This Service Schedule describes EarthLink's Secure Remote Access Services and contains terms and conditions that supplement and/or amend and restate the applicable provisions of the Agreement between EarthLink and the customer identified in the EarthLink Agreement For Service ("AFS")(each a "Party" and together, the "Parties"). Additional terms that apply to the Service are contained in the AFS, the EarthLink Standard Terms and Conditions ("Terms and Conditions"), any applicable service level agreement ("SLA") and amendment or statement of work ("SOW") signed by the Parties and any other documents comprising the Agreement between the Parties (collectively, the Agreement).

1. Service Overview. Secure Remote Access Service ("Service") provides the ability for the Customer's mobile or remote users to access Customer's network resources via SSL VPN access to hosted services in an EarthLink data center or through access the Customer's EarthLink MPLS, which requires use of the EarthLink Data Center Connect Service (that provides 10 Mbps of MPLS connectivity).

2. Standard Features. The Service includes the following features:
   * SSL VPN support for Windows, Mac and Linux endpoints using AES-256 encryption.
   * Optional verification of connecting endpoint security posture, corporate-ownership or settings.
   * Optional user- or group-based access restrictions.
   * Configuration management, backup and restore.
   * Firmware upgrades as determined by EarthLink.

3. Exclusions from Standard Service Offering. The standard Service does not include:
   * SSL VPN access to the Customer's premise or datacenter via a third party networks.
   * SSL VPN access to the Customer's managed premises firewall or data center firewall.
   * Individual end user support, installation of browser components or VPN clients.
   * Local area network support or troubleshooting of Internet issues.
   * Customer is responsible for authentication server configuration (e.g., LDAP or RADIUS) for user management.

4. Term. The Service can be ordered on a month-to-month basis (each month a "Term"). The Service will commence when it is available for use by the end user and continue until Customer provides at least thirty (30) days advance written notice of termination. The number of end users may be increased or decreased at any time without penalty; however, a non-recurring set up fee will apply to each new end user.

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

Service Levels; Support. The Service Level Agreement For Virtualization And Managed Security Services ("SLA") located at www.earthlinkbusiness.com/about-us/legal/sla.xea contains service level information and other terms concerning the Service. Individual end user support is not included and Customer's end users must contact Customer IT, who may contact EarthLink Customer Support for assistance by emailing customercare@earthlinkbusiness.com.