

This Service Schedule describes and contains additional terms that apply to EarthLink’s Cloud Hosting Services (the “Service”). This Service Schedule amends each Agreement For Service (“AFS”) used to order the Services by the customer identified in the AFS (“Customer”) and the other documents comprising the agreement between Customer and EarthLink with respect to providing, accessing and using the Service (collectively, the “Agreement”) as follows:

1. **Service Overview.** EarthLink Cloud Hosting Services allows for the hosting of high availability applications in a VMware® vCloud® Powered dedicated or shared virtual server environment. The Services include the following features:
  - The virtual servers reside on physical servers operating VMware virtualization software within an EarthLink SSAE 16 compliant data center and have their own root account, which can be controlled, configured and managed by the Customer’s administrator through a VMware vCloud web-based platform (“vCloud Director®”), or by EarthLink under an available managed server package.
  - The VMware platform also includes an automatic failover feature that, if a heartbeat response is not received from a physical server, will migrate automatically the affected virtual machine to another available server in the data center.
  - All of the EarthLink Cloud Hosting Services include the Bronze server management described in *Service Schedule for Server Management and Monitoring Services* and self-managed firewall described in Table C of this Service Schedule, which, for most Services, may be upgraded for an additional charge.
  - EarthLink Managed Services consultants are available to assist Customers with design selection.
  
2. **Dedicated Server Hosting.** EarthLink Dedicated Server Hosting Service (“Dedicated Server”) allows Customers to rent one or more unshared (exclusive) servers with the pre-defined hardware configurations described below in the Standard Dedicated Server Packages chart. The Service includes the following features:
  - The Customer may select from specified server models, components and features and available optional features for an additional charge (e.g. operating system, CPU, RAM, hard disks, RAID, backups, bandwidth, managed cloud hosting, managed security, SQL Server Software or Microsoft Exchange™).
  - The Customer will have complete control of the Dedicated Server, unless a Managed Server Package has been purchased, including full access to core server functions and the ability to install, customize, scale, execute and host as many software programs and domains as allowed by the Dedicated Server.
  - The Service includes the Bronze Managed Server Service described in the *Service Schedule for Management and Monitoring Services* which may be upgraded to Silver, Gold or Platinum for an additional charge.
  - The Customer is responsible for providing the operating system (“OS”) for the Dedicated Server, which can be leased from EarthLink.
  - The Customer may allow other reasonable use of the Dedicated Server and software programs running on it; however, the Customer is responsible for use of the Service by such third parties.
  - The Service is available in the following packages, and additional features and responsibilities of the Parties are described in Table B to this service Schedule:

**TABLE A – DEDICATED SERVER PACKAGES**

<b>Standard Dedicated Server Packages (Includes OS Installation)</b>				
Feature	Level 1	Level 2	Level 3	Custom
CPU	1 CPU	2 x CPU		1-4 x CPU
RAM	4 GB	8 GB	16-64 GB	32+ GB
Disk Space	2 x 500 GB SATA	2 x 1.0 TB SATA	6 x 500 GB SAS	SSD
Bandwidth–Data Transfer	1500 GB	1500 GB	3000 GB	3000 GB
Operating System	Refer to EarthLink Guide to Supported Systems and Software			
Data Center Firewall	Optional	Optional	Optional	Optional
Server Mgt & Monitoring	Optional	Optional	Optional	Optional
File Level Back Up	Optional	Optional	Optional	Optional

3. **Shared Server Hosting.** EarthLink Shared Server Hosting Service allows EarthLink to consolidate multiple physical servers to a shared (non-exclusive) virtual server where different virtual machines can run separate operating systems and multiple applications on the same physical computer, with each virtual machine sharing the resources of that one physical computer. The Service includes the following features:
  - The Customer may rent a single virtual server up to a private server farm running numerous server partitions with different operating systems and multiple applications on the same physical computer.
  - Complete customer-to-customer isolation ensures a secure hosting experience.

- Each virtual machine has its own root account that can be controlled, configured and managed by the Customer's administrator through the VMware Cloud Director® management platform.
- The Customer can select from specified VM CPU, RAM, Storage and IP addresses to build a customized solution.
- The Service includes the Bronze Managed Server Service described in *Service Schedule for Server Management and Monitoring Services* and self-service vShield® firewall described in Table C of this Service Schedule and is available in two Service levels, vCloud Express (End of Sale. Available to existing Customers only) and vCloud Enterprise.

**vCloud Express (End of Sale. Available to existing Customers Only).** vCloud Express is EarthLink's basic Shared Server Cloud Hosting Service. The Service must be ordered in one of the pre-defined Service levels described below, which may be customized after purchase for an additional charge with respect to vCPU, RAM, Storage with metered bandwidth, remote desktop or SQL server licenses as determined by EarthLink. The Service includes Bronze Managed Server and a self-managed vShield® firewall as described in Tables C and G below, which cannot be upgraded. Additional Service features and responsibilities are described in Table A of this Service Schedule.

**vCloud Enterprise.** vCloud Enterprise is EarthLink's premium, full-service Shared Server Cloud Hosting Service. The Service offers VMware virtual servers with vCPU, RAM, SAN Storage with unmetered bandwidth, backup and retention with off-site replication. The Service includes Bronze Managed Support as described in *Service Schedule for Server Management and Monitoring Services* and can be upgraded to Silver, Gold or Platinum Level Support for an additional fee. The Service also includes Customer-managed vShield® firewall as described in Table C below, which can be upgraded for an additional charge to any available optional Cloud Hosting firewall service (e.g. managed vShield® firewall or dedicated physical firewall as described in Table C below), or Data Center Firewall, as described in the EarthLink *Service Schedule for Data Center Firewall Service*. Additional Service features and responsibilities are described in Table C of this Service Schedule.

- 4. Managed Services.** The Bronze level of server management is included with all EarthLink Cloud Hosting Services (see *Service Schedule for Server Management and Monitoring Services*). vCloud Enterprise subscribers may select from three enhanced managed server packages – Silver, Gold or Platinum. For each successive managed server level a greater burden of the responsibilities for running and supporting the Customer's hosted servers and operating systems is allocated to EarthLink Cloud Certified Server Engineers as described in the following chart, resulting in increasing levels of security and reliability for the Customer. EarthLink must have full administrator ("root") account access to the Servers in order to provide Silver, Gold or Platinum Managed Server Support. Additional fees (such as a MRC and/or NRC) apply to each level of enhanced Server Management. Additional Service features and responsibilities with respect to the Silver, Gold and Platinum Support packages are described in *Service Schedule for Server Management and Monitoring Services*.
- 5. Microsoft Services** - EarthLink will monitor up to five (5) Windows Services (for example IIS) and Customer can specify the action to take on a down alert (Alert Customer or, Auto-restart). Additional services can be monitored at an additional cost.
- 6. Web Content** - EarthLink will monitor up to ten (10) webpages on Managed Servers looking for specific content strings within the results. Upon a failed match for the given string, EarthLink will automatically send a notification to the email addresses Customer specifies making them aware of the issue so they can resolve.
- 7. Ports** - EarthLink will monitor up to ten (10) custom ports on the Managed Server for a positive ping result to ensure custom services are actively running. In the event of three (3) failed tests in a fifteen (15) minute period, EarthLink will notify Customer of the issue so they can resolve their custom application issue.
- 8. Server Naming** – Customers must follow EarthLink Server naming convention when creating, modifying and/or deleting Managed Servers in order for EarthLink monitoring systems to accurately collect data about these resources. Any Server not in conformance with this naming convention will not be covered under the Service Level Agreements for this Service.
- 9. Anti-Virus and Anti-Malware** – EarthLink provides best-effort Anti-Virus and Anti-Malware protection. EarthLink manages daily virus definition updates and ensures all host based clients and local agents are managed from our centralized management platform and are working as expected. Customers can be alerted to blocked files through the use of a low impact system tray application that runs within their virtual machine. If files are improperly blocked, Customers can request the files

through our normal support process or retrieve with their local agent if present. All other operations of the protection are transparent to the Customer.

**10. SQL Server licensing and Setup (Optional Service- Additional charges apply)** - If supplied by EarthLink, EarthLink will assist with the installation of SQL Server. Customer is responsible for ongoing management and configuration of SQL Server to meet its application needs, including all DBA duties.

**11. Exchange Managed Services. (Optional Service - Additional charges apply)** - Customers subscribing to Dedicated Server Hosting or Platinum Managed Server Services may add Microsoft® Exchange® Managed Services for an additional monthly charge. The Service includes the installation and base configuration of a single server instance of Microsoft Exchange and initial and ongoing user and distribution list creation. The basic configuration includes configuration of accepted domains and of send and receive connectors, generation of CSR, installation of the UC Certificate, configuration of services to use the certificate, testing of OWA, Outlook® Anywhere and mail flow, and network configuration to allow SMTP, HTTPS and other services. More advanced configuration support may be available for an additional charge.

**12. Data Backup and Restore Services. (Optional Service - Additional charges apply)** - If Customer purchases backup service and required disk space, EarthLink will set up backups on a schedule of weekly full backups and daily incrementals with retention of two (2) weeks. A longer retention period may result in additional costs based on space required. Full virtual server backups are performed without the need for an agent. If the server uses SQL Server or Exchange, EarthLink will install and manage an agent to allow application aware backups which provide granular level restores of individual databases or mailboxes. EarthLink will add a secondary NIC to Customer's virtual servers as needed to provide access to EarthLink backup services. This will only be needed if the server uses application aware backups. Additional charges apply for this optional service. Restores are performed by EarthLink upon Customer request. EarthLink will perform one (1) restore from backup per month per Bronze Level Support Customer request. EarthLink will perform two (2) restores from backup per Silver Level Support Customer request. EarthLink will perform 3 restores from backup per Gold Level Support Customer request. EarthLink will perform five (5) restores from backup per Platinum Level Support Customer request. Additional restores will incur additional charges at EarthLink's then-current time and materials rates.

**13. Term.** Cloud Hosting can be ordered for one (1) year, two (2) year or three (3) year terms ("Term"). Each Term will commence when the Service is available for use by the Customer ("Service Commencement Date") and upon expiration of the Term will continue on a month-to-month basis unless Customer has given written notice of termination to EarthLink at least thirty (30) days before the end of the Term. Thereafter, either Party may terminate any Service being provided on a month-to-month basis with at least thirty (30) days prior written notice to the other Party. Each 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.

**14. Pricing.** Service is provided for a one-time set-up fee and a monthly recurring charge ("MRC") based on the selected Service features. Time and materials charges will apply for additional and/or out-of-scope professional services, including Service changes, requested or required by Customer. Pricing does not include applicable taxes, fees, surcharges and other similar charges. Customer agrees to reimburse EarthLink for any agreed on travel and/or other out-of-pocket expenses incurred in connection with providing the Service.

**15. Billing and Payment.** Billing will commence in the month following the Service Commencement Date. Service Commencement Date shall be defined as the date in which an EarthLink representative has provided vCloud Director login credentials to the Customer. The first invoice will include the initial set-up fee, any installation charges, a pro-rated monthly recurring charge ("MRC") for the Service from the Service Commencement Date through the month for which the invoice is issued. Thereafter, the MRC will be invoiced monthly in advance and non-recurring charges (e.g. bandwidth overages, change requests and other professional services) will be billed monthly in arrears, with the exception of build-out charges and other extraordinary charges that must be paid in advance. 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 Agreement, including, without limitation, late charges and Service suspension.

**16. Change Management.** All changes are subject to EarthLink change control management procedure and subject to any applicable professional services fees and materials charges. Non-standard and complex changes must be approved in advance by EarthLink. Certain changes may be expedited for a fee as determined by EarthLink. Customer is responsible for any service and/or security issues resulting from Customer change requests that deviate from EarthLink's recommended design and for changes not made or authorized by EarthLink. Changes may cause a new invoice to be generated, resulting in a second, separate billing cycle for the Service change. If this occurs, the Customer may contact Customer Service by any of the methods described in Section 11 of this Service Schedule to have the bills combined.

**17. Security Authorization.** The Customer hereby authorizes EarthLink to access Customer's networks and computer systems for the purpose of performing security audits and testing of the Service. Customer acknowledges that such audits and testing may cause temporary disruption to the Service and/or Customer's LAN and computer systems, the degradation of bandwidth, excessive consumption of log file disk space and the temporary unavailability or loss of data, among other issues, and agrees that Customer is responsible for understanding any audit or testing steps to be taken, backing up its stored information and data ("Customer Content") prior to any audit or testing and arranging for alternative means of operation in the event of disruption. EarthLink will not be responsible or liable for claims or damages resulting from security audits and testing of the Service.

**18. 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).

**19. Data Security and Encryption.** The Customer is responsible for its data security and compliance with laws and/or regulatory requirements applicable to its business, including encrypting personally identifiable information ("PII") transmitted to or from, or stored on, EarthLink servers or storage devices used by the Customer. For purposes of this provision, PII means (i) any combination of data or information identifying an individual with respect to sensitive, non-public financial, health or other data or information associated with the individual (i.e. name, address or telephone number with a Social Security Number, financial account number or biometric data); (ii) "protected health information" as that term is defined in HIPAA (45 CFR § 160.103); and "non-public personal information" as that term is defined in the Gramm-Leach-Bliley Act (15 U.S. C, Subchapter 1 § 6809(4)).

**20. Additional Features and Responsibilities.** The Tables below contain additional information about the features of certain included and optional Services available under this Service Schedule, including, without limitation, the responsibilities of the Customer and/or EarthLink with respect to those Services, items not included as part of EarthLink scope of work or any statement of work and Service specific limitations and particular risks that cannot be prevented or fully protected against.

**21. 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.

**CLOUD HOSTING SERVICES SCHEDULE - TABLE B**

vCloud Features and Responsibilities by Service Type			
Service Item	Express <sup>1</sup>	Enterprise	Details
<b>Redundant, uninterruptible power</b>	Included	Included	Dual power feeds backed by separate UPS and generator sets.
<b>Multiple, redundant connections to EarthLink core network</b>	Included	Included	Diverse path connections to EarthLink' nationwide 10G network.
<b>HA Cloud Hardware</b>	Included	Included	Fully automated vMotion, Storage Motion and redundant N+1 compute and storage capacity. Architected for resiliency and high availability. Does not include disaster recovery capability.
<b>SAN server storage</b>	Included	Included	Redundant 1Gbps iSCSI connections to a SAN array cluster providing high performance storage for virtual machines and built for high availability with multiple arrays and dual controllers per array.
<b>VMware Licensing</b>	Included	Included	EarthLink provides all needed VMware licenses to run your virtual environment. These licenses are owned by EarthLink and leased to Customer on a monthly basis.
<b>Operating System Licensing (Windows and Red Hat)</b>	Included	Included	EarthLink must provide all operating system licensing for Windows® 2008 and 2012 operating system instances as well as all software subscription services for Red Hat® Enterprise Linux (RHEL) Release 5.0 and newer operating system instances running in all EarthLink VMware® vCloud® Powered shared virtual server environments. NOTE: License Mobility through Software Assurance does not include the Microsoft Windows Client Operating System, Desktop application products (e.g. Microsoft Office), or Microsoft Windows Server Operating System.
<b>Other Microsoft Licensing</b>	Optional	Optional	By default, all Microsoft licensing is provided by EarthLink. It is owned by EarthLink and leased to Customer on a monthly basis. Customer can provide their own license and override this default which would be detailed out on their specific Statement of Work. If Customer provided, they are responsible for ensuring that all licenses are current and have Software Assurance on them. Without Software Assurance they are not permitted to be moved to the provided EarthLink virtual environment. NOTE: License Mobility through Software Assurance does not include the Microsoft Windows Client Operating System, Desktop application products (e.g. Microsoft Office), or Microsoft Windows Server Operating System.
<b>Account Resource Limit Setup</b>	Included	Included	EarthLink will setup the EarthLink Cloud Portal account with the purchased allotment of resources: Virtual CPU, RAM, SAN Disk Space, Backup Space, Public IP's, and Public Bandwidth Limits.
<b>Admin Account Setup</b>	Included	Included	EarthLink will setup a primary administrator account for access to the EarthLink Cloud Portal. This administrator can manage all features including managing other administrator accounts.

vCloud Features and Responsibilities by Service Type			
Service Item	Express <sup>1</sup>	Enterprise	Details
<b>Additional Admin Account Setup</b>	Not Available	Included	EarthLink will create up to ten (10) additional administrators with the needed level of access to the EarthLink Cloud Portal cloud management interface.
<b>Level 1 Firewall Security</b>	Included	Included	EarthLink manages a firewall that protects the entire virtual platform including Customer's virtual machines from common threats and attacks. This firewall does not contain any Customer specific rules. Basic IDS/IPS services are included with this but only for simplistic detection and prevention. Should this firewall ever block valid access, Customer must notify EarthLink to remove blocks.
<b>vShield Firewall</b>	Included	Included	EarthLink provides all vCloud Customers with VMware's vShield virtual firewall device, allowing definition of VPN connections and firewall access control rules. These can either be managed by EarthLink or Customer. Not applicable if Customer selects Data Center Firewall Option.
<b>Data Center Firewall</b>	Not Available	Optional	EarthLink's Data Center Firewall Service is a managed, stateful packet filtering firewall using EarthLink provided hardware and software located in the EarthLink Data Center between Customer's Data Center Hosted Services, MPLS Network, and Internet Access. The Service is available as an option, for an additional fee. See <i>EarthLink Service Schedule for Data Center Firewall</i> .
<b>Web-based Management Interface</b>	Included	Included	EarthLink provides a web-based management interface (e.g. vCloud Director) for Customer to deploy and manage their virtual resources within their virtual data center. Upon service setup, EarthLink will provide a one hour overview of the tool and assist Customer on an ongoing basis through documentation and knowledge base articles.
<b>24x7X365 Support</b>	Included	Included	EarthLink will provide basic assistance and troubleshooting for Customer to guide them through using the EarthLink web interface as well as basic troubleshooting of issues related to connectivity or general platform issues. As this Service is designed to allow Customers to help themselves EarthLink reserves the right to limit support events to two (2) per month. <b>Customer is responsible for all issues at the OS or application layer.</b>
<b>EarthLink Managed Backups</b>	Not Available	Optional	If Customer purchases backup space, EarthLink will set up backups on a schedule of weekly full backups and daily incrementals with retention of two (2) weeks. A longer retention period may result in additional costs based on space required. Full virtual server backups are performed without the need for an agent. If the server uses SQL Server or Exchange, EarthLink will install and manage an agent to allow application aware backups which provide granular level restores of individual databases or mailboxes.
<b>Data Migration</b>	Optional	Optional	Customer is responsible for moving all data from any existing resources whether physical or virtual to their new virtual machines hosted with EarthLink, including

vCloud Features and Responsibilities by Service Type			
Service Item	Express <sup>1</sup>	Enterprise	Details
			ensuring adequate bandwidth both at Customer's premise and on cloud resources. If Customer requires physical hardware to perform data migration additional charges may apply. Data Migration services may be purchased from EarthLink as part of a one-time Professional Services engagement.
<b>Service Monitoring</b>	Not Available	Optional	See Service Schedule for Server Management and Monitoring Services
<b>Anti-virus and Anti-Malware</b>	Not Available	Optional	See Service Schedule for Server Management and Monitoring Services
<b>Server Patching</b>	Not Available	Optional	See Service Schedule for Server Management and Monitoring Services

**1 – End of Sale. Available to Existing Customers Only.**

### CLOUD HOSTING SERVICES SCHEDULE- TABLE C

Networking, VPN, and Firewall Features and Responsibilities by Service				
Service Item	Customer-Managed vShield	EarthLink-Managed vShield	EarthLink Dedicated Firewall	Feature Details
Public Network and Setup	EarthLink	EarthLink	EarthLink	EarthLink will set up the primary routed network that connects the virtual data center to the public Internet allowing the definition of NAT rules for virtual machines from private IP to public IP.
Premise bandwidth	Customer	Customer	Customer	Customer is responsible for providing adequate bandwidth from Customer locations to the EarthLink data center to ensure needed performance. EarthLink cannot guarantee performance for any locations with insufficient bandwidth and Customer agrees to make upgrades as needed.
Dedicated Firewall Setup and Ongoing Management	Not Available	Not Available	EarthLink	EarthLink will deploy a physical firewall in front of Customer's virtual resource and manage setup and installation of the firewall, including any required custom firewall rules and will work with Customer to establish VPN tunnels.

Networking, VPN, and Firewall Features and Responsibilities by Service				
Service Item	Customer-Managed vShield	EarthLink-Managed vShield	EarthLink Dedicated Firewall	Feature Details
VPN Setup on Dedicated Firewall	Not Available	Not Available	EarthLink	EarthLink will manage setup of VPN tunnels on dedicated firewall and work closely with Customer resources to establish these tunnels. This setup is limited to 10 Customer locations only. Additional locations may incur extra fees or require a dedicated physical firewall in place of the virtual vShield device.
vShield Firewall Access	EarthLink	EarthLink	Not Available	EarthLink provides all vCloud Customers with VMware's vShield virtual firewall device, allowing definition of VPN connections and firewall access control rules.
vShield Firewall Configuration	Customer	EarthLink	Not Available	Management of this device for all firewall rules and if needed the creation of a VPN tunnel between vCloud and Customer's premise VPN/Firewall device. By default only inbound web traffic and mail (80,443, 25) and RDP (3389) ports are opened to Customer's Virtual Servers. EarthLink will manage any other required firewall rules as needed.
VPN Setup on Cloud Firewall	Customer	EarthLink	Not Available	Setup of VPN tunnels on vShield device and work closely with Customer resources to establish these tunnels. This setup is limited to ten (10) Customer locations only. Additional locations may incur extra fees or require a dedicated physical firewall in place of the virtual vShield device.
VPN Setup on Customer Premise Device	Customer	Customer	Customer	Customer is responsible for working with EarthLink staff to assist with setup of VPN tunnels between Customer premise devices and dedicated firewall. Customer will provide a local, technical resource familiar with Customer premise equipment. EarthLink will take full responsibility for configuration if both endpoints are on EarthLink managed equipment.
Ongoing VPN management	Customer	Customer	Customer	VPN management is the Customer's responsibility, but EarthLink will work with Customer to help ensure uptime of VPN tunnels and to reasonably assist with changes as Customer demands warrant. 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. Minor changes to

**Networking, VPN, and Firewall Features and Responsibilities by Service**

Service Item	Customer-Managed vShield	EarthLink-Managed vShield	EarthLink Dedicated Firewall	Feature Details
				configurations are covered by ongoing support. Larger, more global changes requiring a complete redeployment of Customer VPN are outside the scope of this ongoing support and could result in additional charges at EarthLink ' discretion.
Client based VPN	Not Available	Not Available	EarthLink	EarthLink will work with Customer as needed to establish Client based VPN's from Customer equipment into the dedicated firewall. EarthLink will manually configure up to ten (10) users/devices. For needs greater than ten (10), Customer must provide an accessible LDAP or Radius server to configure access rules. Customer is responsible for deployment to their hardware devices including reinstalls of clients as needed. Supported OS and mobile device lists can be supplied if needed and are subject to change based on hardware vendor support.
SSL VPN	Not Available	Not Available	EarthLink	EarthLink will work with Customer as needed to establish SSL VPN's from Customer equipment into the dedicated firewall. EarthLink will manually configure up to ten (10) users. For more than ten (10) users, Customer must provide an accessible LDAP or Radius server to configure access rules.