

This Service Schedule contains additional terms and conditions that apply to EarthLink's Cloud Workspace Services (the "Service") and amends the EarthLink Standard Terms and Conditions found at www.earthlinkbusiness.com/about-us/legal/sla.xea, the Agreement For Service ("AFS") used to order the Service and the other documents comprising the agreement between EarthLink and the Customer identified in the AFS ("Customer") with respect to the Service (collectively, the "Agreement"), as follows:

1. **Service Overview.** The Cloud Workspace™ Service is a comprehensive, subscription-based, secured virtual desktop environment stored on centralized servers hosted in EarthLink data centers that provides a turn-key solution for the virtualization of desktops and applications. The Service, which is accessible from multiple end-user devices (e.g. PCs, desktops, laptops, tablets and smartphones, including iOS- and Android-based devices). It eliminates redundant workload and management processes allowing Customers to use applications that may not otherwise work due to hard coding of end users' operating systems (OS), applications and device setting and provides integration of applications and data for the entire businesses within the Cloud Workspace.

2. **Service Features.** The Service includes the following features:

- On-demand, flexible access to the EarthLink virtual desktop environment.
- 10GB of hosted secure data storage per user shared collectively across the customer's total allocation.
- An administration console for password unlocking and resets, security group management, folder/directory controls and user shadowing.
- Automated back-up and recovery, security updates, Server/OS and application patch management and maintenance updates for supported applications as determined by EarthLink.
- Set-up assistance to ready Customer's hosting environment for installation.
- Testing to verify that applications open without errors and documents are can be sent to a printer.
- Administrator training.
- The ability to customize individual cloud workspaces, directory permissions and security settings.
- Installation and management of a large number of off-the shelf and custom subscription applications and supported Customer-licensed applications.
- Server/OS and application patch management and maintenance updates for supported versions of Customer-licensed applications (additional charges may apply if full version upgrades are required).

3. **Term.** The Service can be ordered for a term of 1, 2 or 3 years ("Term") as set forth on the AFS. 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, on a month-to-month basis until terminated with at least thirty (30) days advance written notice.

4. **Billing and Payment.** The Service will be provided for a non-recurring set up fee and a monthly recurring charge ("MRC") per end user, which does not include any taxes, fees, surcharges and other similar charges that may apply to the Service. In the month following the Service Commencement Date, EarthLink will begin invoicing Customer monthly in advance for MRC, prorated for any partial month, and monthly in arrears for non-recurring charges. Invoiced amounts must be timely paid in full in accordance with the Agreement. Customer shall reimburse EarthLink for its reasonable travel and other out-of-pocket expenses incurred in connection with providing the Service.

5. **Support.** Customer's on-site Administrator is responsible for all training and support for Customer's end users (EarthLink does not provide end-user training or support, application licensing or data migration). The Administrator will use the Workspace tool to reset passwords (end user passwords must be reset every 90 days), unlock end user accounts (accounts automatically lock upon 3 incorrect access attempts) and perform other Service related functions. End users with a personalized seat purchased by Customer can access their Cloud Workspace desktop via (i) a remote desktop protocol ("RDP") client connection, (ii) HTML 5 Browser using a web-site portal or (iii) remotely using a compatible mobile device (e.g. laptop, thin client or smart phone). Technical support will be available 24 hours a day, seven days week to Customer's Administrator by emailing customercare@earthlinkbusiness.com.

6. **Security Authorization.** Customer hereby authorizes EarthLink to access Customer's networks and computer systems for the purpose of providing the Service. EarthLink and its subcontractors will not be responsible or liable for any claims or damages that may result from security testing of the Service.

7. Customer Responsibilities. Customer is responsible for the following:

- End User Training and support (EarthLink provides Administrator training and support only).
- Provide acceptable proof of license or ownership for Customer-licensed applications that Customer requests to have incorporated into the environment, such as licenses, “key” numbers and unlock codes.
- Migration of data to Cloud Workspace environment via FTP or external hard drive.
- Define user permissions and security groups and manage user passwords.

8. EarthLink Responsibilities. EarthLink is responsible for the following:

- On-boarding and client management.
- Administrator overview training.
- Single point of contact for Administrator technical support.
- Solution management.

9. Independence IT (“IIT”) Responsibilities. IIT is responsible for the following:

- Determine the methods, details and means of providing the Services.
- Make available the personnel necessary to perform the Services.

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