

This Service Schedule describes and contains additional terms that apply to EarthLink's Network Management & Monitoring Services (the "Service"). This Service Schedule supplements, or amends and restates, each Agreement For Service, the Network Service Agreement or any other applicable agreement for the provision of services entered into by Customer with the applicable EarthLink entity and any applicable tariffs, which are specifically incorporated into this Agreement by this reference. ("Agreement") used to order the Services by the Customer identified in the Agreement ("Customer") and the other documents comprising the Agreement between the Customer and EarthLink with respect to providing, accessing and using the Service (collectively, the "Agreement") as follows:

1. **Service Overview:** EarthLink's Infrastructure Network Management Services leverage the tools and expertise to improve the reliability and security of your IT infrastructure. Our enterprise-class geo-redundant network operations centers (NOCs) enable us to continuously monitor and proactively manage your network devices.

Immediate Issue Assessment:

When an issue occurs, you be able to quickly isolate the root-cause of performance and availability problems.

Easily Forecast System Upgrades:

Accurately forecast system upgrades because you'll have all the historical data you need. Quickly build a long term capacity plan to help senior management plan for future system upgrades and accurately estimate IT budgets.

Network Device Monitoring:

EarthLink's experts monitor your network devices 24x7 to help maximize system availability and performance and minimize downtime. We will notify you with the most detailed information we have available to help you quickly identify and resolve the issue.

2. **Term:** The Service can be ordered for a term of 1, 2 or 3 years ("Term") as set forth on the Agreement. Each Term commences at the earliest date between when the Service is available for use or sixty (60) days after the Service Agreement has been signed. ("Service Commencement Date"). Unless either Party provides the other with at least thirty (30) days written notice prior to expiration of the Term, the Service will continue, subject to the terms and conditions of the Agreement, as defined in EarthLink's Standard Terms and Conditions.
3. **Billing and Payment:** Billing will commence on the Service Commencement Date. The first invoice will include the initial set-up fee, any installation or seed load charge, a pro-rated monthly recurring charge ("MRC") for the Service from the Service Commencement Date through the date for which the invoice is issued. It will also include, the MRC invoiced monthly in advance. Ongoing, the invoice will include the MRC invoiced monthly in advance and any applicable non-recurring charges, which will be billed monthly in arrears. If arrangements for payments by credit card have been made, EarthLink may charge the Customer's account on or after the invoice date. Unless otherwise described in this Service Schedule, all invoiced amounts are due and payable within thirty (30) days of the invoice date in accordance with the terms of the Agreement.

4. Breakdown of EarthLink Core components of our Network Management Services:

4.1 Support and Troubleshooting:

- Break-Fix.
- Client-specific Escalation and Notification Procedures.
- Planned Maintenance.
- Troubleshooting and Root Cause Analysis.

Hours:

- 24x7x365 Operations

Staff:

- Tier 1 through Tier 3 engineering

4.2 Professional Services:

- Consulting.
- Evaluation of current architecture
- Design & Implementation.
- Network Documentation.

- Custom reporting
- Traffic Analysis & Performance Monitoring

4.3 Hours:

- 7am-8pm EST

4.4 Staff:

- Tier 1 through Tier 3 engineering

5. Service Level Breakout:

Overarching support for all Managed Network Devices are broken down here followed, by any specific device service differences in section 4.

| Feature | Description | Basic | Standard |
|--|--|-------|----------|
| Configure Simple Network Management Protocol (SNMP) - Network Devices. | Device setup for EarthLink management and ability to show information in the EarthLink dashboard. | Yes | Yes |
| Network Documentation - Network Diagram and inventory. | All managed devices are recorded in a readily available network diagram; any device added or removed is updated. Reporting is also available on the EarthLink dashboard. | Yes | Yes |
| Tier 3 network support to NOC. | NOC has 24 x 7 x 365 access to the Network Engineering Operations- team (NEO) for support or guidance when needed. | Yes | Yes |
| Configure Tools to recognize managed devices. | All network devices added to SolarWinds Orion - Network Performance Monitor. | Yes | Yes |
| Incident Management. | Restore a device to normal service operation as quickly as possible and minimize the impact. | Yes | Yes |
| Change Management (SASE-16 Type II Certified). | See "Change Management" under definitions section. | Yes | Yes |
| Integrated Response Case Tracking & Reporting. | All cases and issues recorded in Remedy and reporting is available on the EarthLink dashboard. | Yes | Yes |
| Access to Dashboard. | The EarthLink dashboard is available for network device management showing uptime, thresholds and availability. | Yes | Yes |
| Monitor Device Status – including proactive hardware monitoring. | All devices are monitored with Orion within EarthLink's geo-redundant NOCs 24 x 7 x 365. | Yes | Yes |
| Ad-hoc device reporting. | Customer can request specific reporting on managed devices. This would include such reports as utilization, device health and NetFlow (At the request of the customer). | Yes | Yes |
| Event Management | All events are captured, logged and worked/resolved as appropriate. | Yes | Yes |
| Client-specific Escalation & Notification Procedures. | Each client has a set of customized escalation procedures and information to ensure the personalized support required for each environment. | Yes | Yes |
| Exception Reporting | The customer may request an Exception Report for any Incident or Problem that was incurred as a result of a failure of people, process, or technology | No | Yes |
| Maintenance & Remediation | In consultation with Technical Contacts, network engineers are able to perform or assist in device maintenance and remediation. | No | Yes |
| Circuit Remediation | The NOC coordinates troubleshooting with Customer's ISP to resolve outages or issues. | No | Yes |

| | | | |
|---|---|-----|-----|
| Problem Management | Problems arise from Incidents and are handled through resolution by the EarthLink NOC | No | Yes |
| Included four (4) service hours per month | 'Standard' service Customers are afforded four hours of engineering service consultation, beyond normal troubleshooting, per month. These are provided per service, not device, and do not carry over per month. | No | Yes |
| Technical Contact Escalation | For Basic Service Customers, troubleshooting is done on a 15 minute "best effort" basis. Issues are tracked in the Remedy case ticketing system with automated email notifications for any escalated cases to the Customer's technical contact. | Yes | NA |
| Supplier & RMA Management. | The process for network devices under service support contracts are brokered via the NOC which manages the oversight of the replacement device. Customers must provide authorized access to OEM contracts or extended service contract. | No | Yes |

6. Network Hardware Supported:

1. **Router**
2. **Switch**
3. **Firewall**
4. **Wireless**
5. **Intrusion Detection/Prevention System (ID/PS)**
6. **Load Balancers**

6.1 Requirements:

- EarthLink must have unrestricted, Level-15, network access to managed devices.
- EarthLink must have administrative or root access to managed devices.
- At times, local support for physical layer troubleshooting may be required from the Customer.
- Current vendor support contracts must be in place for managed devices such as Cisco SMARTNet or Juniper JTAC

7. Network Hardware Services Offered:

Below is a detailed breakdown of services offered for network hardware management with a focus on differentiating between basic and standard management. All services include event response as noted in Section 2 above.

7.1 Router Management and Monitoring Breakdown:

| Router Features | Description | Basic | Standard |
|---|--|-------|----------|
| Configure Router authentication, authorization and accounting. | EarthLink uses Cisco Terminal Access Controller Access-Control System (TACACS+) for supported devices and local data base where TACACS+ is not supported. | Yes | Yes |
| Support all routing protocols | Enhanced Interior Gateway Routing Protocol (EIGRP), Open Shortest Path First (OSPF), Border Gateway Control (BGP), Multicast and Routing Information Protocol (RIP). | Yes | Yes |
| Support all Security configuration services. | Firewalls services and Intrusion Prevention Systems (IPS). | No | Yes |
| Support all Virtual Private Network (VPN) configuration services. | Internet Protocol Security (IPSec), Generic Routing Encapsulation (GRE), Virtual Tunnel Interface (VTI), GetVPN, Remote VPN and Secure Socket Layer (SSL) | No | Yes |
| Support all wireless configuration services. | Wireless LAN controllers and Access Points | No | Yes |
| Support all Quality of Service (QoS) configuration services. | AutoQoS, QoS, IPSLA | No | Yes |
| Support all WAN/LAN configuration services. | Ethernet, MPLS, Frame Relay, Serial | No | Yes |

7.2 Switch Management and Monitoring Breakdown:

| Switch Features | Description | Basic | Standard |
|--|--|-------|----------|
| Support all switching configuration services | LAN, VLAN, IP-Routing, Ethernet, Spanning-Tree | No | Yes |
| Support all Identity management/ Network Admission Control (NAC) configuration services. | NAC Framework / Access Control Server (ACS). | No | Yes |
| Support all Security configuration services. | VLAN, hardware, Port Authentication... | No | Yes |
| Support all Voice / Quality of Service (QoS) configuration services. | AutoQoS, QoS, | No | Yes |

7.3 Firewall Management and Monitoring Breakdown:

| Firewall Features | Description | Basic | Standard |
|---|---|-------|----------|
| Includes Firewall policy changes. | Any changes to Firewall policies are covered and recorded in case log info. | No | Yes |
| Support all routing configuration services | EIGRP, IGRP, OSPF, BGP, iBGP, etc... | No | Yes |
| Support all Security configuration services. | Setup and configure. | No | Yes |
| Support all Virtual Private Network (VPN) configuration services. | VPN, IPSEC, SSL, DMVPN | No | Yes |

7.4 Intrusion Prevention System (IPS) Management and Monitoring Breakdown:

| IPS Features | Description | Basic | Standard |
|--|--|-------|----------|
| Includes policy changes. | Any changes to IPS policies are covered and recorded in case log info. | No | Yes |
| Support all Security configuration services. | Setup and configure. | No | Yes |

7.5 Wireless Management and Monitoring Breakdown:

| Wireless Features | Description | Basic | Standard |
|--|----------------------|-------|----------|
| Support all wireless configuration services. | Setup and configure. | No | Yes |

8. Availability:

EarthLink aims for 99.995% availability overall.

For 99.995% Uptime:

- EarthLink must have unrestricted network access to managed devices.
- EarthLink is not responsible for downtime caused by changes implemented by Customer Technical Contacts (TCs).
- EarthLink is not responsible for downtime caused by power outage, equipment failure, or ISP failure. However, EarthLink will work with the appropriate contact to ensure the impact of these or other unplanned outages are resolved as quickly as possible.

9. Backup:

All backups for network devices are managed by Orion– Network Performance Monitor.

- Orion backs up running configurations and startup configurations for network devices under the ‘Standard’ management package.
- Nightly backups of all managed network device configurations are performed and are stored in multiple locations for DR purposes. This includes all saved back versions.
- Any failed configuration can be restored; since EarthLink stores multiple versions the option to go back more than one version is available to the customer.

10. Service Owner:

- Director of Infrastructure.

11. Service Representative(s):

- Manager of the Network Operations Center (NOC).
- Manager of the Network Engineering Operations (NEO).
- Technical Liaison Manager of Infrastructure.

12. Network Requirements/Exclusions:

For Monitoring:

- Network connectivity between Customer's data center and EarthLink must be functional and adequate with EarthLink defined bandwidth requirements and access.
- Customer must ensure that EarthLink has up-to-date Tech Contact information.
- Customer must ensure that EarthLink has up-to-date OEM and ISP contact information, and is authorized via Letter of Authorization to engage them as needed on the Customer's behalf.

Metrics to be tracked:

- NOC notification to Customer within specified time frame.

13. Definitions

Change Management - Applies only to EarthLink's change management process not a specific Customer change management. If the customer has a specific internal change management process it will be the responsibility of the Customers Technical Contacts, to make sure that any changes to devices that fall within their scope of management go through the customer internal change control process. Once through the Customers internal change control process

EarthLink representatives can be notified with consent to perform maintenance. If the Technical Contact needs a representative from EarthLink to explain the scope and impact of the changes to their internal change management team, as far in advance as possible to allow for the proper scheduling of resources.

Problem Management & Exception Reporting - Focused on Problem Identification and Elimination. Standard management includes Core OS issues and hardware related issues. Basic management only includes core Operating System issues. Server Management service functions include DNS, DFS, DHCP, WINS, basic login scripts (no custom scripts or products.) and Active Directory. Issues that are not considered in core OS include; add-on services such as session printers, IIS, Media Services and SharePoint Team Services. Third party application issues and non-supported backups/restores are not supported.

Configuration Management - The process of identifying and defining the Configuration Items in a system. Configuration Management (CM) is also responsible for recording and reporting the status of Configuration Items and Requests For Change, as well as verifying the completeness and correctness of Configuration Items. EarthLink's Configuration Management is offered/ performed via three (3) tools & processes.

1. EarthLink's MaaS offering monitors and records changes.
2. EarthLink's ticketing system tracks changes, either planned or unplanned.
3. EarthLink's staff will provide change audits upon request.

Planned or Unplanned Maintenance and Remediation – Outages or performance issues that are, in EarthLink's opinion, related to hardware issues on a basic managed device will fall to the Customer for identification and remediation. All operating system maintenance such as patching, collecting operating system performance information and updating anti-virus and anti-malware components will be performed by EarthLink for both basic and standard services.

Proactive Hardware Monitoring and Management – Hardware agents and firmware updates will remain the responsibility of the Customer for basic managed devices.