

This Service Schedule describes and contains additional terms that apply to EarthLink's Hosted Network Security Services (the "Service"). This Addendum is effective as of the date the Agreement For Service ("AFS") used for ordering the Service is signed by EarthLink Business LLC, now a Windstream company, and its entities, ("EarthLink") and the customer identified in the AFS ("Customer") and supplements, or amends and restates, the affected provisions of the AFS and other documents comprising the agreement between EarthLink and the Customer with respect to the Service (collectively, the "Agreement") as follows:

1. **Service Overview.** EarthLink's Hosted Network Security Service is a managed, stateful packet filtering firewall using EarthLink provided hardware and software located in the EarthLink Data Center between Customer's Data Center Hosted Services, MPLS Network, and Internet Access. The Service blocks inbound and outbound traffic based on selected attributes (e.g. source and destination address, port, protocol, user or group and time of day), the Customer's security policy requirements and industry best practices, including Network Address Translation ("NAT") and Port Address Translation ("PAT"). The available Service features are described below (event correlation and security event monitoring are not available). The Customer may select those Service features that it requires and does not have to activate or use all of the available features.
  - a. **Basic Service Features.** The following standard features are included in the Service:
    - 24 x 7 stateful packet filtering;
    - Log Retention is based on available disk space and the number of logs generated;
    - 1 Public-facing IP for Firewall;
    - Configuration;
    - Configuration backup and restoration;
    - Device monitoring (excluding security event monitoring) and 24 x 7 telephone support;
    - Firmware and signature updates as determined by EarthLink;
    - Standard reporting via MyLink depending on the selected configuration;
    - Up to two (2) VLANs;
    - Unlimited standard configuration changes as reasonably requested at no additional charge;
    - Problem resolution on firewall issues;
    - The following optional components are available for an additional charge.
  - b. **Premium Service Features.** The following optional features may be available for an additional charge:
    - URL and category-based filtering (including subcategories);
    - Application control;
    - Antivirus and intrusion detection and prevention;
    - Additional VLANs;
    - A second firewall location, either as a secondary/backup firewall in event of primary firewall failure, or as a second primary Internet firewall for a subset of MPLS locations (e.g., based on geographic location);
    - Active Directory integration for user- or group-based security policies;
    - Site-to-site VPN;
    - Custom Services beyond the standard product offering require a custom Statement of Work.
2. **Security Requirements Document.** Customer must provide sufficient information to EarthLink to complete a Security Requirements Document (SRD) describing the firewall design prior to installation commencement. The SRD provides EarthLink with the information needed to design, establish and manage the Service, including, without limitation: access bandwidth, number of users, security policies and requirements and contact information for individuals authorized to approve Service changes and to be notified in the event of a security incident. Customer must ensure that a listed contact is available 24 hours a day, 7 days a week.
3. **Change Management.** Each Service includes an unlimited number of standard policy-based configuration changes, a Statement of Work ("SOW") signed by Customer and EarthLink or the Service Level Agreement for Virtualization and Managed Security Services ("SLA") referenced below. Standard configuration changes are policy changes determined by EarthLink to be common, low-risk changes that do not result in significant modifications of the basic configuration design. Non-standard and complex configuration changes must be approved by EarthLink and, if approved, are subject to EarthLink's change control management procedure and applicable professional services fees and material charges. Certain changes may be expedited for a fee as determined by EarthLink. Configuration changes may only be made by EarthLink apart from any functionality provided via Customer Portal. Customer is responsible for security issues resulting from Customer change requests that deviate from EarthLink's recommended design or that are not authorized by EarthLink.

4. **Configuration Assistance for Customer-Owned or Third-Party Equipment.** In general, EarthLink provides no support for customer-owned or third-party equipment as part of this service. EarthLink will, for a fee, provide assistance in configuring a remote device for a site-to-site VPN tunnel terminating on an EarthLink managed firewall provided that the device is on a firmware version under support by the vendor and not more than two years old, is under an active support contract. Customer is responsible for backing up configurations and restoring the device in the event of failure.
5. **Service Levels and Support.** Information about Service level objectives and credit allowances are set forth in the Service Level Agreement located at [https://www.windstream.com/getmedia/2f1d54ae-e3f2-4777-8559-8e8d989e2528/Hosted-Network-Security-Service-Schedule\\_rev011519.pdf.aspx](https://www.windstream.com/getmedia/2f1d54ae-e3f2-4777-8559-8e8d989e2528/Hosted-Network-Security-Service-Schedule_rev011519.pdf.aspx). EarthLink will provide assistance and troubleshooting 24 hours a day, 7 days a week. Customers may contact Customer Support regarding Service issues and change requests by opening a ticket via the MyLink portal, by calling 1-800-957-4872 or by emailing [customercare@earthlinkbusiness.com](mailto:customercare@earthlinkbusiness.com).
6. **Term.** The Service can be ordered for a 1 year, 2 year or 3 year term as set forth on the AFS (“Term”). Each Term will commence on the date that the particular Service has been turned up and is available for use by the Customer (“Service Commencement Date”). Upon expiration of each Term, the Service will continue on a month-to-month basis pursuant to the terms of the Agreement, unless Customer has given EarthLink written notice of termination at least 30 days before the end of the Term. Thereafter, Customer or EarthLink may terminate the Service with 30 days advance written notice to the other Party. Any 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.** The Service is provided for a one-time set up fee and a monthly recurring charge (“MRC”) as set forth in the AFS, which does not include taxes, fees, surcharges and other similar charges that may apply to the Service. The Customer also agrees to reimburse EarthLink for pre-approved travel and other out-of-pocket expenses incurred by it in connection with providing the Service.
8. **Billing and Payment.** Billing will commence in the month following the Service Commencement Date. The first invoice will include the initial set-up fee, a pro-rated monthly recurring charge (“MRC”) for the Service from the Service Commencement Date through the month in which the invoice is issued. Thereafter, the MRC will be invoiced monthly in advance and any non-recurring charges will be billed monthly in arrears, with the exception of agreed on extraordinary charges which must be paid in advance. If arrangements for payments by credit card have been made, EarthLink may charge the Customer’s account on or after the invoice date. Unless otherwise described in this Service Schedule, all invoiced amounts are due and payable within thirty (30) days of the invoice date in accordance with the terms of the Agreement.
9. **Licensing.** EarthLink hereby grants to Customer a limited, revocable, non-exclusive, non-sub licensable and non-transferable license to deploy the firewall device and any associated software in connection its permitted use of the Service. The foregoing grant is conditional on Customer’s continued compliance with the Agreement and all applicable laws and regulations. EarthLink and its Licensor’s reserve the right to take any reasonable steps to prevent unauthorized access to or use of the Service or any device and/or software supplied as a part of the Service, including the immediate termination of the foregoing license, the Service and/or the Agreement. The Customer is responsible for all licensing or other requirements associated with third-party applications and services used by Customer with the Service and Customer agrees to provide acceptable proof of license or ownership upon request.
10. **Data Security.** The Customer is responsible for its compliance with data security laws and regulatory requirements applicable to its business, including encrypting personally identifiable information (“PII”) that is transmitted to, from or stored on EarthLink servers. For purposes of this provision, PII means (i) any combination of data or information identifying an individual with respect to sensitive, non-public financial, health or other data or information associated with the individual (i.e. name, address or telephone number with a Social Security Number, financial account number or biometric data); (ii) “protected health information” as that term is defined in HIPAA (45 CFR § 160.103); and “non-public personal information” as that term is defined in the Gramm-Leach-Bliley Act (15 U.S. C, Subchapter 1 § 6809(4)).
11. **Additional Features and Responsibilities.** The following chart contains additional information about features of the Service and certain responsibilities of EarthLink and the Customer regarding the Service:

Hosted Network Security Features and Responsibilities				
Service Item	EarthLink	Customer	N/A	Feature Details
<b>Uninterruptible power supply, cooling, and secure environment</b>	X			EarthLink is responsible for providing adequate space, power, and cooling for the equipment in a physically secure environment.
<b>Network connectivity</b>	X			EarthLink provides the network connectivity in its facility for the Hosted Network Security.
<b>Firewall configuration</b>	X			EarthLink is responsible for managing firewall configuration.
<b>Firewall device</b>	X			EarthLink provides the physical multi-tenant hardware device located in the EarthLink data center.
<b>Firewall hardware maintenance</b>	X			EarthLink provides hardware support and maintenance through the device vendor in event of covered failure. The maintenance contract is owned by EarthLink.
<b>Firewall UTM licenses</b>	X			Licensing is owned by EarthLink and leased to Customer on a monthly basis.
<b>Stateful packet filtering, NAT, PAT</b>	X			EarthLink will configure the firewall device to perform basic stateful packet filtering to restrict both inbound and outbound traffic using best common practices, including the use of Network Address Translation (NAT) and Port Address Translation (PAT).
<b>Site-to-site VPN (if purchased)</b>	X	X		EarthLink is responsible for configuration if both endpoints are on EarthLink managed equipment. If one end is managed by Customer or a third party, Customer must make arrangements to supply a technical resource familiar with the equipment to set up the remote end of the VPN in coordination with EarthLink or optionally pay an additional fee to EarthLink for assistance in configuring the remote device. 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. EarthLink will take reasonable efforts to restore a down tunnel.
<b>Application control</b>	X			EarthLink will configure the firewall device to permit or block categories of specific applications based on Customer's business, security and compliance requirements.
<b>Gateway-level Antivirus</b>	X			EarthLink will configure the firewall to scan for known malware signatures in network traffic sent over common file transfer protocols (HTTP, FTP, SMTP, POP3, and IMAP).
<b>Intrusion prevention service (IPS)</b>	X			EarthLink will configure the firewall to monitor for known attack signatures, either alerting or blocking matching traffic as per vendor recommendations and best practices.
<b>Category-based web content filtering</b>	X	X		If this additional service is purchased, EarthLink will configure the firewall to restrict web traffic to categories and subcategories as per customer's business, security, and compliance requirements. Customer has the ability to adjust settings via MyLink portal.

<b>URL filtering (whitelist/blacklist)</b>	X	X		If this additional service is purchased, EarthLink will configure the firewall for additional website whitelisting or blacklisting as per the customer's specifications. Customer has the ability to update whitelist/blacklist settings via MyLink portal.
<b>Active Directory integration</b>	X	X		If this additional service is purchased, EarthLink will configure the firewall to integrate with the customer's Active Directory, so that policy can be configured based on AD group or user. This requires the customer to install a software agent on an Active Directory server, which is the customer's responsibility to maintain.
<b>Configuration backup and restore</b>	X			EarthLink will maintain a backup copy of Customer's configuration so that it may be restored in the event of device failure or replacement. In event of device failure, the device will be replaced and configuration restored by the end of the second business day following the determination that replacement is required.
<b>Firmware and signature updates</b>	X			EarthLink will test and install device firmware updates in a timely manner during scheduled maintenance windows. Signature updates for UTM services will be pushed automatically as issued by the vendor.
<b>Proactive monitoring of device</b>	X			EarthLink will monitor the firewall for availability and proper functioning up to the Ethernet LAN interfaces, and resolve any maintenance issues to that point of demarcation.
<b>Incident response</b>	X	X		EarthLink will assist in mitigating security incidents through modification of the firewall perimeter policy. Customer is responsible for mitigation beyond the firewall LAN interface demarcation point.
<b>Security contacts</b>		X		Customer will provide a list of security contacts to be notified in the event of a critical issue, device event or outage that are authorized to approve changes and to change the list of approved contacts.
<b>Security policy and requirements</b>		X		Customer will supply sufficiently detailed information about network infrastructure, assets and security requirements to allow design and implementation of appropriate device policies.
<b>Logging</b>	X	X		EarthLink will maintain 90 days of logging for its own use in supporting the service. If customer requires access to log information EarthLink may at its discretion assist with providing logs or send logs to a Customer log server.
<b>Standard reporting</b>	X			EarthLink will supply standard reports for the included Services via email on the schedule reasonably requested by Customer.
<b>Custom reporting (if purchased)</b>	X	X		Customer will supply sufficiently detailed information about reporting requirements; EarthLink will enable custom reporting within the constraints of the reporting platform to meet those requirements on the schedule reasonably requested by Customer.

24x7x365 support	X		EarthLink will provide assistance and troubleshooting, as well as make any required standard configuration changes on the firewall device, where standard configuration changes or low-risk changes that do not change the basic Service design.
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