Managed Infrastructure Service Level Agreement

This Managed Infrastructure Service Level Agreement ("SLA") is incorporated into the Quote executed by C Spire Business and Customer for Managed Infrastructure Services and sets forth the specific terms and conditions under which C Spire Business shall supply the Managed Infrastructure Services described herein to Customer. The general terms applicable to such Services are contained in the Master Terms and Conditions ("MTC") and the Master Service Level Agreement ("MSLA") incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

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TERMINOLOGY

These are service specific definitions. Common definitions are already defined in our Master Service Level Agreement.

- **Device:** The Customer server, router, switch, firewall, VPN, or other legacy device receiving Service.
- **Domain Registrar:** A domain name registrar is company that has been accredited by the Internet Corporation for Assigned Names and Numbers (ICANN) or a national country code top-level domain (TLD) (such as .uk or .ca) to register domain names.
- **DNS:** Domain Name System is the Internet's system for translating alphabetic names into numeric IP addresses.
- **Operating System:** The base software running on Customer Device.
- **SSL Certificate:** Secure Socket Layer Certificates are small data files that digitally attach a cryptographic key to an organization's validated credentials. When installed it activates the padlock and the https protocol and

SERVICE DESCRIPTION

Managed Infrastructure is a suite of add-on options and support services that are offered to remove more of the day-to-day operational challenges that many Customers face. C Spire Business can provide management, monitoring, and support of C Spire owned equipment. C Spire Business will support your IT environment outside of end users and end user Devices.

SERVICE OFFERINGS

MANAGED FIREWALL

Monitoring, Management, and Support of C Spire Business-owned Firewalls (physical or virtual).

FEATURES

- C Spire Business will provide an initial configuration of the Device including DHCP, DNS, NAT, port forwarding / blocking, Access lists, Inspection Rules, etc. per the network's requirements.
- C Spire Business will establish and maintain VPNs between Customer's firewalls managed by C Spire Business. VPNs to Firewalls not under management by C Spire Business or to a third party require Third Party VPN Management.
- C Spire Business will back up the Device configuration on a regular schedule. Recovery of configuration to an identical Device provided by C Spire Business is included. If hardware needs to be replaced at C Spire Business' discretion, replacement can be scheduled within one business day.
- C Spire Business will perform remote troubleshooting and remediation of the C Spire Business-supplied Device.
- C Spire Business will deploy technicians onsite for support of the Device after remote troubleshooting has been exhausted, as deemed necessary by C Spire Business.
- C Spire Business will perform policy / configuration changes as requested by Customer.
- C Spire Business will work with the ISP to establish proper connectivity to the circuit once the Customer has identified C Spire Business to the carrier as an authorized contact.
- C Spire Business will work with ISPs on connectivity issues, at least to the point of proving that the issue does not lie with the firewall.
- C Spire Business will perform work to facilitate connectivity for circuit or carrier changes.
- C Spire Business will perform configuration and support of Unified Threat Management (UTM) features such as AV Gateway, intrusion prevention, application control, etc. if features have been purchased as part of the Managed Firewall service.

MANAGED FIREWALL ADD-ON OPTION

SD-WAN

Customer may add SD-WAN functionality including Application Awareness, Dynamic Path Selection, and failover. An SD-WAN solution connects users to any application wherever it resides from the data center to the cloud. SD-WAN intelligently determines which path best meets the ideal performance needs for a specific application while allowing for failover when the primary pathing does not meet SLAs. It then routes the traffic through to the ideal WAN path, whereas traditional WAN architectures only have the ability to route all applications through MPLS.

- C Spire Business will provide initial configuration of SD-WAN implementation including application routing policies and SLAs.
- C Spire Business will provide changes to these policies per customer request via support tickets.
- Customer will not have management access to the SD-WAN deployment
- Customer may request reports and set the delivery schedule and recipients of reports.
- Customer must inform C Spire of any circuit changes, bandwidth changes, application priority change needs, SLA changes, or any other changes on their network that may affect SD-WAN pathing or performance.

MANAGED FIREWALL SERVICE LEVEL METRIC

C Spire Business will evaluate firmware in troubleshooting scenarios related to device performance or availability and update devices as needed. Firmware management outside of these are areas is not included to address items classified as upgrades, such as feature enhancements, third party reports, or customer preference.

MANAGED FIREWALL AVAILABILITY DEPENDENCIES

This Service requires C Spire Business-supplied devices (physical or virtual).

MANAGED FIREWALL LIMITATIONS

The following limitations apply to the Managed Firewall Service:

- Service does not include Log retention/archiving. Customer can purchase Managed Security Services for this type of work.
- Service does not provide any level of access to Customer employees to manage firewall. C Spire Business maintains full administrative rights.

MANAGED NETWORK DEVICES

Monitoring, Management, and Support of C Spire Business-owned switches, load balancers, and wireless access points.

FEATURES

- Initial configuration of the device per the customer's requirements
- Remote troubleshooting and remediation of the C Spire Business-supplied device
- C Spire Business will back up the Device configuration on a regular schedule. Recovery of configuration to an identical device provided by C Spire Business is included. If hardware needs to be replaced at C Spire Business' discretion, replacement can be scheduled within one business day.
- Assistance with capacity planning for covered device(s)
- Configuration and support of switching features, VLANs, etc

MANAGED NETWORK DEVICE OPTIONS

MANAGED ROUTER

C Spire Business offers Fully Managed Routers in conjunction with Network Connectivity services. C Spire Business is responsible for installing, configuring, and maintaining the router.

MANAGED SWITCHES

C Spire Business provides 24- or 48-port Fully Managed Switches with or without power over Ethernet and with or without routing capabilities. C Spire Business will install, configure, and maintain the switch.

MANAGED WIRELESS

Managed Wireless service can scale from a small, basic network to cover a larger, complex network with seamless upgradeability and simplicity. The Managed Wireless service architecture allows C Spire Business to deploy networks and maintain constant visibility and control, all enabled by a powerful cloud ecosystem that ties connectivity, insight, and applications together.

LOAD BALANCERS

C Spire Business Load Balancing provides dedicated virtual appliances for intelligent load balancing of email, web, and applications to enable delivery of applications and data services with the best performance and reliability possible.

MANAGED NETWORK DEVICE SERVICE LEVEL METRIC

C Spire Business will evaluate firmware in troubleshooting scenarios related to device performance or availability and update devices as needed. Firmware management outside of these are areas is not included to address items classified as upgrades, such as feature enhancements, third-party reports, or customer preference.

MANAGED NETWORK DEVICE AVAILABILITY DEPENDENCIES

This Service requires C Spire Business-supplied devices.

MANAGED NETWORK DEVICE LIMITATIONS

The following limitations apply to Managed Network Devices:

• C Spire Business will facilitate connectivity for circuit or carrier changes,

• Moving or reconfiguring network equipment due to relocation would require a Professional Services block of hours.

• Log retention/archiving is not included in this Service, but is available under our Managed Security Service.

• Troubleshooting voice over wireless is not included.

• Physical Installation/mounting of network equipment is not included.

PHYSICAL SERVER MANAGEMENT

Monitoring, Management, and Support of Customer-owned physical servers.

C Spire Business will provide a rack mount server that can be used for various options to house one to four virtual machines, depending on the individual machine characteristics. This system will be scoped and configured based on a quote from the sales process.

This service covers non-hypervisor server, not including the operating system. Support covers hardware, compute, and local storage.

FEATURES

• C Spire Business will perform remote troubleshooting and remediation of physical server issues.

• C Spire Business will add basic or replacement hardware components purchased by the Customer, including but not limited to:

> o Hard Disks
>
> o Memory
>
> o Power Supplies
>
> o Network Cards

PHYSICAL SERVER MANAGEMENT SERVICE LEVEL METRIC

C Spire Business will evaluate firmware in troubleshooting scenarios related to device performance or availability and update devices as needed. Firmware management outside of these are areas is not included to address items classified as upgrades, such as feature enhancements, third-party reports, or customer preference.

PHYSICAL SERVER MANAGEMENT AVAILABILITY DEPENDENCIES

Operating System support requires additional C Spire Business support services.

VMWARE HOST MANAGEMENT

Monitoring, Management, and Support of C Spire Business-owned hosts (hosts are physical servers running VMware ESX(i)).

FEATURES

• C Spire Business will apply patches to the Hypervisor as needed.

• C Spire Business will maintain system performance and availability.

• C Spire Business will provide an initial configuration of the host/Hypervisor per the environment's requirements.

• C Spire Business will perform remote troubleshooting and remediation of host and Hypervisor issues.

• Basic administrative tasks:

> o Create virtual machine, including base OS installation (OS management to be provided via separate agreement)
>
> o Power on/off servers
>
> o Copy files / attach ISO to VMs
>
> o Add virtual hardware to existing VMs

VMWARE HOST MANAGEMENT AVAILABILITY DEPENDENCIES

The VMware Hypervisors must be under mainstream or extended support. The architecture of the VMware ESXi hosts and Hypervisor deployment must be approved configurations by C Spire Business Engineering.

VMWARE HOST MANAGEMENT SERVICE LEVEL METRIC

C Spire Business will evaluate firmware in troubleshooting scenarios related to device performance or availability and update devices as needed. Firmware management outside of these are areas is not included to address items classified as upgrades, such as feature enhancements, third-party reports, or customer preference.

WINDOWS SERVER MANAGEMENT

Monitoring, Management, and Support of C Spire Business-owned Windows servers, either physical or virtual.

This service covers Windows servers including the operating system. Support covers the Operating System up, which does not include hardware, compute, local storage. This service does not include application support.

FEATURES

• Management Toolset with AV (RMM and Antivirus)

• C Spire Business will apply patches classified as critical and security patches to operating system monthly or as needed (whichever comes first). Other patch levels can be specified by Customer.

• C Spire Business will apply driver updates as needed.

• C Spire Business will maintain system performance and availability through automating proactive tasks such as de-fragmentation, disk cleanup, and scheduled server reboots.

• C Spire Business will perform remote troubleshooting and remediation of operating system issues.

• Basic administrative activities:

> o Add/Remove/Change Users, Groups

> o Group Policy Changes/Updates

> o Basic or standard GPO functions to the extent items are covered by this or other products/agreements, for example basic GPO functions such a mapping drives, and printers, etc. are covered. Advanced functions such as packaging an application and rolling out through GPO, is not covered but can be accomplished through hourly projects. Another rule of thumb is GPOs that will require more than two hours to create and roll out need to be considered a project.

> o DNS Changes (if utilized in Windows)

> o DHCP Changes (if utilized in Windows)

> o Password Resets

> o File share Changes

> o IIS administration

> o AD Sites and Services Management

WINDOWS SERVER MANAGEMENT AVAILABILITY DEPENDENCIES

• Citrix, Remote Desktop Services, and other support items require additional C Spire Business support services.

• With Windows Server Management, the Customer must have an underlying agreement with C Spire Business or IT support to cover any hardware or virtual host dependencies. Hardware coverage is not included as part of Windows Server Management.

• The Operating System must be a Microsoft Server operating system under mainstream or extended support as defined by Microsoft.

WINDOWS SERVER MANAGEMENT SERVICE LEVEL METRIC

C Spire Business will attempt to apply Microsoft Windows critical and security patches within 30 days of release unless customer provides different guidance.

LINUX SERVER MANAGEMENT

Monitoring, Management, and Support of Linux servers.

This service covers Linux servers including the operating system. Support covers the Operating System up, which does not include hardware, compute, local storage. This service does not include application support related to Apache, MySQL, and PHP.

FEATURES

• C Spire Business will apply patches classified as critical and security patches to operating system monthly or as needed (whichever comes first). Other patch levels can be specified by Customer.

• C Spire Business will perform remote troubleshooting and remediation of operating system issues.

• Basic administrative activities:

> o Add/Remove/Change Users, Groups
>
> o DNS Changes (if utilized in Linux)
>
> o Password Resets
>
> o File Share Changes
>
> o Drive Extensions

LINUX SERVER MANAGEMENT AVAILABILITY DEPENDENCIES

• Apache, MySQL, PHP, and other application support requires additional C Spire Business support services or a Professional Services block of hours.

• With Linux Server Management, the Customer must have an underlying agreement with C Spire Business or IT support to cover any hardware or virtual host dependencies. Hardware coverage is not included as part of Linux Server Management.

• The Operating System must be a CentOS Server operating system or a Customer-provided license of any standard distribution of Debian or Red Hat Linux.

LINUX SERVER MANAGEMENT SERVICE LEVEL METRIC

C Spire Business will attempt to apply Linux critical and security patches within 30 days of release unless customer provides different guidance.

STORAGE SYSTEM MANAGEMENT

Monitoring, Management, and Support for C Spire Business-owned storage area networks (SAN). Includes data switches/SAN fabric.

FEATURES

• C Spire Business will perform standard administrative tasks including zoning, LUN management, provisioning, etc.

• C Spire Business support includes performance management.

• Configuration changes will undergo the change management process.

• C Spire Business will ensure that the Device is under vendor support via the assigned Client Success Manager (CSM); Customer is responsible for purchasing vendor support.

• C Spire Business will perform remote troubleshooting and remediation of Storage Area Network issues.

• C Spire Business will maintain SAN Management software that is used to support the SAN.

• C Spire Business will evaluate firmware updates at least annually and make recommendations. Customer must use a Professional Services block of hours or project to perform firmware updates.

STORAGE SYSTEM MANAGEMENT AVAILABILITY DEPENDENCIES

• Customer is responsible for purchasing vendor support.

• Firmware updates will not be included. Customer must use a Professional Services block of hours or project to perform firmware updates.

STORAGE SYSTEM MANAGEMENT SERVICE LEVEL METRIC

C Spire Business will track total storage capacity and provide recommendations when upgrades are needed. When 90% storage capacity is reached, C Spire Business cannot guarantee quality of service.

DOMAIN NAME MANAGEMENT

Managed delivery of DNS and SSL services.

DOMAIN NAME MANAGEMENT OPTIONS

MANAGED DNS

C Spire Business provides Managed DNS as a Service, eliminating the need to buy hardware or install software. Managed DNS addresses all current and future DNS needs.

• C Spire Business will update DNS records as requested

• Authorized users will have access to an easy-to-use management portal

• Advanced logging and reporting

• Redundant name servers with automatic failover

• Distributed Denial of Service attack mitigation

SSL CERTIFICATES

SSL Certificates are managed by C Spire Business and are purchased or renewed and billed to the customer. Automatic renewal is available for this product.

DOMAIN NAME MANAGEMENT AVAILABILITY DEPENDENCIES

If the Customer chooses to manage their own DNS or SSL Certificates, then timely response is required for any application installation that requires a change to DNS or a Certificate Signing Request.

MANAGED INFRASTRUCTURE AVAILABILITY DEPENDENCIES

• The availability of Service is dependent on the existence of a suitable network transport from C Spire Business to User(s). C Spire Business reserves the right to limit Service availability in the event that necessary Service Components are either unavailable or unattainable at a reasonable cost to C Spire Business.

• It is Customer's responsibility to ensure that all Users are able to connect to the Service and are configured properly. This includes, but is not limited to, Ethernet switches, Ethernet cabling, workstations, servers, operating systems, and software.

• C Spire Business must have administrative credentials to access devices under management.

• C Spire Business must be able to install management tools within the Customer environment.

• C Spire Business must manage backups or provide backup services with our Data Protection Service for Windows Server Support, Linux Server Support, Physical Server Management, VMware Hypervisor Management, or SAN Management.

CUSTOMER-OWNED DEVICES

• C Spire Business does not provide management for customer-owned devices, including devices purchased through C Spire Business' VAR channel or housed in a C Spire Business Data Center facility. All Managed Infrastructure is provided on leased infrastructure from C Spire Business and will not be provided on customer or third-party owned devices.

• Customer may engage with C Spire Business Professional Services to procure block hours work for support of Customer-owned or third-party devices.

C SPIRE BUSINESS-OWNED DEVICES

• Customer must provide their network connection information for the location where any C Spire Business-owned managed devices will reside.

• Customer must provide a location that is secure and suitable for C Spire Business-owned electronic equipment.

• Customer is responsible for install and setup of VMs.

MANAGED INFRASTRUCTURE LIMITATIONS

• C Spire Business does not warranty Customer-owned Equipment.

• Customer must purchase any product licensing – licenses are not included with this Service.

• C Spire Business does not perform major reconfiguration of devices due to relocation or circuit/carrier changes. Customer can purchase Professional Services hours to perform this type of work after initial installation.

• C Spire Business does not perform cable/wire management at Customer locations. Customer can purchase Professional Services hours to perform this type of work.

• Travel greater than 100 miles of the nearest C Spire Business office is not included. C Spire Business will bill the Customer at the currently approved C Spire Business travel rates, which should not exceed the Federal Mileage rate.

SERVICE DELIVERY

Upon receipt of the signed Quote, C Spire Business will provision one or more of the following for the Managed Infrastructure Service as required:

• C Spire Business will provide the Device and perform initial configuration of Device(s) at Customer location(s) or at a C Spire Business data center.

• Monitoring Conditions

• Monitoring Agents

• Automation Agents

• Antivirus

• For Virtual Machines, C Spire Business will provision the Hypervisor.

• For Domains, C Spire Business will provision redundant name servers or SSL certificate.

If additional configuration work is required due to limitations of the Customer network, C Spire Business reserves the right to bill Customer at current hourly rates for additional configuration time.
C Spire Business is not responsible for, and will not be obligated to provide, any support or assistance in configuration, installation, administration, troubleshooting, maintenance, repair, or integration of Customer equipment, software, or network application into the Customer's internal network.

SERVICE TERMINATION

When a Customer's Service is terminated, billing will stop when all C Spire Business-owned equipment used to support the Service at a Customer premise is returned to a designated C Spire Business office. Equipment must be returned in the same condition as when C Spire Business services were last active in the Customer environment. If equipment is returned in a damaged state or state different than last observed during active C Spire Business services, Customer will be invoiced for the value of the equipment.