MANAGED INFRASTRUCTURE

SERVICE LEVEL AGREEMENT

CONTENTS

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.

TERMINOLOGY

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

- Device – The 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 allows secure connections between network connected devices.

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. End User device management is offered through C Spire Business's End User Care service.

SERVICE OFFERINGS

CUSTOMER-OWNED INFRASTRUCTURE MANAGEMENT

Monitoring, Management, Troubleshooting and Remediation of customer-owned equipment, such as servers, LAN equipment (WAPs, Switches), and firewalls. All services require that customer equipment/environment be covered under mainstream vendor support. C Spire Business will not be responsible for any device that falls outside of active vendor support.

Customer is responsible for purchasing and maintaining all vendor support contracts and applicable software licensing for their environment.

Customer is responsible for providing to C Spire the management portal and credentials. Access to the management portal for equipment must meet C Spire's minimum security standards, including MFA. C Spire reserves the right to deny or disconnect service to any Customer that does not align the management environment to these security standards.

The services provided are for remote management only. If on site remediation of any issue is required, additional charges beyond the contracted rate for travel, time and materials, or other expenses incurred by C Spire Business will be charged to Customer.

The services provided do not include any hardware installation or move services. Such services may be contracted separately under a scoped professional services agreement between Customer and C Spire Business

Service for COAM Infrastructure Management includes one scheduled firmware update per calendar year. Additionally, C Spire Business will apply any Zero-Day or Critical Vulnerability patches released by the manufacturer. Any additional firmware updates will be treated as a Professional Services engagement with hourly rates.

C Spire Business will notify Customers as soon as possible and allowable in the event of critical security patch or updates for Customer's infrastructure.

COAM PHYSICAL SERVER MANAGEMENT

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

This service covers non-hypervisor servers, 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:
    - Hard Disks
    - Memory
    - Power Supplies
    - Network Cards
        - Travel, time and materials, and other expenses will be charged to Customer for on-site service.

COAM 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.

COAM PHYSICAL SERVER MANAGEMENT AVAILABILITY DEPENDENCIES

Operating System support requires additional C Spire Business support services.

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Customer must provide out of band management licenses.

Approved vendor devices: Dell, Cisco

COAM HYPERVISOR MANAGEMENT

Monitoring, Management, and Support of Customer-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:
  - Create virtual machine, including base OS installation (OS management to be provided via separate agreement)
  - Power on/off servers
  - Copy files / attach ISO to VMs
  - Add virtual hardware to existing VMs

COAM VMWARE HYPERVISOR 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.
- Operating System support requires additional C Spire Business support services.
- Approved Hypervisors supported: VMWare ESXi

COAM VMWARE HYPERVISOR 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.

COAM OPERATING SYSTEM MANAGEMENT

Monitoring, Management, and Support of the Operating System of Customer-owned physical or virtual servers.

This service covers Windows Server operating systems. Support covers the Operating System, which does not include hardware, compute, or local storage. This service does not include application support.

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FEATURES

- C Spire Business will apply patches classified as critical and security patches to operating system monthly or as needed (whichever comes first)..
- 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.
  - o Customer must adhere to C Spire's scheduled maintenance and reboot schedule. If customer must have always-up services, Customer is responsible for purchasing and configuring a High Availability/Redundant architecture. C Spire Business will advise customer as to best practices.
- C Spire Business will perform remote troubleshooting and remediation of operating system issues.
- Version upgrades are not included in this service
- Active Directory Management/User Management is not included in this service but may be purchased as a separate entitlement.

COAM OPERATING SYSTEM MANAGEMENT LIMITATIONS

- Troubleshooting of device peripherals, such as printers, is not included in this service.
- Troubleshooting, patching, optimizing, updating or configuring SQL instances or databases is not included in this service.
- Application management is not included in this service.

COAM OPERATING SYSTEM MANAGEMENT AVAILABILITY DEPENDENCIES

- The Operating System must be under active or extended vendor support for the lifetime of the contract. Should the Operating System fall out of mainstream vendor support, Customer will be responsible for upgrading the Operating System. Failure to upgrade the Operating System within 30 days of notice will result in a disconnect of C Spire services from the device.
  - o C Spire Business can provide version upgrade services through a scoped project with additional costs.
- C Spire Business will provide 30 days' notification to customer of intent to disconnect service from the device.

COAM STORAGE SYSTEM MANAGEMENT

Monitoring, Management, and Support for Customer-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 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 patching or upgrade recommendations.

COAM 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.

COAM STORAGE SYSTEM MANAGEMENT SERVICE LEVEL METRIC

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

COAM NETWORK DEVICE MANAGEMENT

Monitoring, Management, and Support of Customer-owned routers, switches, and wireless access points.

FEATURES

- Ongoing configuration of the device per the customer's requirements
- Remote troubleshooting and remediation of the device
- Customer is responsible for configuration backup, device licensing and device replacement.
- Assistance with capacity planning for covered device(s)
- Configuration and support of switching features, VLANs, etc

COAM MANAGED NETWORK DEVICE OPTIONS

- Managed Router
  - o Approved devices: Cisco ISR, Cisco Meraki, Fortinet, Arista
- Managed Switches
  - o Approved devices: Cisco Meraki, Fortinet, Arista,
- Managed Wireless
  - o Approved devices: Cisco Meraki, Fortinet, Arista, Ruckus

COAM 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.

COAM MANAGED NETWORK DEVICE AVAILABILITY DEPENDENCIES

Device must be under active vendor support and fully licensed for the full term of the agreement. If device falls out of support, sale, or licensure lapses, C Spire Business will disconnect all tools/services from device and cease billing for the device. C Spire Business will give Customer 30 days' notice of intent to disconnect service.

Customer is responsible for maintaining all vendor support contracts and licensing.

COAM 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 will 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.

COAM FIREWALL MANAGEMENT

Monitoring, Management, and Support of Customer-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.
- 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 according to C Spire's Managed Firewall standards.

COAM 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.

COAM MANAGED FIREWALL AVAILABILITY DEPENDENCIES

Device must be under mainstream vendor support and fully licensed for the full term of the agreement. If device falls out of support, sale, or licensure lapses, C Spire Business will disconnect all tools/services from device and cease billing for the device. C Spire Business will give Customer 30 days' notice of intent to disconnect service.

Customer is responsible for maintaining all vendor support contracts and licensing.

Approved Firewall Vendors: Fortinet

COAM 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.
- Customer is ultimately responsible for their network security posture. C Spire Business will advise customer of best practices and make recommendations for configurations and settings. Customer agrees that C Spire Business is not liable for any compromise of Customer's users, devices, or network.

CUSTOMER-OWNED INFRASTRUCTURE MANAGEMENT AVAILABILITY DEPENDENCIES

- Customer equipment must be under mainstream or extended vendor support.
- Equipment that is out of support will be disconnected from C Spire Business services if not remediated/replaced/updated within 30 days.
- Customer is responsible for purchasing all replacement equipment, upgrade services, licensure, etc. associated with the equipment.
  - o C Spire Business will provide customer with a 30 days' notice of intent to disconnect
- Customer is responsible for maintaining appropriate licensing applicable to any software/firmware running on the equipment.
- All management of infrastructure is provided through remote means. Additional charges will apply for any on site, shipping, or 3rd party engagement required to provide service.

C SPIRE MANAGED INFRASTRUCTURE

ACTIVE DIRECTORY MANAGEMENT

Ongoing management of a customer's Active Directory instance (per domain). This service is not applicable to Azure AD instances. Azure AD instances are covered under Office 365 and Azure Management Fees.

FEATURES

- Add/Remove/Change Users, Groups
- Group Policy Changes/Updates
- FSMO Role Setup/Updates
    - Schema master
    - Domain naming master
    - RID master
    - PDC emulator
    - Infrastructure master
- Basic or Standard GPO functions to the extent items covered by this or other products/agreements, for example basic GPO functions such a mapping drives and printers are covered.
    - Advanced functions such as packaging an application and rolling out through GPO, is not covered but can be accomplished through a Statement of Work with hourly rates supplied.
    - Another rule of thumb is GPOs that will require more than two hours to create and roll out need to be considered a project.
- DNS Changes (if utilized in Windows)
- DHCP Changes (if utilized in Windows)
- Password Resets
- File Share Changes
- Basic File Share management
    - Advanced Reconfiguration of Files Share and/or AD structure will be quoted as a project
- AD Sites and Services Management
- AD Replication troubleshooting
- Domain Functional Level upgrades to the latest allowable version
- OS Upgrades are not included in this service

ACTIVE DIRECTORY MANAGEMENT AVAILABILITY DEPENDENCIES

- Customer must have redundant host domain controllers.

ACTIVE DIRECTORY MANAGEMENT SERVICE LIMITATIONS

- IIS administration or troubleshooting is not a component of this service and is not provided by C Spire Business.
- Advanced Configuration, such as setting up Domain Trusts, is not included in this service but can be scoped through a project with hourly rates supplied

WINDOWS OS MANAGEMENT

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.

- Requires additional Management Toolset
- Requires C Spire Advanced Endpoint Protection & EDR Service

FEATURES

- C Spire Business will apply patches classified as critical and security patches to operating system monthly or as needed (whichever comes first).
- 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.

WINDOWS OS 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 under active or extended vendor support for the lifetime of the contract. Should the Operating System fall out of mainstream vendor support, Customer will be responsible for upgrading the Operating System. Failure to upgrade the Operating System within 30 days of notice will result in a disconnect of C Spire services from the device.
- C Spire Business can provide version upgrade services through a scoped project with additional costs.
- C Spire Business will provide 30 days' notification to customer of intent to disconnect service from the device.
- If this service is provided on a Domain Controller, Customer should also purchase Active Directory Management.

WINDOWS OS 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.

MANAGED GATEWAY

The Managed Gateway service offering provides a C Spire Business-owned gateway/router. C Spire personnel will be the only administrator of the gateway, initial and on-going adds/moves/changes will be performed by C Spire solely. C Spire has full discretion to not perform a client's requested change request, if change would compromise security posturing

or regulatory compliance requirements. Customer may have "read only" access to the gateway, if needed. A centralized management console is utilized for customer gateway; remote access, global device configuration standards, automated workflows such as routine device configuration backups, firmware deployments, and best practice compliance auditing/reporting.

Local administrator access is not permitted unless authorized by the SDDC team.

Add-on services for the Managed Gateway include Managed Firewall and Managed SD-WAN.

Unless Managed Firewall options are purchased, no firewalling or security items are enabled and customer is responsible for their network security measures

MANAGED GATEWAY ADD-ON OPTIONS

Managed Firewall

The Managed Firewall service offering provides a C Spire Business-owned Firewall that can be implemented as a physical or virtual instance at a C Spire datacenter or client premise. C Spire personnel will be the only administrator of the firewall, initial and on-going adds/moves/changes will be performed by C Spire solely. C Spire has full discretion to not perform a client's requested change, if change would compromise security posturing or regulatory compliance requirements. Customer may have "read only" access to the firewall, if needed. A centralized management console is utilized for customer firewall; remote access, global device configuration standards, automated workflows such as routine device configuration backups, firmware deployments, and best practice compliance auditing/reporting.

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.

Managed Firewall Options

Small Business Firewall
- Default subnet 192.168.12.x/24
- 1 Custom Subnet
- 1 Voice VLAN
- DHCP for default subnet
- 1 Custom DHCP Scope
- 1 Voice VLAN scope
- Preset DNS
- Failover

Business Firewall Service + Threat Detection (Basic)
- Custom subnet for data VLAN
- Custom subnet for voice VLAN
- Limit four maximum VLANs
- Custom DNS
- 2 maximum Site-to-Site VPN
- RAVPN
- MFA required
- Basic UTM
- RBAC for Meraki for client access
- Basic SDWAN

Business Firewall Services + Advanced Threat Detection (Premium)
- Custom subnet for data VLAN
- Custom subnet for voice VLAN
- Custom DNS
- 10 maximum Site-to-VPN
- RAVPN
- MFA Required
- SD-WAN
- Dynamic Routing Protocols
- Intermediate UTM
- Basic NAT (maximum of 2 NAT rules)
- RBAC for Meraki for client access

Enterprise Firewall Services
- Custom subnet for data VLAN
- Custom subnet for voice VLAN
- Custom DNS
- Unlimited Site-to-VPN
- RAVPN
- MFA required
- SD-WAN
- Dynamic Routing Protocols
- Advanced UTM

- Advanced NAT (unlimited NAT rules)

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 areas is not included to address items classified as upgrades, such as feature enhancements, third party reports, or customer preference.

Data Logging and Retention

Global data logging and retention policies listed below are applicable for Cisco and Meraki powered C Spire Managed Firewalls.

Note on User Traffic:
User traffic is data related to users' network traffic (web browsing, internal applications, etc.). The Meraki cloud does not store customer user traffic (network traffic, web browsing, internal applications, etc.) as this traffic is directly routed through the WAN uplink and does not reach the Meraki cloud. Only management traffic from Meraki devices (APs, switches, security appliances) is directed to Meraki cloud through a secure tunnel over the internet.

Feature	Dashboard Element	Period
VPN	VPN Connectivity	2 months
VPN	VPN Health Stats	2 months
VPN	VPN Data	2 months
Security Center Events	IDS Event Logs	15 days
Security Center Events	IDS Event Packets	15 days
Security Center Events	File Reputation Events	15 days
Clients	Connected Clients List	3 months

Clients	Client Latency	3 hours
Clients	Client Latency Stats	3 days
Clients	Client Latency Stats (5 minutes)	2 weeks
Clients	Client Latency Stats (4 hours)	4 months
Clients	Client Latency Stats (1 day)	6 months
Clients	Client Latency Stats (20 minutes)	2 months
Traffic Analytics	Traffic Analytics Client Stats	1 week
Traffic Analytics	Traffic Analytics Client Stats (4 hours)	1 month
Traffic Analytics	Traffic Analytics Network Stats (4 hours)	1 month
Traffic Analytics	Traffic Analytics Network Stats (20 minutes)	1 week
Event Log	Event Log	12 months
Change Log	Change Log (24 Months, 12 Months)	12 months
Location Analytics	Heatmap (24 Hours, 1 Hour)	1 month
Summary Reports	Summary Reports (24 Months, 12 Months)	12 months
Login Attempts	Login Attempts	3 months

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

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MANAGED NETWORK DEVICE OPTIONS

Managed Switches

C Spire Business provides 8-, 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 and applicable licensing.

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. C Spire Business will install, configure, and maintain Wireless Access Points and applicable licensing

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.
- Troubleshooting voice over wireless is not included.
- Physical Installation/mounting of network equipment is not included.

PHYSICAL SERVER MANAGEMENT

Monitoring, Management, and Support of C Spire 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:
  - Hard Disks
  - Memory
  - Power Supplies
  - 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:
  - Create virtual machine, including base OS installation (OS management to be provided via separate agreement)
  - Power on/off servers
  - Copy files / attach ISO to VMs
  - Add virtual hardware to existing VMs

VMWARE HOST MANAGEMENT AVAILABILITY DEPENDENCIES

The VMware Hypervisors must be under active 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.

- Requires additional Management Toolset
- Requires C Spire Advanced Endpoint Protection & EDR Service

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 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.

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 active 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.

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 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.

STORAGE SYSTEM MANAGEMENT SERVICE LEVEL METRIC

C Spire Business will track total storage capacity and upgrade for capacity and performance as needed.

DOMAIN NAME MANAGEMENT

Managed delivery of DNS and SSL services.

DOMAIN NAME SERVICE 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
- 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.

COMMERCIAL PROFESSIONAL SERVICES

Customer may elect to purchase Professional Services from C Spire Business. When possible to scope a project, CSB Professional Services will quote a specific project Scope of Work separate from a prepaid block of hours. If a project cannot be accurately scoped, prepaid hours can be used.

- Professional Services Block Hours are not to replace any Managed Service and are intended to be a bridge between a customer's existing infrastructure posture and a move to fully managed services
- All block hours expire after 18 months of purchase, regardless of the remaining balance thereof
- Not all requests made by a customer can be fulfilled by professional services or block hour engagements. Out of scope requests for work will be denied. See "Approved Engagements" above.
- Block hours should not be used for end-user device support. These requests can only be fulfilled through C Spire's End User Care service
- Professional Services is not an "entitlement" service – work is only performed in scope and at customer request and is charged directly against the block balance.

APPROVED ENGAGEMENTS

- Systems assessment
- Solutions design
- Complex project scoping discovery
- Project management
- Software and hardware implementation
- Configuration assistance of supported products
- Systems & OS patching and updates by request
  - Systems and OSes must be under mainstream support by the vendor
- Application support
  - Limited to vendor assisted troubleshooting and platform upgrades
  - Application must be under active support by the vendor
  - Does not include configuration changes, database changes/modifications, or general database maintenance.

SUPPORTED VENDOR LIST

This list represents the vendors that CSB Professional Services supports under the Professional Services/Engineering Agreement:

- Cisco
- Meraki
- Microsoft
- Dell
- Fortinet
- VMWare
- Veeam
- Zerto
- Exagrid

EXCLUSIONS

- **Cabling:** CSB Professional Services will not install or troubleshoot cabling or wiring.
- **Endpoint Work:** CSB Professional Services will not configure/support customer printers, fax machines, or peripherals or any non-integrated device.
- **Supported Products:** CSB Professional Services will only work on software or hardware from the vendor list above.

- o CSB Professional Services will not perform work on any Managed Service provided by C Spire Business.
- **Non Business-Related Support**: CSB Professional Services will only perform work on systems and applications used to directly support Customer's business.

CUSTOMER RESPONSIBILITIES

Prepaid engineering hours have the following customer responsibilities:

- **Access:** Customer is responsible to provide CSB Professional Services with reasonable access (including remote access and screen sharing meetings) to all facilities and equipment as needed to perform the engagement requested.
- **Availability:** Customer is responsible to provide relevant staff to attend working sessions.
- **Documentation:** Customer is responsible to provide CSB Professional Services complete and accurate documentation and information of Customer systems and policies as requested throughout the engagement, so long as such requests comply with Customer stated security policies.
- **Backups:** Customer is fully responsible to maintain any and all needed backups of company information, data, and system states throughout the entire engagement. CSB Professional Services is not responsible for any data loss that may occur during this engagement.
- **Support:** Customer is responsible to maintain active support contracts on the hardware and software that will be accessed or configured during the requested engagement with CSB Professional Services.
- **Security:** Customer is ultimately responsible for the security of its network and should actively maintain its environment to its own standards, regulatory compliance, and policies.
- **Incident Response:** CSB Professional Services highly recommends customers maintain Cyber Security Insurance and an Incidence Response plan. CSB Professional Services does not provide Security Incident Response services.
- **Management**: Customer is fully responsible for ongoing maintenance and management of the infrastructure and applications. Professional Services utilized via Block Hours are considered one-time engagements for each request of use.

RESPONSE TIME AND EMERGENCY SUPPORT

- Prepaid blocks are not intended for Emergency support services and have no guaranteed SLA response time defined.
- Response time for all block requests is on a "Best Effort" basis - an engineer may not be available during an emergency, either during or after business hours.
- All prepaid block requests for work should be scheduled in advance and agreed to by both CSB Professional Services and customer. A scope of work for each request may be provided by C Spire Business.

- Customer emergencies should begin by the customer opening a support case directly with the manufacturer's support team for the product in question. Customer is expected to handle Tier 1 support for its hardware and software products.

MANAGED INFRASTRUCTURE AVAILABILITY DEPENDENCIES

- The availability of Services 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 Services 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.

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.