Cloud Based Security Services Service Level Agreement (“SLA”).

A. Service Quality. Security Services quality will be measured according to the following standards:

i) Availability. EarthLink Business is committed to providing Customer with Security Services that are available and accessible on Customer’s MPLS network at least 99.9 % of the time during each calendar month (“Availability”). Availability will be measured as a percentage of the total minutes that all Security Services on Customer’s installed MPLS network are available during a particular month and the total monthly minutes, less any exclusion (described below). Security Services that cannot be accessed by Customer due to a MPLS network or circuit nonconformance, will be deemed to be non-conforming elements (as described in the SLA Appendix for MPLS Service) for purposes of determining whether Service Level Objectives were met and for calculating SLA credits, if applicable.

ii) Problem Identification and Resolution. EarthLink Business will support Security Service trouble tickets with the same measurements described in its SLA Appendix for MPLS Service. After EarthLink Business’s technical support staff trouble shoots the network elements, if a problem is determined not to be network related, the ticket will be escalated to the Network Security Center and Customer Support will notify Customer that an escalation has taken place. If the problem is associated with the Security product, Network Security Center staff will attempt to resolve the trouble ticket within four (4) hours of escalation, and may contact Customer to obtain additional information needed to resolve the escalation.

iii) Install Intervals. Install Intervals for Security Services that are ordered with new MPLS Network Services will mimic the same install SLA objects as the Host and one Remote location access types and those sites are deemed active and can transport data through positive Layer 3 Ping Test. Customer may also negotiate with EarthLink Business a mutually agreeable launch date for Security Services to become active. After initial turn-up, Customer will have 72 hours from activation of the Host and one Remote location (as identified above) or from the negotiated launch date to notify Customer Service of any immediately needed changes their profile. Change Order requests received within such 72 hour period will be implemented within 24 hours of their receipt and approval by EarthLink Business and will be provided to Customer without additional charge.

After 72 hours, all Change Order Request(s) will follow the Standard Install Intervals defined below. “Install Interval” shall mean the number of business days from the date Customer provides EarthLink Business with a clean and accurate signed Change Order and SRA (Security Requirements Agreement) and the date the requested change is completed. A change to MRC to upgrade or downgrade a Security Package as defined in Service Description, may occur. All Change Orders received after original turn-up activities will be charged a non-recurring charge (NRC) based on EarthLink Business’s standard Professional Services rates of $150.00 per hour.

Any Expedited Change Request will be charged an NRC based on a Professional Services Rate of $300.00 per hour. An “Expedited Change Request” is any professional services work performed after normal business hours (8am to 5 pm Pacific Standard Time) and/or before standard interval as outlined in matrix.
<table>
<thead>
<tr>
<th>Install Interval for Security Change Order(s)</th>
<th>Standard</th>
<th>Expedited</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 business days</td>
<td>2 business days</td>
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**B. Service Credits.** If EarthLink Business does not meet the Security Services quality standards described in this SLA, it will provide a billing credit to Customer of up to 15% of the MRC for the affected Security Services. To obtain a SLA credit, Customer must: (i) report the non-conformance by requesting EarthLink Business to open a trouble ticket and (ii) request a credit within 30 days after the trouble ticket is closed by EarthLink Business by emailing Customercare@newedgenetworks.com (with “Security SLA Credit Request” in the subject line) and referencing the specific trouble ticket number(s) and the circuit identifier(s) for the affected Security Service location. Multiple SLA credit requests made during a calendar month will be applied toward the accumulated monthly measurement and will not result in multiple credits. SLA credit requests encompassing more than one calendar month will be prorated to the appropriate statistical accumulations on a calendar month basis. EarthLink Business will have thirty (30) business days from the end of the calendar month in which the SLA credit request is submitted to respond. Approved SLA credits will appear on Customer’s invoice for the next billing cycle that begins not less than ten (10) business days after such approval date. Credits provided pursuant to the Security Services SLA only will be applied to future services delivery and may not be applied against fees for professional services, bundled support, setup fees or taxes, surcharges or other similar charges.