). The Service will continue, subject to the terms and conditions of the Agreement, as defined in EarthLink’s Terms and Conditions. Upon expiration of each Term, the Service will continue on a month-to-month basis pursuant to the terms of the Agreement, unless Customer has given EarthLink written notice of termination at least 30 days before the end of the Term. Thereafter, Customer or EarthLink may terminate the Service with 30 days advance written notice to the other Party. Any Service terminated before the end of its then-current Term is subject to the early termination fee (“ETF”) and any other charges set forth in the Agreement or that may apply through a promotional offer or otherwise.
2. **Billing and Payment:** Billing will commence on the Service Commencement Date. The first invoice will include the initial set-up fee, any installation with 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. Thereafter, the invoice will include the MRC invoiced monthly in advance and any applicable non-recurring charges, 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.

### 3. Managed Security Monitoring Components Breakout:

Using EarthLink's advanced Managed Security Monitoring tools, our security engineers can remotely perform Security Monitoring functions and alert the Customer to vulnerabilities. The MyLink portal will be leveraged as the Customer interface to generate reports and to initiate moves, adds and changes, (MACD).

- As part of the Gold and Platinum Managed Security service levels, the Security Operations team will support a vulnerability management service that will scan Customer network and individual devices described in the service description, (above), for security vulnerabilities.
- A Log Manager, installed as a virtual appliance, will be provisioned for all tiers, Silver, Gold and Platinum to collect log information from the assigned devices to be analyzed by the EarthLink SOC.
- In addition, a Threat Manager device will be installed for the Gold and Platinum option.

#### EarthLink Responsibilities:

- Providing the Log Manager and the Threat Manager, (if applicable) for event log monitoring.
- Alerting Customer of security events based on levels described in the "Service Description"
- Provide periodic vulnerability scanning for Gold and Platinum.
- Incident response based on service level option.

#### Customer Responsibilities:

- Deploying the devices at each specified location.
- Identifying technical points of contact and availability for escalations.
- Completion of the Service Commencement Worksheet (SCW)
- Corrective action based on incident response.

### 4. Definitions:

**Change Management.** Applies only to EarthLink's change management process not a specific Customer change management. If the Customer has a specific internal change management process it will be the responsibility of the Customers Technical Contacts, to make sure that any changes to devices that fall within their scope of management go through the Customer internal change control process. Once through the Customers internal change control process EarthLink representatives can be notified with consent to perform maintenance. If the Technical Contact needs a representative from EarthLink to explain the scope and impact of the changes to their internal change management team, as far in advance as possible to allow for the proper scheduling of resources.

**Planned or Unplanned Maintenance and Remediation.** EarthLink will send notification 48 hours in advance of any planned maintenance occurring outside of the Scheduled Maintenance window and make efforts to accommodate the needs of the Customer regarding the additional maintenance requirement. EarthLink will notify Customer as soon as possible if an unplanned maintenance needs to be implemented.

**Proactive Hardware Monitoring and Management** – If hardware was provided by EarthLink and/or it's partner, it is the responsibility of the provider to maintain and service the specified device.