

This Reseller Service Schedule for Cloud Hosting Services (“Service Schedule”) amends, and is incorporated into, the Master Services Agreement For Value-Added Resellers of EarthLink Managed Services, which along with the applicable Service Level Agreement (“Agreement”) with respect to the described EarthLink Cloud Hosting Services described herein and ordered on an Agreement For Service (“AFS”) signed by Reseller and EarthLink (“EarthLink”). This Service Schedule and the attached Tables are incorporated into the Agreement between Reseller and EarthLink with respect to Cloud Hosting Services that are described in this Service Schedule. This Service Schedule will control to the extent of any conflicts between its terms and the terms of the Agreement. The section headings used in this Service Schedule are provided for convenience only and are not intended to affect the interpretation of any provisions. Capitalized terms used and not defined in this Service Schedule will have the meanings given to them in the Agreement.

1. **Service Overview.** EarthLink’s Cloud Hosting Services allow for the hosting of high availability applications in a VMware® vCloud® Powered dedicated or shared virtual server environment where Reseller may rent from one server up to a private cloud server farm running numerous server partitions with different operating systems and multiple applications on the same physical computer. The Service includes the following features:
 - Virtual machines residing on physical servers operating VMware virtualization software located in an EarthLink SSAE 16 compliant data center (“Data Center”).
 - The virtual machines have their own root accounts, which can be controlled, configured and managed by Reseller through a VMware vCloud web-based platform (“vCloud Director®”) or by EarthLink under an available managed Service package.
 - The VMware platform has a failover feature, which will migrate automatically any affected virtual machine to another server in the Data Center if a heartbeat response is not received from the physical server.
 - The Service includes EarthLink’s Bronze server management and self-managed firewall (described in Tables C and G of this Service Schedule), which for most Services may be upgraded for an additional charge.
 - EarthLink Managed Services consultants are available to assist with design selection.

2. **Dedicated Server Hosting.** Reseller may rent one or more dedicated (unshared) servers (“Dedicated Server”) with one of the pre-defined Dedicated Server packages described in the chart below, which include the following features:
 - Reseller may select from specified server models, components and features and, for an additional charge, certain optional features (e.g. operating system, CPU, RAM, hard disks, RAID, backups, bandwidth, managed cloud hosting, managed security, SQL Server Software or Microsoft Exchange™).
 - Unless a managed server package has been purchased, Reseller will have control of the Dedicated Server, including full access to core server functions and the ability to install, customize, scale, execute and host as many software programs and domains as permitted by the Dedicated Server.
 - The Service includes EarthLink’s Bronze Managed Server Service and self-managed firewall, which for most Services may be upgraded for an additional charge (e.g. to a managed vShield® firewall, a dedicated physical firewall and/or one of the enhanced managed server packages described below).
 - Reseller is responsible for providing the operating system (“OS”) for the Dedicated Server, which can be purchased from EarthLink.
 - Reseller may allow Reseller’s Customer reasonable third party use of the Dedicated Server and software programs running on it; however, Reseller will be responsible and liable for such third party use.
 - The Service is available in the following standard Dedicated Server packages:

Standard Dedicated Server Packages (Includes OS Templates, Control Panel and CPU Monitor)				
Feature	Level 1	Level 2	Level 3	Custom
CPU	Quad Core Intel	Dual Quad Core Intel		Quad Quad Core Intel
RAM	4 GB	8 GB	16-64 GB	32+ GB
Disk Space	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	Any Operating System provided by Reseller or EarthLink			
Firewall	Optional	Optional	Optional	Optional
Monitoring	Included	Included	Included	Included
File Level Back Up	Optional	Optional	Optional	Optional

3. **Shared Server Hosting.** EarthLink’s Shared Server Hosting 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 the single physical computer. The Service includes the following features:

- Reseller may rent one or more virtual servers, running multiple 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 Reseller through the vCloud Director® management platform.
- Reseller can select from specified VM CPU, RAM, Storage and IP addresses to build a customized solution.
- The Service includes EarthLink’s Bronze Managed Server Service and self-service vShield® firewall (described in Tables C and G of this Service Schedule) and is available in two Service levels, vCloud Express and vCloud Enterprise.

a. **vCloud Express.** 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 in the chart 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 EarthLink’s Bronze Managed Server Service and a self-managed vShield® firewall, which cannot be upgraded. Additional Service features and responsibilities are described in Table A of this Service Schedule.

vCloud Express Packages (Includes OS Templates, Control Panel and CPU Monitor)					
Features	Level 1	Level 2	Level 3	Level 4	Level 5
CPU	1 CPU	1 CPU	1 CPU	2 CPU	4 CPU
RAM	2 GB	4 GB	8 GB	8 GB	16 GB
Storage	40 GB	60 GB	100 GB	150 GB	250 GB
Public IP’s	1	1	2	2	4
Bandwidth In*	1500 GB	1500 GB	3000 GB	3000 GB	3000 GB
Bandwidth Out*	1500 GB	1500 GB	3000 GB	3000 GB	3000 GB

b. **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 also includes EarthLink’s Bronze Managed Server and vShield® firewall, which can be upgraded for an additional charge to any available optional and/or enhanced service (e.g. managed vShield® firewall or dedicated physical firewall (described in Tables H and I below, and/or any enhanced managed server package – silver, gold or platinum as described in Tables D, E and F, specified Microsoft® applications and SQL server software. Additional Service features and responsibilities are described in Table B of this Service Schedule.

4. **Managed Services.** EarthLink’s Cloud Hosting is available as a managed or unmanaged Service. The Bronze level of server management (described in Table C below) is included with all EarthLink Cloud Hosting Services. vCloud Enterprise subscribers may select from three enhanced managed server packages – silver, gold or platinum, which are not available with vCloud Express. For each successive managed server level, a greater burden of the responsibilities for running and supporting the hosted servers and operating systems is allocated to EarthLink’s Cloud Certified Server Engineers (as described in the following chart). EarthLink must have full root account access to the Service in order to provide silver, gold or platinum managed server support. Additional fees (MRC and/or NRC) apply to each progressive level of enhanced server management. Additional Service features and responsibilities with respect to the silver, gold and platinum managed server packages are described in Tables D, E and F, respectively, of this Service Schedule.

Features of Managed Server Packages				
Feature	Bronze	Silver	Gold	Platinum
Network Support	Yes	Yes	Yes	Yes
Power Support	Yes	Yes	Yes	Yes
Hardware Support	Yes	Yes	Yes	Yes
Server Reboot	1	Unlimited	Unlimited	Unlimited
24/7 Emergency Support	Yes	Yes	Yes	Yes
Basic Monitoring (ping)		Yes	Yes	Yes
Advance Monitoring			Yes	Yes
OS Installation			Yes	Yes
OS Patches & security Updates			Yes	Yes
Back Up Management	Yes	Yes	Yes	Yes
Restore	1	2	3	5
AV Services			Yes	Yes
OS Reloads			Yes	Yes
Preferential Hourly Rate			Yes	Yes
Performance Tuning				Yes
Security Assessment				Annually

5. **Managed Exchange Services.** If Reseller subscribes to Dedicated Server Hosting or Platinum Managed Server Services, Reseller may add Managed Microsoft® Exchange® for an additional monthly recurring charge (“MRC”). This 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 base configuration includes configuration of accepted domains and send and receive connectors, generation of CSR, installation of the UC Certificate, configuration of Services to use the UC Certificate, testing of OWA, Outlook® Anywhere and mail flow, and network configuration allowing SMTP, HTTPS and other services. More advanced configuration support may be available for an additional charge. Managed Exchange Services are described in a separate Service Schedule found at www.earthlinkbusiness.com/about-us/legal/terms.xea.
6. **Term.** Cloud Server Hosting can be ordered for 1 year, 2 year or 3 year terms (“Term”). Each Term will commence when the Service is available for use (“Service Commencement Date”) and, upon expiration, will continue on a month-to-month basis unless Reseller has given EarthLink written notice of termination 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 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.
7. **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 changes requested or required by Reseller. Pricing does not include applicable taxes, fees, surcharges and other similar charges. Reseller agrees to reimburse EarthLink for any agreed on travel and/or other out-of-pocket expenses incurred in connection with providing the Service.
8. **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 and other extraordinary charges that must be paid in advance. If arrangements for payments by credit card have been made, EarthLink may charge the 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 late charges and the suspension of Service for non-payment.

9. **Change Management.** All changes are subject to EarthLink's 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. Reseller is responsible for any service or security issues resulting from 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, Reseller may contact Customer Service by any of the methods described in Section 11 of this Service Schedule to have the bills combined.
10. **Security Authorization.** Reseller shall provide appropriate written authorization for EarthLink to access any networks and computer systems before EarthLink will perform any security audits or testing of the Service. The authorization must contain an acknowledgment that such audits and testing may cause temporary disruption to the Service and its local network ("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. Reseller is responsible for understanding, and ensuring that Reseller's Customer understands, any audit or testing steps to be taken, that stored information and data ("Customer Content") must be backed up prior to any audit or testing and that it needs to arrange for an alternative means of operation in the event of disruption. EarthLink will not be liable for claims or damages resulting from security audits and testing of the Service.
11. **Service Levels and Support.** Information concerning Service level objectives and credit allowances are set forth in the Service Level Agreement for Data Center Services ("SLA") found at www.earthlinkbusiness.com/about-us/legal/sla.xea. EarthLink will provide assistance and troubleshooting 24 hours a day, 7 days a week. Unless otherwise agreed by Reseller and EarthLink in a separate writing, direct support will be provided to Reseller only, not to Reseller's Customer. Reseller may contact EarthLink 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.
12. **Data Security and Encryption.** Reseller is responsible for data security and compliance with applicable law and regulatory requirements, including encrypting personally identifiable information ("PII") transmitted to or from, or stored on, EarthLink servers or storage devices. 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 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)).
13. **Additional Features and Responsibilities.** The following Tables contain additional information about standard and optional features of the Service, responsibilities with respect to the Service, items not included as part of EarthLink's scope of work or any statement of work and Service specific limitations and risks that cannot be prevented or fully protected against.

-- CLOUD HOSTING SERVICES SCHEDULE TABLES BEGIN ON THE FOLLOWING PAGE --

CLOUD HOSTING SERVICES SCHEDULE - TABLE A

vCloud Express Features and Responsibilities				
Service Item	EarthLink	Reseller	N/A	Details
Redundant, uninterrupted power	X			Dual power feeds backed by separate UPS and generator sets.
Multiple, redundant connections to EarthLink core network	X			Diverse path connections to EarthLink's nationwide 10G network.
HA Cloud Hardware	X			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.
SAN server storage	X			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.
Level 1 Firewall Security	X			EarthLink manages a firewall that protects the virtual platform, including the Reseller's virtual machines, from common threats and attacks. The firewall does not contain any rules specific to Reseller or Reseller's Customer. Basic IDS/IPS services are included, but only for simplistic detection and prevention. Should this firewall ever block valid access, Reseller must promptly notify EarthLink.
Web-based Management Interface	X			EarthLink provides a web-based management interface for Reseller to deploy and manage the virtual resources within the virtual data center. EarthLink will provide a one hour overview of the tool and reasonably assist Reseller on an ongoing basis through documentation and knowledge base articles.
24x7X365 Support	X			EarthLink will provide basic assistance and troubleshooting for Reseller and guide Reseller through use of the EarthLink web interface and basic issue troubleshooting related to connectivity or general platform issues. This Service is designed as a self-help service and support events are limited to 2 per month. Reseller is responsible for all issues at the OS or application layer.
Premise bandwidth		X		Reseller is responsible for providing adequate bandwidth from its locations to the Data Center to ensure needed performance. EarthLink cannot guarantee performance for locations with insufficient bandwidth and Reseller must commit, at its expense, to upgrades as needed.
Backups		X		Reseller is responsible for backups of all virtual machine resources. If desired, a separate cloud backup service may be purchased from EarthLink, which would provide software and storage for backup. However, Reseller will be responsible for setup of the backup process.
Data Migration		X		Reseller is responsible for moving all data from any existing resources, physical or virtual to the EarthLink hosted virtual machines, including ensuring adequate bandwidth at the premise and on cloud resources. If physical hardware is required to perform data migration additional charges may apply.
Service Monitoring		X		Reseller is responsible for setting up monitoring of Service and responding to alerts as needed.

Anti-virus and Anti-Malware		X		Reseller is responsible for installing and managing an Anti-virus solution to protect virtual machines from viruses and malware, and it is strongly recommended that Reseller put an appropriate solution in place to mitigate risks.
Server Patching		X		Server patching is Reseller's responsibility whether it chooses to install a program, to assist or to do it manually.

CLOUD HOSTING SERVICES SCHEDULE- TABLE B

vCloud Enterprise Features and Responsibilities				
Service Item	EarthLink	Reseller	N/A	Feature Details
Redundant, uninterruptible power	X			Dual power feeds backed by separate UPS and generator sets.
Multiple, redundant connections to EarthLink core network	X			Diverse path connections to EarthLink's nationwide 10G network.
HA Cloud Hardware	X			Fully automated vMotion, Storage Motion, and redundant N+1 compute and storage capacity
SAN server storage	X			Redundant 10Gbps FCoE connections to a SAN array providing high performance storage for virtual machines. Built for high availability with dual active-active controllers and multiple storage tiers or front side caching to provide both high IOPS and low disk latency.
VMware Licensing	X			EarthLink provides all needed VMware licenses to run the virtual environment. The licenses are owned by EarthLink and leased to Reseller on a monthly basis.
Microsoft Licensing	X			By default, licensing is provided and owned by EarthLink and leased to Reseller on a monthly basis. However, Reseller Customer can provide its own license, which would be detailed on its specific statement of work, and will be responsible for ensuring that all licenses provided are current and have Software Assurance on them (without Software Assurance they will not be permitted to be moved to the EarthLink virtual environment).
Account Resource Limit Setup	X			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.
Web-based Management Interface	X			EarthLink provides a web-based management interface for Reseller to be able to deploy and manage the virtual resources within the virtual data center.
Admin account setup	X			EarthLink will setup a primary administrator account for Reseller to access the EarthLink Cloud Portal and manage all features, including its other administrator accounts.
Additional admin account setup	X			EarthLink will create up to 10 additional administrators with the needed level of access to the EarthLink Cloud Portal cloud management interface.
24x7X365 Support	X			EarthLink will provide assistance for Reseller on using the EarthLink Cloud Portal web interface as well as troubleshooting of issues related to connectivity or general platform issues. If a Gold or Platinum managed service has been purchased, EarthLink will handle all OS level issues as well. Reseller is responsible for all application level issues.

CLOUD HOSTING SERVICES SCHEDULE- TABLE C

Virtual Machine Features – Bronze Managed Server				
Service Item	EarthLink	Reseller	N/A	Feature Details
SQL Server licensing and setup			X	If supplied by EarthLink, EarthLink will assist with the installation and setup of SQL Server. Reseller is responsible for ongoing management and configuration of SQL Server to meet its application needs, including all DBA duties.
Virtual Machine setup		X		Reseller is responsible for defining all needed virtual machines by assigning purchased virtual resources to new or existing virtual machines, including CPU, RAM and Disk.
OS installation and setup		X		Reseller is responsible for installation and setup of the Operating System on all created virtual machines.
OS roles and features setup		X		Further customizing of virtual machine operating system roles and features is the responsibility of Reseller.
IIS Setup and Management		X		Reseller is responsible for installing the Web Server role and features (IIS) within Windows® to be able to support website hosting on the server, including initial setup and ongoing configuration of websites in IIS.
FTP User Management	X			EarthLink will setup the FTP role within Windows using either Windows built in FTP server or a third party open source FTP server software. EarthLink will also create up to 20 user accounts with the proper folder permissions needed; however, additional users must manage themselves.
PHP Setup, Configuration, and Module Installation		X		Reseller is responsible for installing PHP either on Windows or a Linux based OS to use for web or server based applications, including PHP setting customizations, installing PHP modules, PHP programming and script writing.
DNS and IP Management	X	X		EarthLink will assist Reseller with making proper DNS changes to point existing domains to new IP's hosted by EarthLink and provide reasonable direction to Reseller to allow it to update systems, or clients not hosted by EarthLink to use new EarthLink IP's as needed.
Active Directory Domain		X		Reseller is responsible for joining its virtual servers to its local domain or setting up one of its servers as a domain controller.
Active Directory User Management		X		Reseller is responsible for defining its group policy and managing groups and users on its active directory domain.
Private Network Setup		X		Reseller is responsible for internal virtual network setup, including configuration of NAT rules and internal IP address assignment to virtual machines.
Backups	X			If Reseller purchases backup space, EarthLink will set up backups on a schedule of weekly full backups, and daily incrementals, with a retention period of 2 weeks. Longer retention periods may result in additional costs based on the 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 providing granular level restores of individual databases or mailboxes.

Restore from Backup	X			EarthLink will perform 1 restore from backup per month per virtual server. Additional restores will result in additional charges.
Offsite data backup	X			With cloud services, EarthLink provides offsite data replication to a second Data Center at no additional charge. This backup is purely for disaster recovery purposes, so that in the event of data loss in the primary facility the data can be restored from the secondary facility to the primary. This service does not include failover to the secondary Data Center.
Management NIC setup	X			EarthLink will add a secondary NIC to Reseller Customer's virtual servers as needed to provide access to EarthLink management services, including backup, which will only be needed for servers using application aware backups.
Terminal Server Setup			X	If Reseller purchased Terminal Server licensing from EarthLink, EarthLink will configure the Terminal Server license for Reseller's use. Terminal Server works well for a small quantity of concurrent users; however, if the number of users will exceed 10 it is recommended that Reseller add additional third party services on top of the Terminal Server. By default, the Terminal Server licensing server will run on one of Reseller Customer's existing virtual machines and, if this impacts performance, Reseller is responsible for purchasing additional resources to support a dedicated machine for this function.
Service Monitoring		X		Reseller is responsible for all monitoring of virtual servers.
OS Patching and Security Updates		X		Reseller is responsible for patching all of its virtual servers as needed. If servers fall behind on patches and become compromised, EarthLink reserves the right to turn off access to those machines until issues are addressed to limit the impact to the cloud platform or other customers.
Anti-Virus and Anti-Malware		X		Reseller is responsible for providing Anti-Virus and Anti-Malware solution on its servers. Choosing not to protect a VM is at the discretion of Reseller; however, if a machine is compromised, EarthLink reserves the right to turn off access to the machine until issues are addressed to limit impacts to the cloud platform and other customers.
Virus Remediation		X		Reseller is responsible for removal of viruses and malware found on its virtual machines. EarthLink will assist Reseller as requested at its then-current standard time and materials rates.
Windows Firewall / Pintables		X		Reseller is responsible for setup and management of any Operating System level firewall.
Local Database Backups		X		Reseller is responsible for setup of local database backups for quick local restores outside of using off-server backups.
Server Reboots	X			EarthLink will perform 1 reboot per month. Each additional reboot will incur an additional fee of \$25. Reseller may reboot its virtual servers at any time through the Cloud Portal web interface.
OS Reload		X		Reseller is responsible for rebuilding virtual machines as needed.
Exchange Server management			X	If Reseller is hosting a dedicated Exchange server on its virtual machine, it is responsible for managing that Exchange instance. Exchange server management can only be added to a virtual machine with Platinum Managed Server Service.

Performance Tuning		X		Tuning of operating system or virtual machine resources is solely up to the discretion of Reseller.
Security Assessment		X		If Reseller chooses to analyze its virtual resources for security vulnerabilities, it must perform that analysis on its own, obtain a third party provider or engage EarthLink under a separate agreement.

CLOUD HOSTING SERVICES SCHEDULE- TABLE D

Virtual Machine Features – Silver Managed Server				
Service Item	EarthLink	Reseller	N/A	Feature Details
SQL Server licensing and setup			X	If supplied by EarthLink, EarthLink will assist with the installation and setup of SQL Server. Reseller is responsible for ongoing management and configuration of SQL Server to meet its application needs, including all DBA duties.
Virtual Machine setup		X		Reseller is responsible for defining all needed virtual machines by assigning purchased virtual resources to new or existing virtual machines, including CPU, RAM and Disk.
OS installation and setup		X		Reseller is responsible for installation and setup of the operating system on all created virtual machines.
OS roles and features setup		X		Further customizing of virtual machine operating system roles and features is the responsibility of Reseller.
IIS Setup and Management		X		Reseller is responsible for installing the Web Server role and features (IIS) within Windows to be able to support website hosting on the server, including initial setup and ongoing configuration of websites in IIS.
FTP User Management	X			EarthLink will set up the FTP role within Windows using either the built in FTP server of Windows or third party open source FTP server software and create user accounts as needed with the proper folder permissions for up to 20 users. Additional users must manage themselves.
PHP Setup, Configuration, and Module Installation		X		Reseller is responsible for installing PHP on Windows or a Linux based operating system to use for web or server based applications, including PHP setting customizations, and installing PHP modules. EarthLink will not provide PHP programming or script writing, which is the responsibility of Reseller.
DNS and IP Management	X	X		EarthLink will assist Reseller with making proper DNS changes to point existing domains to new IPs hosted at EarthLink and provide direction to allow Reseller to update systems or clients not hosted by EarthLink to use new EarthLink IPs as needed.
Active Directory Domain		X		Reseller is responsible for joining its virtual servers to its local domain and setting up a server as a domain controller.
Active Directory User Management		X		Reseller is responsible for defining its group policy and for managing groups and users on its active directory domain.
Private Network Setup		X		Reseller is responsible for internal virtual network set up, including configuration of NAT rules and internal IP address assignment to virtual machines.
Backups	X			If Reseller purchases backup space, EarthLink will set up backups on a schedule of weekly full backups, and daily incrementals, with retention of 2 weeks. A longer retention period may result in additional costs based on the 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 providing granular level restores of individual databases or mailboxes.
Restore from Backup	X			EarthLink will perform up to 2 restores from backup per month per virtual server. Additional restores will result in additional charges.

Offsite data backup	X			With cloud services, EarthLink provides off-site data replication to a second Data Center at no additional charge for disaster purposes, so that in the event of data loss in the primary facility, data can be restored from the secondary facility. This service does not include failover to the secondary Data Center.
Management NIC setup	X			EarthLink will add a secondary NIC to Reseller's virtual servers, if needed, to provide access to EarthLink management services including backup. This will only be needed if the server is using application aware backups.
Terminal Server Setup			X	If Reseller Customer purchased Terminal Server licensing from EarthLink, EarthLink will configure the Terminal Server license for Reseller's use. Terminal Server works well for a small number of concurrent users, but for more than 10 users it is strongly suggested to add additional services on top of the Terminal Server. By default, the Terminal Server licensing server will run on one of Reseller's existing virtual machines. If performance is impacted, Reseller is responsible for purchasing additional resources to support a dedicated machine for this function.
Server Up/Down Monitoring	X			EarthLink will perform basic up/down (ping) monitoring of primary server IP. Upon three failed pings within a 15 minute period, a technician will investigate the issue to ensure it is not a platform level issue, and if it is they will resolve. Otherwise, Reseller will be notified about the issue at its provided notification email addresses for resolution by Reseller.
Advanced Monitoring		X		Reseller is responsible for all monitoring beyond the included server up/down monitoring described above.
OS Patching and Security Updates		X		Reseller is responsible for patching all of its virtual servers as needed. If servers fall behind on patches and become compromised, EarthLink reserves the right to turn off access to those machines until issues are addressed to limit the impact to the cloud platform or other customers.
Anti-Virus and Anti-Malware		X		Reseller is responsible for providing its own Anti-Virus and Anti-Malware solution on its servers. Choosing not to protect a VM is done at Reseller's discretion; however, if a machine becomes compromised, EarthLink reserves the right to turn off access to the machine until issues are addressed to limit the impact to the cloud platform or other customers.
Virus Remediation		X		Reseller is responsible for removal of any viruses or malware found on its virtual machines. EarthLink will assist Reseller as requested at its then-current standard time and materials rates.
Windows Firewall / IPTables		X		Reseller is responsible for set up and management of any operating system level firewall.
Local Database Backups		X		Reseller is responsible for set up of local database backups for quick local restores outside of using off server backups.
Server Reboots	X			EarthLink will perform unlimited reboots per month; however, Reseller may reboot its virtual servers at any time through the EarthLink Cloud Portal web interface.
OS Reload		X		Reseller is responsible for rebuilding virtual machines as needed.
Exchange Server management			X	If Reseller is hosting a dedicated Exchange server on its virtual machine, then it is responsible for managing that Exchange instance. Exchange server management can only be added to a virtual machine that has the Platinum Managed Server Service.
Performance Tuning		X		Tuning of operating system or virtual machine resources is solely up to the discretion of Reseller.

Security Assessment		X	If Reseller chooses to analyze its virtual resources for security vulnerabilities, it must perform that analysis on its own, obtain a third party provider or engage EarthLink under a separate agreement.
----------------------------	--	---	--

CLOUD HOSTING SERVICES SCHEDULE- TABLE E

Virtual Machine Features – Gold Managed Server				
Service Item	EarthLink	Reseller	N/A	Feature Details
Virtual Machine setup	X			EarthLink will setup virtual machines per the documented naming, IP scheme, resource levels, disk partitioning and OS requirements outlined in the vCloud Data.
OS installation and setup	X			EarthLink will install the designated operating system per virtual server.
OS roles and features setup	X			EarthLink will install any standard roles or features of the operating system reasonably needed by Reseller. Reseller is responsible for configuration and setup of those features to meet its application needs.
SQL Server licensing and setup			X	If supplied by EarthLink, EarthLink will assist with the installation and setup of SQL Server. Reseller is responsible for ongoing management and configuration of SQL Server to meet its application needs, including all DBA duties.
IIS Setup and Management	X			EarthLink will install the Web Server role and features (IIS) within Windows for Reseller to be able to support website hosting on the server, including initial setup and ongoing configuration of websites in IIS.
FTP User Management	X			EarthLink will setup the FTP role within Windows using either the built in FTP server of Windows or third party open source FTP server software. EarthLink will also create user accounts as needed with the proper folder permissions needed for up to 20 users. Additional users must manage themselves.
PHP Setup, Configuration, and Module Installation	X			EarthLink will install PHP either on Windows or a Linux based OS for Customer to use for web or server based applications. EarthLink will also perform any PHP setting customizations and install any modules provided by Reseller. EarthLink will not provide PHP programming or script writing, which is the responsibility of the Reseller.
DNS and IP Management	X	X		EarthLink will assist Reseller with making proper DNS changes to point existing domains to new IP's hosted by EarthLink and provide direction for Reseller to update any systems or clients not hosted by EarthLink and to use new EarthLink IP's as needed.
Active Directory Domain	X	X		EarthLink will work with Reseller to join its virtual machines to its existing domain, setup a dedicated domain for the virtual servers within the cloud or join Reseller's virtual servers to EarthLink's cloud management domain. The EarthLink management domain provides a means of granting EarthLink service accounts and administrator access for providing managed services. It is required to deliver certain features of the managed service plan. Alternatively, a one way trust between Reseller's domain and the EarthLink management domain can meet the same needs. One of these options is required in order for EarthLink to provide managed services to Reseller, including responding to monitoring alarms. EarthLink will initially set up users and set group policies per direction provided by Reseller for up to 10 groups and 50 users. Higher user quantities may incur additional charges.

				Reseller is responsible for defining AD policies or ongoing user and policy management.
Private Network Setup	X			EarthLink will handle setup of all cloud private networks including NAT of public IP to private IP where needed within the local cloud LAN. Connection to remote networks, or MPLS based connections, are outside of the scope of this area.
Backups	X			If Reseller purchases backup space, EarthLink will setup backups on a schedule of weekly full backups and daily incrementals with retention of 2 weeks. A longer retention period could incur additional costs based on the 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.
Restore from Backup	X			EarthLink will perform up to 3 restores from backup per month per virtual server. Additional restores will incur additional charges at EarthLink's then-current time & materials rate. These restores include full VM restores, individual files, or mailbox or database restores if applicable. Restore timeframes will vary based on scope of the restore and will be performed within 24 business hours by default. Critical restores can be prioritized for an additional charge.
Offsite data backup	X			For cloud services, EarthLink provides offsite data replication to a second Data Center at no additional charge. This backup is purely for disaster purposes so that in the event of data loss in the primary facility, data can be restored from the secondary facility to the primary. This service does not include failover to the secondary Data Center.
Management NIC setup	X			EarthLink will need to add a secondary NIC to Reseller Customer's virtual servers to provide access to EarthLink's management services, including Patch Management, monitoring and backup. This interface also provides EarthLink engineers a secure means for server access for providing support. Security is in place to allow connections from EarthLink management systems only to Reseller's VMs; connection initiation is not allowed in the other direction. Reseller cannot access other customer's networks or VM's connected to the same management network as implementation uses private vLan's.
Terminal Server Setup			X	If Reseller has purchased Terminal Server licensing from EarthLink, EarthLink will configure the Terminal Server license for Reseller's use. Terminal Server works well for a small quantity of concurrent users, but if the number of users exceeds 10 it is strongly recommended that Reseller consider additional services on top of Terminal Server. Terminal Server licensing server will run on one of Reseller's existing virtual machines. If performance is impacted, Reseller is responsible for purchasing additional resources to support a dedicated machine for this function.

Server Up/Down Monitoring	X		EarthLink will perform basic up/down (ping) monitoring of primary server IP. Upon three failed pings within a 15 minute period, a technician will investigate the issue to ensure it is not a platform level issue, and if it is they will resolve. They will then research the issue directly on the virtual server and work to resolve any issues found. In the event that EarthLink cannot resolve an issue caused by a custom application, EarthLink will reach out to Reseller for its assistance in resolving the issue.
Server Disk, CPU, and Memory Monitoring	X		EarthLink will monitor virtual server Disk, CPU and Memory to default thresholds as follows: Disk - 95%, CPU - 95% and Memory - 95%. Should a threshold be exceeded for three successive checks over 15 minutes, EarthLink will take action to remediate. This could include contacting Reseller if assistance is needed to determine a resolution. Resolution could include the purchase of additional virtual resources as necessary. These thresholds are defaults only and may need to be adjusted based on the requirements of the specific environment to avoid excessive false positives or to account for higher than average resource usage. Reseller may designate a lower threshold value for direct email notification and can resolve on its own.
Windows Service Monitoring	X		EarthLink will monitor up to 5 Windows Services (for example IIS) and Reseller can specify the action to take on a down alert (Alert Customer or Auto-restart). Additional services can be monitored at an additional cost.
Web Content Monitoring	X		EarthLink will monitor up to 10 webpages on virtual machines hosted within Reseller's virtual environment 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 address(es) specified by Reseller so that Reseller can resolve.
Server Port Monitoring	X		EarthLink will monitor up to 10 custom ports on virtual servers for a positive ping result to ensure custom services are actively running. In the event of 3 failed tests over a 15 minute period, EarthLink will notify Reseller so that it can resolve the custom application issue.
Monitoring Hub Designation		X	In order to supply the above advanced monitoring capabilities, the virtual data center of Reseller requires a dedicated monitoring hub that aggregates and forwards all monitoring data to EarthLink's centralized monitoring system. Reseller is responsible for selecting one of its existing Virtual Machines to run the Hub software, which will require 100MB of free disk space, Layer 3 network access, and consume approximate 5% of the VM's memory and/or CPU resources. For larger environments, Reseller may choose to purchase a small amount of additional resources to deploy a virtual machine to act as a dedicated hub. If Reseller does not choose one of its existing VM's or purchase additional resources, EarthLink will not be able to supply all of the monitoring services described above.

Monitoring VM Naming		X	If Reseller has any of the above advanced monitoring features and manages any of its own Virtual Machines either for setup or changes, Reseller must follow EarthLink's standard naming convention to allow the central monitoring system to aggregate all of its machines into a single organization. Without this naming convention, custom reports and the monitoring dashboard could miss those machines.
Monitoring VM Changes		X	If Reseller creates new virtual machines covered by the Gold Managed Server Plan, they must notify EarthLink in order to have the correct monitoring probes setup and configured to deliver the advanced monitoring features. If Reseller makes modifications to its virtual machines, including deleting a VM, it is important that it alert EarthLink so that monitoring setup can be reviewed to make changes as needed, especially for deleted VM's as this would require removal of monitoring configurations to avoid potential false positives.
OS Patching and Security Updates	X		EarthLink will manage a server patching process that applies Microsoft security updates once a month during a designated patching window. During setup, EarthLink will provide Reseller with a choice of one of four regular patching windows or the choice not to apply patches. The patching process is automated and will result in a reboot of the server. EarthLink does not test patches on Reseller's server environment. Only security patches are applied, non-security critical updates are not applied. Reseller may choose to skip a monthly window by providing at least 3 days' email notice to EarthLink. EarthLink does not apply service packs during this process, but, if requested, can through a manual process.
Anti-Virus and Anti-Malware	X		EarthLink provides best-effort Anti-Virus and Anti-Malware protection through the use of a virtual host based application that can protect all virtual servers on the host. EarthLink manages daily virus definition updates and ensures that all host based clients are managed from the centralized management platform and are working as expected. Reseller 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, Reseller can request the files through EarthLink's normal support process. All other protection operations are transparent to Reseller.
Virus Remediation		X	EarthLink cannot control every point of entry for a virus or malware and new undetected risks are created every day. Removal of detected risks on the virtual machine is the responsibility of Reseller. Upon request, EarthLink can assist Reseller with locating and removing virus or malware using the appropriate tools and methods; however, this service may incur additional cost.
Windows Firewall / IPTables Setup	X		EarthLink will activate and setup any initial rules in either of these operating system based firewall applications. Ongoing rule management is the responsibility of Reseller. These firewalls are optional as there are already two additional layers of firewall protection outside of the OS.
Local Database Backups		X	Reseller is responsible for setup of local database backups to be used for quick local restores outside of using off server backups.

Server Reboots	X			EarthLink will perform unlimited reboots per month. Reseller may reboot its virtual servers at any time through the EarthLink Cloud Portal web interface.
OS Reload/Rebuild	X			EarthLink can rebuild Reseller's virtual machines after the initial build. This rebuild will remove any existing data and does not include backup and restore of the existing data; it is a complete rebuild of the operating system from scratch. Reseller may request 1 rebuild after the initial setup of a virtual machine. Additional rebuilds will incur additional costs.
Exchange Server management			X	If Reseller is hosting a dedicated Exchange server on its virtual machine, it is responsible for managing that Exchange instance. Exchange server management can only be added to a virtual machine having the Platinum Managed Server Plan, which shall be expressly set forth in the agreement with Reseller.
Performance Tuning		X		Tuning of operating system or virtual machine resources is solely up to the discretion of Reseller.
Security Assessment		X		If Reseller chooses to analyze its virtual resources for security vulnerabilities, it must perform that analysis on its own, obtain a third party provider or engage EarthLink under a separate agreement.

CLOUD HOSTING SERVICES SCHEDULE- TABLE F

Virtual Machine Features – Platinum Managed Server				
Service Item	EarthLink	Reseller	N/A	Feature Details
SQL Server licensing and setup			X	If supplied by EarthLink, EarthLink will assist with the installation and setup of SQL Server. Reseller is responsible for ongoing management and configuration of SQL Server to meet their application needs, including all DBA duties.
Virtual Machine setup	X			EarthLink will setup virtual machines per the documented naming, IP scheme, resource levels, disk partitioning and operating system requirements outlined in the vCloud Data Capture Form.
OS installation and setup	X			EarthLink will install the designated operating system per virtual server.
OS roles and features setup	X			EarthLink will install any standard roles or features of the operating system as needed by Reseller. Reseller is responsible for configuration and setup of those features to meet its application needs.
IIS Setup and Management	X			EarthLink will install the Web Server role and features (IIS) within Windows for Reseller to be able to support website hosting on the server, which includes initial setup and ongoing configuration of websites in IIS.
FTP User Management	X			EarthLink will setup the FTP role within Windows using either the built in FTP server of Windows or third party open source FTP server software. EarthLink will also create user accounts as needed with the proper folder permissions needed for up to 20 users. Additional users must manage themselves.
PHP Setup, Configuration, and Module Installation	X			EarthLink will install PHP either on Windows or a Linux based OS for Reseller to use for Web or server based applications. EarthLink will also perform any PHP setting customizations and install modules provided by Reseller. EarthLink will not provide PHP programming or script writing, which is the responsibility of Reseller.
DNS and IP Management	X	X		EarthLink will assist Reseller with making proper DNS changes to point existing domains to new IP's hosted by EarthLink and provide direction to allow Reseller to update any systems or clients not hosted by EarthLink to use new EarthLink IP's as needed.
Active Directory Domain	X	X		EarthLink will work with Reseller to join its virtual machines to its existing domain, setup a dedicated domain for its virtual servers within the cloud or its virtual servers to EarthLink's cloud management domain, which provides a means of granting EarthLink service accounts and administrator access for providing managed services and is required to deliver certain features of the managed service plan. Alternatively, a one way trust between Reseller's domain and EarthLink's management domain can meet the same needs. One of these options is required in order for EarthLink to provide managed services, including responding to monitoring alarms. During setup, EarthLink will set up users and group policies, per the direction of Resellers Customer, for up to 10 groups and 50 users. High user quantities could incur additional charges. Reseller is

				responsible for defining AD policies and ongoing user and policy management.
Private Network Setup	X			EarthLink will handle setup of all cloud private networks including NAT of public IP to private IP where needed within the local cloud LAN. Connection to remote networks, or MPLS based connections, are outside of the scope of this area.
Backups	X			If Reseller purchases backup space, EarthLink will setup backups on a schedule of weekly full backups, and daily incrementals, with retention of 2 weeks. Longer retention periods may incur additional costs based on the 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.
Restore from Backup	X			EarthLink will perform up to 5 restores from backup per month per virtual server. Additional backups will incur additional charges at EarthLink's then-current time and materials rates. These restores include full VM restores, individual files, or mailbox or database restores if applicable. Restore timeframes will vary based on scope of the restore and will be performed within 24 business hours by default. Critical restores can be prioritized at an additional charge.
Offsite data backup	X			For cloud services, EarthLink provides offsite data replication to a second Data Center at no additional charge. This backup is purely for disaster purposes so that in the event of data loss in the primary facility, data can be restored from the secondary facility to the primary. This service does not include failover to the secondary Data Center.
Management NIC setup	X			EarthLink will add a secondary NIC to the virtual servers of Reseller to provide access to EarthLink management services, including Patch Management, monitoring and backup. This interface also provides EarthLink engineers server access for providing support. Security is in place to allow connections from EarthLink's management systems only to Reseller's VMs; connection is not allowed in the other direction. Reseller cannot access other customer's networks or VMs connected to the same management network as the implementation uses private vLan's.
Terminal Server Setup			X	If Reseller purchased Terminal Server licensing from EarthLink, EarthLink will configure the Terminal Server license for Reseller's use. Terminal Server works well for a small quantity of concurrent users, but if the number of user will exceed 10, it is strongly recommended that Reseller consider additional services on top of Terminal Server. By default, Terminal Server licensing server will run on one of Reseller's existing virtual machines. If this impacts performance, Reseller is responsible for purchasing additional resources to support a dedicated machine for this function.
Server Up/Down Monitoring	X			EarthLink will perform basic up/down (ping) monitoring of primary server IP. Upon three failed pings within a 15 minute period, a technician will investigate the issue to ensure it is not a platform level issue, and if it is they will

			resolve. Then they will research the issue directly on the virtual server and work to resolve any issues found. In the event that EarthLink cannot resolve an issue caused by a custom application, it will reach out to Reseller for assistance in resolving the issue.
Server Disk, CPU, and Memory Monitoring	X		EarthLink will monitor virtual server Disk, CPU and Memory to default thresholds as follows: Disk - 95%, CPU - 95% and Memory - 95%. Should a threshold be exceeded for three successive checks over 15 minutes, EarthLink will take action to remediate, which could include contacting Reseller if assistance is needed to resolve the issue. Resolution could include the purchase of additional virtual resources as necessary. These thresholds are defaults only and may need to be adjusted based on the requirements of Reseller's specific environment to avoid excessive false positives or to account for higher than average resource usage. Reseller can designate a lower threshold value to receive direct email notification and may resolve at a lower value on its own.
Windows Service Monitoring	X		EarthLink will monitor up to 5 Windows Services (for example IIS) and Reseller can specify the action to take on a down alert (Alert Customer or, Auto-restart). Additional services can be monitored at an additional cost.
Web Content Monitoring	X		EarthLink will monitor up to 10 webpages on virtual machines hosted within the virtual environment of Reseller's Customer by 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 address(es) provided by Reseller so that Reseller can resolve the issue.
Server Port Monitoring	X		EarthLink will monitor up to 10 custom ports on the virtual server for a positive ping result to ensure custom services are actively running. In the event of 3 failed tests of a 15 minute period, EarthLink will notify Reseller of the issue so that it can resolve the custom application issue.
Monitoring Hub Designation		X	In order to supply the above advanced monitoring capabilities, the virtual data center of Reseller requires a dedicated monitoring hub. This hub aggregates and forwards all monitoring data to EarthLink's monitoring system. Reseller is responsible for selecting one of its existing virtual machines to run the hub software, which will require 100MB of free disk space and Layer 3 network access, and consume approximate 5% of the VM's memory and/or CPU resources. For larger environments, Reseller may choose to purchase a small amount of additional resources to deploy a virtual machine to act as a dedicated hub. If Reseller does not choose one of its existing VM's or purchase additional resources, EarthLink will not be able to supply all of the above monitoring services.
Monitoring VM Naming		X	If Reseller has any of the above advanced monitoring features and manages any of its own virtual machines for setup or changes, it must follow EarthLink's standard naming convention to allow the central monitoring system to aggregate all of its machines into a single organization. Without this naming convention, custom reports and the monitoring dashboard could miss those machines.
Monitoring VM Changes		X	If Reseller creates new virtual machines that are covered by a Platinum Managed Server Plan, they must notify

				EarthLink in order to have the correct monitoring probes setup and configured to deliver the advanced monitoring features above. If Reseller makes modifications to its virtual machines, including deleting a VM, it must alert EarthLink so that monitoring setup can be reviewed to make changes as needed, especially for deleted VMs as this would require removal of monitoring configurations to avoid potential false positives.
OS Patching and Security Updates	X			EarthLink will manage a server patching process that applies Microsoft security updates once a month during a designated patching window. During setup, EarthLink will provide Reseller with a choice of one of four regular monthly patching windows or the option to not have EarthLink apply patches. The updating process is completely automated and will result in a reboot of the server. EarthLink does not test patches on Reseller's specific server environment. Only security patches are applied, non-security critical updates are not applied. Reseller may choose to skip a monthly window by providing at least 3 days' email notice to EarthLink. EarthLink does not apply service packs during this process, but, if requested, can through a separate manual process.
Anti-Virus and Anti-Malware	X			EarthLink provides best-effort Anti-Virus and Anti-Malware protection through the use of a virtual host based application that can protect all virtual servers on the host. EarthLink manages daily virus definition updates and ensures that all host based clients are managed from our centralized management platform and are working as expected. Reseller 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, Reseller can request the files through EarthLink's normal support process. All other operations of the protection are transparent to Reseller.
Virus Remediation		X		EarthLink cannot control every point of entry for a virus or malware and new undetected ones are created every day. Removal of such items detected on the virtual machine is the responsibility of Reseller. EarthLink can assist with locating and removing virus or malware using the appropriate tools and methods necessary, but these services could incur additional cost.
Windows Firewall / IPTables Setup	X			EarthLink will activate and setup any initial rules in either of the available operating system based firewall applications. Reseller is responsible for ongoing rule management. These firewalls are optional as there are already two additional layers of firewall protection outside of the operating system.
Local Database Backups	X			EarthLink will setup local database backup scheduled job on servers running SQL Server, which will provide the first layer of restore capability that in the event of data corruption or needing to recover changed data provide the quickest and easiest recovery. Application aware backups are done off server, if backup is purchased, and are performed once per day. Hourly transaction log backups are not included with the standard service. Local backups can be setup on any window that Reseller prefers to minimize data loss. In the event of restore from off server backups, the most recent data will be from the previous night's backups.

Server Reboots	X			EarthLink will perform unlimited reboots per month. Additionally, Reseller has the ability to reboot its virtual servers at any time through EarthLink's Cloud Portal web interface.
OS Reload	X			After the initial setup, EarthLink will rebuild Reseller's virtual machines 1 time upon request. This rebuild will remove any existing data and does not include backup and restore of the existing data, meaning a complete rebuild of the operating system from scratch. Additional rebuilds will incur additional costs.
Exchange Server management			X	At an additional cost to the normal Platinum Managed Service, Reseller may add Exchange Server Management subject to a separate service schedule. For that add-on, EarthLink will manage the setup and ongoing administration of the Exchange service. Including the initial and ongoing user and distribution group management, the configuration of accepted domains, configuration of send and receive connectors, generation of CSR, installation of UC Certificate, configuration of services to use the certificate, testing of OWA, outlook anywhere and mail flow, and proper network configuration to allow smtp, https and other services. More advanced configuration support for items outside of the above list is available at an additional cost.
Performance Tuning	X	X		EarthLink will work with Reseller to tune its virtual machine to optimize performance for its specific server applications, which includes running utilization reports to ensure proper server resources are configured and running monitoring software to track server utilization under load. This service does not include analysis and tuning of third party applications. Any changes to be made must be reviewed and approved by Reseller. EarthLink will help perform this analysis and make related changes up to 2 times per calendar year. Analysis and change implementations are limited to 8 total hours of EarthLink engineering time.
Security Assessment	X			Upon request, EarthLink will perform a security assessment of Reseller Customer's virtual machine once a year. This assessment includes running an automated scanning tool and generating a report for Reseller from the tool. This scan is connected from within the Data Center, but external to the cloud platform. Recommended changes may result in additional consulting services at EarthLink's then-current time & materials rates.

CLOUD HOSTING SERVICES SCHEDULE- TABLE G

Networking, VPN, and Firewall Features – Customer Managed vShield				
Service Item	EarthLink	Reseller	N/A	Feature Details
Public Network Connectivity and Setup	X			EarthLink will setup primary routed network that connects the virtual data center to public internet allowing the definition of NAT rules for virtual machines from private IP to public IP.
Level 1 Firewall Security	X			EarthLink manages a firewall that protects the entire virtual platform, including the virtual machines of Reseller, from common threats and attacks. This firewall does not contain any rules specific to Reseller or Reseller's Customer, which are managed on the vShield edge device.
Premise bandwidth		X		Reseller is responsible for providing adequate bandwidth from its locations to the Data Center to ensure needed performance. EarthLink cannot guarantee performance for locations with insufficient bandwidth and Reseller must commit to upgrades as needed.
vShield Firewall Access	X			EarthLink provides all cloud customers with VMware's vShield virtual firewall device, allowing definition of VPN connections and firewall access control rules.
vShield Firewall Configuration		X		EarthLink provides access to a vShield virtual firewall and VPN device through the EarthLink Cloud Portal. Reseller will manage this device for all firewall rules and if needed the creation of a VPN tunnel between vCloud and Reseller's premise VPN/Firewall device. Reseller is responsible for managing the vShield Edge virtual firewall device, including configuration of all firewall rules. By default no public access to the virtual environment will be setup and must be configured by Reseller.
VPN Setup -vShield Device		X		Reseller is responsible for configuration of vShield device for VPN connectivity to its premise device.
VPN Setup - Customer Premise Device		X		Reseller is responsible for establishing VPN tunnel between its premise equipment and cloud hosted vShield device and ensuring that its equipment is compatible with vShield VPN capabilities.
Ongoing VPN management		X		Reseller is responsible for managing up time of VPN tunnels and making any configuration changes on either end of the tunnels as required by its business needs.
Client based VPN			X	The vShield device does not support client based VPN's.
SSL VPN			X	The vShield device does not support SSL VPN's.

CLOUD HOSTING SERVICES SCHEDULE- TABLE H

Networking, VPN, and Firewall Features – EarthLink Managed vShield				
Service Item	EarthLink	Reseller	N/A	Feature Details
Public Network Connectivity and Setup	X			EarthLink will setup primary routed network that connects the virtual data center to public internet allowing the definition of NAT rules for virtual machines from private IP to public IP.
Level 1 Firewall Security	X			EarthLink manages a firewall that protects the entire virtual platform, including Reseller's virtual machines, from common threats and attacks. This firewall does not contain any rules specific to Reseller or Reseller's Customer, which are all managed on the vShield edge device.
Premise bandwidth		X		Reseller is responsible for providing adequate bandwidth from its locations to the Data Center to ensure needed performance. EarthLink cannot guarantee performance for locations with insufficient bandwidth and Reseller must commit, at its expense, to upgrades as needed.
vShield Firewall Access	X			EarthLink provides all cloud customers with VMware's vShield virtual firewall device, allowing definition of VPN connections and firewall access control rules.
vShield Firewall Configuration	X			EarthLink will manage this device for all firewall rules and, if needed, the creation of a VPN tunnel between vCloud and Reseller's premise VPN/Firewall device. By default only inbound web traffic and mail (80,443, 25) and RDP (3389) ports are opened to Reseller Customer's virtual servers. EarthLink will manage any other required firewall rules as needed.
VPN Setup on Cloud Firewall	X			EarthLink will manage setup of VPN tunnels on vShield device and work closely with Reseller Customer's 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.
VPN Setup on Customer Premise Device		X		Reseller is responsible for working with EarthLink staff to assist with setup of VPN tunnel between its premise device(s) and the cloud hosted vShield device. EarthLink will work with Reseller to ensure its device is compatible with vShield VPN capabilities. If not compatible, Reseller is responsible for upgrading the premise equipment. Reseller must provide a local technical resource familiar with the premise equipment.
Ongoing VPN management		X		VPN management is the responsibility of Reseller; however, EarthLink will work with Reseller to help ensure uptime of VPN tunnel(s) and assist with changes as warranted by the needs of Reseller. 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 configurations are covered by ongoing support. Larger, more global changes requiring a complete redeployment of Reseller Customer's VPN are outside the scope of this ongoing support and could incur additional charges.
Client based VPN			X	The vShield device does not support client based VPN's, a dedicated physical firewall must be purchased.

SSL VPN			X	The vShield device does not support SSL VPN's, a dedicated physical firewall must be purchased.
----------------	--	--	---	---

CLOUD HOSTING SERVICES SCHEDULE- TABLE I

Networking, VPN, and Firewall Features – Dedicated Firewall				
Service Item	EarthLink	Reseller	N/A	Feature Details
Public Network and Setup	X			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		X		Reseller is responsible for providing adequate bandwidth from its locations to EarthLink's Data Center to ensure needed performance. EarthLink cannot guarantee performance for locations with insufficient bandwidth and Reseller must agree to make upgrades as needed.
Dedicated Firewall Setup and Ongoing Management	X			EarthLink will deploy a physical firewall in front of the virtual resource and manage setup and installation of the firewall, including any required custom firewall rules and will work with Reseller to establish VPN tunnels.
VPN Setup on Dedicated Firewall	X			EarthLink will manage setup of VPN tunnels on dedicated firewall and work with Reseller to establish those tunnels. This setup is limited to 10 locations. Additional locations may incur extra fees or require a dedicated physical firewall in place of a virtual vShield device.
VPN Setup on Customer Premise Device		X		Reseller is responsible for working with EarthLink staff to assist with setup of VPN tunnels between Reseller's premise devices and dedicated firewall. Reseller will provide a local technical resource familiar with the terminal server license premise equipment. EarthLink will be responsible for configuration if both endpoints are on EarthLink managed equipment.
Ongoing VPN management		X		VPN management is the responsibility of Reseller; however, EarthLink will work with Reseller to help ensure uptime of VPN tunnels and to reasonably assist with changes as 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 configurations are covered by ongoing support. Larger, more global changes requiring a complete VPN redeployment, are outside the scope of this ongoing support and may result in additional charges.
Client based VPN	X			EarthLink will work with Reseller as needed to establish Client based VPN's from Reseller's equipment into the dedicated firewall. EarthLink will manually configure up to 10 users/devices. For needs greater than 10, Reseller must provide an accessible LDAP or Radius server to configure access rules. Reseller is responsible for deployment to its hardware devices, including reinstalls of Clients as needed. Supported operating system and mobile device lists can be supplied, if needed, and are subject to change based on vendor support.

SSL VPN	X		EarthLink will work with Reseller as needed to establish SSL VPN's from Reseller's equipment into the dedicated firewall. EarthLink will manually configure up to 10 users. For more than 10 users, Reseller must provide an accessible LDAP or Radius server to configure access rules.
----------------	---	--	--

- - END OF CLOUD HOSTING SERVICES SCHEDULE - -