



Detailed Statement of Work

Table of Contents

Evolved Office: HPBX 6

 General Product Terms and Evolve IP Deliverables..... 6

 EVOLVE IP RESPONSIBILITIES: PROJECT MANAGEMENT, CONFIGURATION, ONGOING SERVICE 7

 EVOLVE IP RESPONSIBILITIES: On-Site Labor **Error! Bookmark not defined.**

 EVOLVE IP RESPONSIBILITIES: Training 7

 Customer Responsibilities:..... 7

Evolved Office: Desktop 10

 General Product Terms and Evolve IP Deliverables..... 10

 EVOLVE IP RESPONSIBILITIES: PROJECT MANAGEMENT, CONFIGURATION, ONGOING SERVICE 10

 EVOLVE IP RESPONSIBILITIES: On-Site Labor **Error! Bookmark not defined.**

 EVOLVE IP RESPONSIBILITIES: Training AND Support 11

 Customer Responsibilities:..... 11

Cloud Firewall 12

 General Product Terms and Evolve IP Deliverables..... 12

 PROJECT MANAGEMENT 12

 ACTIVATION AND ONGOING SERVICE..... 12

 Customer Responsibilities:..... 12

Cloud IDS..... 12

 General Product Terms and Evolve IP Deliverables..... 12

 PROJECT MANAGEMENT 12

 ACTIVATION AND ONGOING SERVICE..... 12

 Customer Responsibilities:..... 13

Managed Firewall..... 13

 General Product Terms and Evolve IP Deliverables..... 13

 PROJECT MANAGEMENT 13

 ACTIVATION AND ONGOING SERVICE..... 13

 Customer Responsibilities:..... 13

Security Event Management..... 14

 General Product Terms and Evolve IP Deliverables..... 14

 PROJECT MANAGEMENT 14

 ACTIVATION AND ONGOING SERVICE..... 14

Customer Responsibilities:..... 14

Qualys Threat Scan: Vulnerability Assessment..... 14

General Product Terms and Evolve IP Deliverables..... 15

PROJECT MANAGEMENT 15

ACTIVATION AND ONGOING SERVICE..... 15

Customer Responsibilities:..... 15

Email Defense 15

General Product Terms and Evolve IP Deliverables..... 15

PROJECT MANAGEMENT 15

ACTIVATION AND ONGOING SERVICE..... 15

Customer Responsibilities:..... 16

Email Archiving..... 16

General Product Terms and Evolve IP Deliverables..... 16

PROJECT MANAGEMENT 16

TRAINING 16

ACTIVATION AND ONGOING SERVICE..... 16

Customer Responsibilities:..... 16

VPN Services 16

General Product Terms and Evolve IP Deliverables..... 16

PROJECT MANAGEMENT 17

ACTIVATION AND ONGOING SERVICE..... 17

Customer Responsibilities:..... 17

Threat Detection and Mitigation: Intrusion Detection and Prevention 17

General Product Terms and Evolve IP Deliverables..... 17

PROJECT MANAGEMENT 17

ACTIVATION AND ONGOING SERVICE..... 17

Customer Responsibilities:..... 17

Threat Scan: Vulnerability Assessment..... 18

General Product Terms and Evolve IP Deliverables..... 18

PROJECT MANAGEMENT 18

ACTIVATION AND ONGOING SERVICE..... 18

Customer Responsibilities:..... 18

Evolved Exchange..... 18

- General Product Terms and Evolve IP Deliverables:..... 18
- PROJECT MANAGEMENT 18
- ACTIVATION AND ONGOING SERVICE..... 19
- Customer Responsibilities:..... 19

Reflection DBR: Remote Data Backup and Recovery Service 19

- General Product Terms and Evolve IP Deliverables..... 19
- PROJECT MANAGEMENT 20
- ACTIVATION AND ONGOING SERVICE..... 20
- Customer Responsibilities:..... 20

Managed Network Services - Network-based WAN and/or LAN Services..... 20

- General Product Terms and Conditions..... 20
- PROJECT MANAGEMENT 21
- ACTIVATION AND ONGOING SERVICE..... 21
- Customer Responsibilities:..... 21

vServer 22

- General Product Terms and Conditions..... 22
- PROJECT MANAGEMENT 22
- ACTIVATION AND ONGOING SERVICE..... 22
- Customer Responsibilities:..... 22

Virtual Data Center 23

- General Product Terms and Conditions..... 23
- PROJECT MANAGEMENT 23
- ACTIVATION AND ONGOING SERVICE..... 23
- Customer Responsibilities:..... 23

Colocation 24

- General Product Terms and Conditions..... 24
- PROJECT MANAGEMENT 24
- Customer Responsibilities:..... 24

ShoreConnect (Maintenance and SIP Trunking)..... 24

- General Product Terms and Evolve IP Deliverables..... 24
- PROJECT MANAGEMENT 25

ON-SITE LABOR 25

ACTIVATION AND ONGOING SERVICE..... 25

TRAINING AND SUPPORT 26

Customer Responsibilities:..... 26

The Statement of Work listed below provides information regarding the products and services offered by Evolve IP as well as the accompanying standard and if necessary, customized technical work specifications and requirements of such products and services. This Statement of Work also governs the general responsibilities and accountabilities of each party under this agreement. Sales Order

Product and Service Specific: (Only those items Ordered by Customer are applicable to Customer's ServicesSales Order)

Evolved Office: HPBX

Hosted IP PBX Feature set, Mobility package, Computer Telephony Integration, Voice Services, Unified Messaging

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- Premium User
 - Extensive PBX feature package for each seat as per current Evolved Office: HPBX feature list
 - Unlimited Domestic Usage (Based on industry standard utilization, restrictions may apply)
 - (1) DID and/or extension per seat
- Standard User
 - Standard PBX feature package for each seat as per current Evolved Office: HPBX feature list
 - Unlimited Domestic Usage (Based on industry standard utilization, restrictions may apply)
 - (1) extension per seat
- Common Area Station:
 - Standard PBX feature package for each seat as per current Evolved Office: HPBX feature list.
 - Rated Domestic Usage at Evolve IP standard rates or as specified on Sales Order
 - (1) extension per seat
- Auto-attendants as specified on Sales Order. Usage originating from an Auto Attendant, and terminating on a number outside of the Evolve IP Network will be billed at Evolve IP standard rates or as specified on Sales Order.
- T1/DS3/Fiber Access: Quantity and circuit type as specified on Sales Order.
- T1/DS3/Fiber Internet Port: As specified on Sales Order.
 - Includes Dynamic Internet Access (Maximum speed as specified on order)
- 1 Main Number/Outbound calling line ID per location
 - Main Number will be statically routed to one of the following options
 - Evolved Office: HPBX User
 - Call Center ACD
 - Hunt Group
 - Auto Attendant
- Main Number Time of Day routing (Business Hours/After Hours) or Selective Number routing requires “Enhanced Routing” product
 - “Enhanced Routing”: Allows Main Number to be routed based on Time of Day/Selective Number
 - “Enhanced Routing - Additional Number”: Allows additional number to follow same route path as Main Number
 - Up to 10 Additional numbers can be assigned same route path options as Main Number
- Hunt Groups- Up to 5 users can be assigned to a Simultaneous Hunt Group. If more users are required, additional charges will apply, and will require Evolve IP Engineering approval.
 - Usage originating from a Hunt Group, and terminating on a number outside of the Evolve IP Network will be billed at Evolve IP standard rates or as specified on Sales Order.
- Additional Usage Based Services (not included in Unlimited Domestic Calling)
 - International Termination
 - Toll Free (8xx) Usage
 - Conferencing Services (Web and/or Audio)
 - Calls originating from the following license types, and terminating to a number outside of the Evolve IP network
 - Auto Attendants
 - Hunt Groups

- Call Center ACD
- Group Call Extension(Push to Talk)
- Software / Feature Applications (as specified on Sales Order)
 - Including but not limited to: Receptionist, Call Center, Unity
- Call Center:
 - Provide ACD (Queue) with Maximum number of queued calls determined by product selected and Evolve IP standard product feature
 - Provide Agent and Supervisor licensing based on product selected on Sales Order
 - Provide Agent and Supervisor client licensing (software or web client) based on products specified on Sales Order
 - Provide Management interface for customer to make all Call Center changes
 - If interface does not provide functionality for customer to make Call Center changes, Evolve IP will perform changes at Evolve IP standard documented support intervals
 - Provide standard reporting based on Evolve IP published Call Center Reporting guide
 - Additional or custom reports can be provided for additional charges, based on customer provided requirements
- Provide concurrent call paths based on industry standard algorithms.
- Virtual Extensions (as specified on Sales Order): Virtual Extensions include a PBX extension (DID if selected on Sales Order), inclusion in Group Directory, Call Forward Always Feature. Usage is rated per minute outside of the Evolve IP Network.
- Analog ports or POTS Lines (as specified on Sales Order)
- Group and/or personal vFax (as specified on Sales Order)
- Voice Continuity Services (as specified on Sales Order)

EVOLVE IP RESPONSIBILITIES: PROJECT MANAGEMENT, CONFIGURATION, ONGOING SERVICE

Products Listed below must be selected on Sales Order

Evolved Office: HPBX - Service Configuration

- Register Main Numbers, DIDs, and locations with the appropriate 911 authority
- Register main number(s) with directory assistance
- Port customer phone numbers from current CLEC or RBOC (if applicable and LNP is available) or assign new numbers as applicable

EVOLVE IP RESPONSIBILITIES: TRAINING

- Provide Customer with up to two (2) hours of training on the following topics:
 - Evolve IP products and services
 - OSSmosis administrator portal
 - Salesforce.com use and management
 - Project Management
 - CPE configuration and installation
 - End User training
- Additional training can be provided to customer for an additional fee

CUSTOMER RESPONSIBILITIES:

GENERAL

- Provide all information requested by Evolve IP Project Management in a complete and timely fashion including, but not limited to, Letter of Agency and IP Address Justifications, if required
- Supply, install, configure, maintain, and provide documentation to Evolve IP for all Communications and Networking CPE not managed by Evolve IP
- Configure new IP address assignments on any hardware and/or software not managed by Evolve IP
- Provide information of primary and secondary contacts with phone and/or email address

- Supply sufficient grounded and conditioned AC power for Evolve IP-provided equipment. Evolve IP is not responsible for damaged equipment from power surges; equipment and support for damaged equipment from power will be billed back to the customer.
- Safely store Evolve IP-provided equipment under appropriate climatic/physical conditions
- Customers are responsible for the assignment of agents to supervisors for all Call Center Configurations.
- Customers are responsible for the assignment of agent/supervisors to queues (ACD), unless contracted to Evolve IP as additional engagement.
- Customers are responsible for all upload of customized announcements for all queues (ACD), auto-attendants, and music on hold.
 - Evolve IP can provide professional voice talent for an additional fee.
- Call Center customers are responsible for routing changes within their queues, unless contracted to Evolve IP as additional engagement.
- Call Center customers are responsible for any filtered CDR reporting to be added and/or modified.
- Call Center customers are responsible for configuring DNIS settings to specification
- Maintain minimum PC and Operating System standards for all software applications deployed
- Maintain / Configure Wiring and LAN/WAN equipment (switches and routers not managed by Evolve IP) to the following VoIP standards:
 - No single application accounts for greater than 30% of all LAN traffic (for proper queuing)
 - All internal cabling is CAT 5, CAT 5E, CAT 6, or is otherwise capable of delivering at least 100mbps to the end device
 - All jacks at the work station and on the patch panel are neatly labeled.
 - Total traffic does not regularly exceed 75% of the total available bandwidth
 - Packet Loss < 1%
 - No in-line network hubs between switch and IP handset.
 - If Customer is providing LAN switches they must have individual VLANs for voice and data according to Evolve IP provided instructions.
 - Customer must disclose any and all network hubs and/or switches to Evolve IP. In the event that these devices are not known or are not disclosed, telephone system call quality may be affected and Customer's network will need to be assessed and reconfigured during or after the implementation for additional fees.
 - If these standards are not met, telephone call quality may be affected. In the event that the customer is unwilling / unable to support or manage the LAN/WAN to these specific requirements, Evolve IP can provide options for LAN assessment and management.
 - After activation of Evolve IP services, Customer assumes all responsibility for any alterations made to their network and shall not hold Evolve IP liable for any service interruptions or impairments caused by such changes or by LAN/WAN network quality issues (as described herein) outside of Evolve IP's control.
 - If Evolve IP is not providing network access, it is the customer's sole responsibility to provide Business Class Broadband Internet access with **at least 1 Static IP address** dedicated to EIP router, more may be needed (generally an upgrade on commercial Broadband products and may incur additional costs) and manage the relationship with Broadband vendor.
 - Engage Internet Service provider for support in the event of a service outage and/or voice quality degradation or at the request of Evolve IP
 - Evolve IP assumes no responsibility or accountability for Customer broadband access, its supplier relationship and relative performance.
 - Provide Ethernet handoff and static IP address for customer-provided Internet access (if Voice Continuity is selected on sales order)
 - Evolve IP technical personnel are responsible for deliverables listed above, and not for customer responsibilities. In the event customer fails to meet these responsibilities and requires Evolve IP's involvement to do so, customer acknowledges that they will be billed Evolve IP's standard Professional Services rates, billable in 15 minute increments with a minimum 1 hour time billed. Evolve IP technician(s) will not perform any work without a customer signed work order.

PROJECT MANAGEMENT

- Customer handles all contact with End Users
- Schedule and run all implementation meetings with End Users
- Collect from End Users all data necessary to provision the Service (as specified by Evolve IP), including, but not limited to:
 - User Data (names, e-mail addresses, DIDs, extensions, cell phone numbers, etc.)
 - Location Information

- Technical Questionnaire
- Upload all End User data into the Evolve IP-provided provisioning portal
- Review and configure customer call-flow based on product capability and order specification

CONFIGURATION, INSTALLATION, AND ON-SITE LABOR

- Perform Site Survey
 - Perform onsite VoIP compatibility physical site survey aimed at documenting existing Local Area Network configurations and taking a physical inventory of each location.
 - Site survey includes the following:
 - Visual Inspection of Network Components and Architecture to ensure VoIP compatibility
 - Visual inspection of cabling in Telco/Network closet to ensure VoIP compatibility
 - Verification of Customer-provided or End User-provided device inventory and site layout
- Configure CPE, including, but not limited to:
 - Switches
 - Routers
 - Phones
 - ASA
 - ATA
- Install all applicable CPE in customer provided space
- Configure CPE for failover to Customer-provided Internet Access
- Install IP handsets according to Customer-provided site layout
- Verify and test circuit installation
- Verify Internet connectivity to Evolve IP DNS server using the ping and nslookup utilities
- Verify proper operation of Hosted PBX service with End User

TRAINING

- Perform all End User training on all products and services
- Install, or assist End User with the installation of, all software applications including, but not limited to, the following:
 - Toolbar
 - Receptionist
 - Call Center
 - Communicator
 - Unity
- Provide all End User documentation and training materials

Evolved Office: Desktop

Virtual Windows 7 Desktop Infrastructure Service

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- Premium User
 - Features as detailed on Evolveip.net
 - Dedicated Windows 7 Virtual Desktop with 2GB RAM and Single Processor Core
 - Additional memory, processor cores or persistent disk as detailed on sales order
 - Virus Protection
 - Access from various device types (capabilities based on client software per platform)
 - Local Administrator Access
 - Desktop software as detailed on sales order
- Standard User
 - Features as detailed on Evolveip.net
 - Cloned Windows 7 Virtual Desktop with 2GB RAM and Single Processor Core
 - Additional memory, processor cores or persistent disk as detailed on sales order
 - Virus Protection
 - Access from various device types (capabilities based on client software per platform)
 - Desktop software as detailed on sales order
- Basic User:
 - Features as detailed on Evolveip.net
 - Cloned Windows 7 Virtual Desktop with 2GB RAM and Single Processor Core
 - Virus Protection
 - Access from various device types (capabilities based on client software per platform)
 - Desktop software as detailed on sales order
 - OWA only for Exchange access (Exchange as specified on sales order)
- Evolve Desktop: Server Bundle (One Required per Customer Domain) includes:
 - VMware Security Server
 - Active Directory Server
 - Stand-alone or Integrated to customer AD
 - Additional disk as detailed on Sales Order
 - Internet Port (from server and desktop to Internet)
 - Cloud Firewall (see Cloud Firewall SOW)
 - Administrative-level access
 - Basic server support services including: monitoring, emergency reboot services, connectivity and emergency assessment, and replacement of faulty hardware.
- WAN Access and Equipment as specified on Sales Order (see Managed Network Services SOW)
- Published product feature list can be provided upon request.

EVOLVE IP RESPONSIBILITIES: PROJECT MANAGEMENT, CONFIGURATION, ONGOING SERVICE

- Order and coordinate installation of access circuit(s) if specified on sales order (see Managed Network Services)
- Review Customer-provided Configuration Questionnaire
- Review and configure service based on product capability and order specification
- Provide Login information to VM / AD Server
- Portal Access - Provide Web Portal address and login information (Group Administrator level).
- Configure any Evolve IP provided primary and secondary DNS services (if access is being provided by Evolve IP)
- 24x7 monitoring by Evolve IP Engineering Team
- Fault resolution and reporting on Evolve IP equipment performance to ensure uptime.
- Notify customer (within reasonable time frame) of any planned platform maintenance that will render the service unusable for a period of time

EVOLVE IP RESPONSIBILITIES: TRAINING AND SUPPORT

- Provide Customer with up to two (2) hours of training on Evolved Office: Desktop
-

CUSTOMER RESPONSIBILITIES:

- Provide all information requested by Evolve IP Project Management in a complete and timely fashion
- Provide information of primary and secondary contacts with phone and/or email address
- Ensure licensing compliance (EULA) with any software installed on desktops/server including software preinstalled by Evolve IP.
 - Each Evolved Office: Desktop is licensed with a Microsoft VDA (Virtual Desktop Access) license which covers streaming of Windows 7 to a single customer supplied device.
 - If the End User intends to access a single desktop from more than one device, the End User must purchase additional VDA licenses from Evolve IP.
- Provide qualified IT support to End Users
- Maintain and support client devices used to access the Evolved Office: Desktop
 - All customer end points (Windows and MAC PCs, Thin Clients, Tablets) must support VM View 5.0 or greater. To ensure that your operating system or device will support the VMview Client (5.0 or greater), consult user documentation found here. (<http://www.vmware.com/resources/compatibility/search.php?deviceCategory=vdm>)
 - While every effort is made to ensure feature parity between the various client OS and Device types used to access the Evolved Office: Desktop, differences in features and capabilities do exist. Customer is responsible for ensuring that they understand these differences and that their chosen platform (Equipment, OS) will meet their business requirements.
- Maintain and support local and network peripherals (printers, scanners)
- Maintain Premium (Dedicated) desktop infrastructure
 - Administrator access is provided to Dedicated Desktops. Customer is responsible for administration of desktops through individual management, Global Policies on their Active Directory or via third party desktop management tools.
- Create cloned (golden) image from Evolve IP-provided template and test
- Maintain appropriate controls for desktop maintenance
 - For Integrated A/D, Server bundle will be provisioned as a site off of Customer's AD, in which case, customer's Group Policy Objects (GPO) will govern Evolved Office Desktops (including patching).
 - For Stand-alone A/D, Server bundle will be preconfigured with recommended GPOs for patching and updating of applications. Customer is responsible for standard administration of this server.
- Support Customer-provided third-party applications
- Migrate and manage Customer data
- Perform systems administration and software updates to the server(s) as necessary
- Backup data consistent with corporate retention policies. While Evolved Office: Desktop is supported by redundant storage, it does not include historical backup. It is recommended that Customer select Evolve IP's Reflection DBR service for this purpose.
- Any action taken by Customer that limits performance or operability of the A/D server or Desktop at the application or OS level, including changing network settings, ICF or administrator default settings, is Customer's responsibility. Additional professional service fees may apply if Evolve IP is required to assist to bring service back to normal operation.
- Customer is responsible for the security of their own network elements and equipment, unless otherwise specified, this includes computers or hardware used to access Evolved Desktop services and customer-owned A/D servers and equipment.
 - Any support provided to Customer to restore services as a result of security breach on customer-owned and operated equipment will be charged at the applicable professional services rate.
- Ensure Customer devices have appropriate access to the Evolve IP network at appropriate bandwidth and quality levels:
 - 100Kbps average per desktop
 - Packet Loss < 1%
 - Network Latency < 100ms
 - If Evolve IP is not providing Dedicated Access, it is the customer's sole responsibility to provide quality Internet Access services. For best result, Evolve IP recommends Business Class Broadband Internet access with **Static IP address** (generally an upgrade on commercial Broadband products and may incur additional costs) and manage the relationship with Broadband vendor.
 - Engage Internet Service provider for support in the event of a service outage and/or desktop quality degradation or at the request of Evolve IP
 - Evolve IP assumes no responsibility or accountability for Customer broadband access, its supplier relationship and relative performance.
- Evolve IP technical personnel are responsible for Evolve IP deliverables listed above, and not for Customer responsibilities. In the event Customer fails to meet these responsibilities and requires Evolve IP's involvement to do so, Customer acknowledges that they will be billed Evolve IP's standard Professional Services rate of \$200/hr, billable in 15 minute increments. Evolve IP technician(s) will not perform any work without a customer signed work order.

Cloud Firewall

Network-based Firewall protection of Evolve IP provided Internet Access

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- Network-based Stateful Inspection Firewall protection
- 24x7 Monitoring and fault resolution
- Manufacturer recommended patch and OS updates
- Applicable Performance Reporting

PROJECT MANAGEMENT

- Review Customer-provided Configuration Questionnaire and IP Addressing Requirements

ACTIVATION AND ONGOING SERVICE

- Provision Managed Firewall service according to order and Configuration Questionnaire
- Review and setup customer provided security policy
- 24x7 network monitoring by Evolve IP Engineering Team
- Fault resolution to ensure availability. Outages and Security events will be communicated to the customer by phone, email or pager
- Perform root cause analysis on any security event and make appropriate policy changes, if applicable
- Customer may request up to 5 policy moves, adds and changes (MACs) per month. Additional (MACs) will be charged on a per incident basis

CUSTOMER RESPONSIBILITIES:

- Provide all information requested by Evolve IP Project Management in a complete and timely fashion (including but not limited to: Configuration Questionnaire, Security Policy))
- Configure new IP address assignments on any hardware and/or software not managed by EVOLVE IP
- Customer is responsible for OS updates and patches on local servers and workstations, and ensuring proper communication with Firewall

Cloud IDS

A Network-based Intrusion Detection service that extends the Evolve IP Cloud Firewall to provide active Intrusion Detection Services.

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- Detection of network intrusion events, with the ability to alert on critical occurrences
- Real-Time Notification of critical network events
- Ongoing maintenance and Lifecycle Management

PROJECT MANAGEMENT

- Review Customer-provided Configuration Questionnaire and security requirement

ACTIVATION AND ONGOING SERVICE

- Provision Cloud IDS service according to order and Configuration Questionnaire
- Review and setup customer provided security policy
- Initial security policy tuning based on actual traffic
- 24x7 network monitoring by Evolve IP Security Operations
- Fault resolution to ensure availability. Security events will be communicated to the customer by phone or e-mail
- Perform root cause analysis on any security event and make appropriate policy changes, if applicable

- Customer may request up to 5 policy moves, adds and changes (MACs) per month. Additional (MACs) will be charged on a per incident basis
- **Log File Retention:** Evolve IP will maintain a 90 day rolling retention of raw log formats (Syslog, SDE, etc) when service is coupled with Evolve IP's Security Events Management service. No logs will be available to customer without Evolve IP's Security Events Management service

CUSTOMER RESPONSIBILITIES:

- Provide all information requested by Evolve IP Project Management within 30 days of receipt (including but not limited to: Configuration Questionnaire, Security Policy)

Managed Firewall

Premise-based Firewall protection of Evolve IP provided Internet Access

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- Network-based Stateful Inspection Firewall protection
- 24x7 Monitoring and fault resolution
- Manufacturer recommended patch and OS updates
- Applicable Performance Reporting

	ASA 5505	ASA 5510	ASA 5520	ASA 5540
Feature	Description	Description	Description	Description
Throughput	Up to 150 Mbps	Up to 300 Mbps	Up to 450 Mbps	Up to 650 Mbps
VPN Throughput	Up to 100 Mbps	Up to 170 Mbps	Up to 225 Mbps	Up to 325 Mbps
VPN Peers	10	250	750	5000
VLANS	3 (no trunking)	50	150	200

PROJECT MANAGEMENT

- Review Customer-provided Configuration Questionnaire and IP Addressing Requirements

ACTIVATION AND ONGOING SERVICE

- Provision Managed Firewall service according to order and Configuration Questionnaire
- Review and setup customer provided security policy
- 24x7 network monitoring by Evolve IP Engineering Team
- Fault resolution to ensure availability. Outages and Security events will be communicated to the customer by phone or e-mail
- Perform root cause analysis on any security event and make appropriate policy changes, if applicable
- Customer may request up to 5 policy moves, adds and changes (MACs) per month. Additional (MACs) will be charged on a per incident basis

CUSTOMER RESPONSIBILITIES:

- Provide all information requested by Evolve IP Project Management within 30 days (including but not limited to: Configuration Questionnaire, Security Policy)
- Configure new IP address assignments on any hardware and/or software not managed by Evolve IP
- Customer is responsible for OS updates and patches on local servers and workstations, and ensuring proper communication with Firewall
- Provide information of primary and secondary contacts with phone, pager and/or email address
- Supply sufficient grounded and conditioned AC power for Evolve IP provided equipment.
- Safely store Evolve IP provided equipment under appropriate climatic/physical conditions
- To permit complete access to Evolve IP service personnel in the event that a visit is scheduled and to be present during the scheduled time frame. If customer is not present at stated location during scheduled visit, additional Professional Services fees are applicable

- Provide a clean, safe environment for Evolve IP Technicians to install service

Security Event Management

Log aggregation, correlation and alerting powered by RSA enVision, IBM Netcool & Cisco MARS platform

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- Detection, analysis and correlation of events generated by customer-identified internal and/or public-facing hosts.
- **Built-in** and customizable reporting capabilities, e-mailed to administrator queued daily, weekly or monthly:
 - Evolve IP will setup and deliver one or a combination of the following reports:
 - Top 20 Devices (EPS)
 - Top 20 Denied Inbound by Port
 - Top 20 IDS Categories
 - Top IDS Alarms by Category
 - Top Firewall Categories
 - Top Bandwidth Users
 - Top 10 Sources of Alarms
 - Top 20 Connections by Address
- 90-day rolling retention and maintenance of complete log records help ease the burden of compliance
- Real-time notification of high-risk events via e-mail
- Access to Evolve IP's enVision portal and standard dashboard reports
 - Customizable dashboards can be created which may incur additional charges for setup
- Ongoing Maintenance and Lifecycle Management

PROJECT MANAGEMENT

- Review Customer-provided Configuration Questionnaire and security requirements

ACTIVATION AND ONGOING SERVICE

- Provision Security Event Management service according to order and Configuration Questionnaire
- Review and setup customer provided security configuration
- Train customer administrator on RSA Envision reporting capabilities
- Initial security configuration tuning and false-positive reduction
- 24x7 network monitoring by Evolve IP Security Operations
- Fault resolution to ensure availability. Security events will be communicated to the customer by phone or e-mail
- Perform root cause analysis on any security event and make appropriate policy changes, if applicable
- Customer may request up to 5 policy moves, adds and changes (MACs) per month. Additional (MACs) will be charged on a per incident basis
- Log File Retention: Evolve IP will maintain a 90 day rolling retention of raw log formats (Syslog, SDE, etc).
 - Evolve IP can provide longer retention periods based on customer need, additional charges will apply

CUSTOMER RESPONSIBILITIES:

- Provide all information requested by Evolve IP Project Management within 30 days of receipt (including but not limited to: Configuration Questionnaire, Security Policy, additional customer network information)
- Create and modify any custom reporting required
- Retain log files if more than 90 days of rolling storage is needed

Qualys Threat Scan: Vulnerability Assessment

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- Scan of internal devices (PC's, Laptops, Printers, etc) and/or externally exposed systems to assess the vulnerability of those customer devices based on customer-selected frequency (one-time, monthly, quarterly or annually)
- Vulnerability summary report customized to meet the needs of business executives, auditors and security professionals
- Each scan to include up to 1 full class "C" (255 IP addresses) on either the Internal or External network
- Untrusted and/or authenticated scans of customer environment
- Network mapping and discovery of all network assets

PROJECT MANAGEMENT

- Review Customer-provided Configuration Questionnaire and scan target(s)

ACTIVATION AND ONGOING SERVICE

- Perform Threat Scan service according to order and Configuration Questionnaire
- Provide threat scan and summary reporting according to customer selected frequency on order

CUSTOMER RESPONSIBILITIES:

- Provide all information requested by Evolve IP Project Management within 30 days of receipt (including but not limited to: Configuration Questionnaire, Security Policy)
- Provide Evolve IP personnel with on-site access to customer-owned internal network resources
- Provide information of primary and secondary contacts with phone, pager and/or email address
- Supply sufficient grounded and conditioned AC power for Evolve IP provided equipment
- To permit complete access to Evolve IP service personnel in the event that a visit is scheduled and to be present during the scheduled time frame. If customer is not present at stated location during scheduled visit, additional Professional Services fees are applicable
- Provide a clean, safe environment for Evolve IP Technicians to install service

Email Defense

Protects domain based email accounts from potential viruses, Spam, and harmful attachments

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- Network-based email security and protection:
 - Advanced Spam Blocking
 - Triple Virus and Worm Scanning
 - Email Attack and Fraud Protection
 - Fraud Protection
 - Content and Attachment Filtering
 - Definitions are not guaranteed to catch all email security risks, particularly immediately after the introduction of a new attack. Evolve IP is not responsible for any damages relative to loss or theft of data or systems.

PROJECT MANAGEMENT

- Provide customer with all information necessary to make adjustments to Domain Name records for proper operation of the Email Defense services
- Training
 - Provide customer with access to online training web site for administrators and users.
- Portal Access
 - Provide Web Portal address and login information (administrator and user-levels).

ACTIVATION AND ONGOING SERVICE

- Provision Email Defense service according to order and Configuration Questionnaire
- 24x7 network monitoring by Evolve IP Engineering Team
- Fault resolution to ensure availability.

CUSTOMER RESPONSIBILITIES:

- Modify MX Record for customer domains to enable proper operation of the service
- Maintain quarantine rules and user setup
- Maintain email services and third party relationship if not provided by Evolve IP

Email Archiving

Provides convenient management of inbound, outbound and internal emails

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- One gigabyte of storage per user, per year, with an increase of one gigabyte per user, for each additional year of service
- Advanced search options and fast, accurate information retrieval by authorized persons
- Multiple levels of permissions/authority for employers, compliance officers, corporate officers and legal departments
- Definable retention policies based on regulatory requirements
- Single Instance Storage designed to minimize storage requirements
- Real-time data storage
- Storage capabilities for comments and notes
- Flexible options for creating ad hoc reports
- Audit trails provide comprehensive activity logs

PROJECT MANAGEMENT

- Provide customer with all information necessary to make adjustments to Internet Gateway for proper operation of the Email Archiving services
- Provide Web Portal address and login information (administrator and user-levels).

TRAINING

- Provide customer with access to online training web site for administrators and users.

ACTIVATION AND ONGOING SERVICE

- Provision Email Archiving service according to order and Configuration Questionnaire
- 24x7 network monitoring by Evolve IP Engineering Team
- Fault resolution to ensure availability.

CUSTOMER RESPONSIBILITIES:

- Modify Internet Gateway to enable proper operation of the service
- Maintain rules and user setup

VPN Services

Securely connects remote users/ offices (across the public Internet) to a central location/ network

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- IPSEC client or site-to-site based VPN connection to Evolve IP Managed Firewall and VPN Service
- Client connections are established from any IPSEC compliant VPN Client (Cisco Client included in service)
- Site-to-Site connections are established between any IPSEC client firewall and Evolve IP Protect Firewall

PROJECT MANAGEMENT

- Provide customer with all information and software necessary to install client-based IPSEC connections
- Provide customer with all configuration information that is necessary to establish a site to site connection to the Evolve IP Protect Firewall
- Portal Access
 - Provide Web Portal address and login information (administrator and user-levels).

ACTIVATION AND ONGOING SERVICE

- Provision VPN service according to order and Configuration Questionnaire
- 24x7 network monitoring by Evolve IP Engineering Team
- Fault resolution to ensure availability.

CUSTOMER RESPONSIBILITIES:

- Setup and maintain client workstations for access to the VPN
- Setup and maintain Customer-owned firewalls for access to the VPN

Threat Detection and Mitigation: Intrusion Detection and Prevention

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- Detection, analysis, correlation and prevention (with suppression of sympathetic events) of network intrusions (targeting the network as a whole or specific publicly-exposed resources), with the ability to take immediate action, based on a set of rules established by the network administrator.
- Device and Server protection against port scans, SYN floods and other Network-based Denial of Service attacks
- Event Detection and Correlation:
 - Statistical Correlation
 - Rules-Based Correlation
 - Vulnerability Correlation
- Automated Event Mitigation: Customers may choose to set automatic mitigation to one of three levels: low, medium and high.
- Real-Time Notification
- Ongoing Maintenance and Lifecycle Management
- PDF Reports on all IDS activities

PROJECT MANAGEMENT

- Review Customer-provided Configuration Questionnaire and security requirements

ACTIVATION AND ONGOING SERVICE

- Provision Threat Detection and Mitigation service according to order and Configuration Questionnaire
- Review and setup customer provided security policy
- Initial security policy tuning based on actual traffic
- 24x7 network monitoring by Evolve IP Security Operations
- Fault resolution to ensure availability. Security events will be communicated to the customer by phone, email or pager
- Perform root cause analysis on any security event and make appropriate policy changes, if applicable
- Customer may request up to 5 policy moves, adds and changes (MACs) per month. Additional (MACs) will be charged on a per incident basis
- Log File Retention: Evolve IP will maintain a 90 day rolling retention of raw log formats (Syslog, SDE, etc).

CUSTOMER RESPONSIBILITIES:

- Provide all information requested by Evolve IP Project Management in a complete and timely fashion (including but not limited to: Configuration Questionnaire, Security Policy))

Threat Scan: Vulnerability Assessment

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- Scan of internal devices (PC's, Laptops, Printers, etc) and/or externally exposed systems to assess the vulnerability of those customer devices provided based on customer selected frequency (one-time, monthly, quarterly or annually)
- Results emailed to the customer contains all vulnerabilities and trending information
- Each scan to include up to 1 full class "C" (255 IP addresses) on either the Internal or External network
- Internal scans require Evolve IP Managed Firewall services

PROJECT MANAGEMENT

- Review Customer-provided Configuration Questionnaire and scan target

ACTIVATION AND ONGOING SERVICE

- Perform Threat Scan service according to order and Configuration Questionnaire
- Provide Vulnerability reporting according to customer selected frequency

CUSTOMER RESPONSIBILITIES:

- Provide all information requested by Evolve IP Project Management in a complete and timely fashion (including but not limited to: Configuration Questionnaire, Security Policy))

Evolved Exchange

Hosted Microsoft Exchange service utilizing Outlook or OWA services

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES:

- Provide customer with Hosted Exchange Services as defined by the plan or plans purchased by customer.
- Hosted Exchange current limits are detailed below. Evolve IP reserves the right to modify defined limits at its sole discretion.

Hosted Exchange Limits	
Maximum Company Contacts (GAL)	5,000
Maximum Distribution Lists	1,000
Maximum Message Size	25 MB
Recipients Per Message	500
Additional Domain	10 included

- Daily Backups for Exchange data
- Anti-spam and anti-virus for inbound Email messaging
 - Additional email security and archiving options are available from Evolve IP, and can be provided if selected on Sales Order

PROJECT MANAGEMENT & TRAINING

- Work with customer administrator to complete the Evolved Exchange portion of Implementation Workbook
- Training
 - Provide customer with access to web-based Knowledge Base for group administrator functions.

- Portal Access
 - Provide Web Portal address and login information (administrator level).

ACTIVATION AND ONGOING SERVICE

- Provide customer with all information necessary to self-migrate messaging to Evolve IP
 - Additional Exchange Server migration options are available as professional service
- 24x7 network monitoring by Evolve IP Engineering Team
- Fault resolution to ensure availability.
- Provide basic technical support to Group Administrator for Microsoft Outlook, Entourage, Outlook Express, OWA via Internet Explorer, and supported wireless devices. Evolve IP does not offer customer support for other mail clients, applications, scripts, or components, either from third parties or for those developed by customer.
- Install platform security patches, updates, and service packs as soon as practical. Software updates may change system behavior and functionality and as such may negatively affect your applications. Evolve IP cannot foresee nor can it be held responsible for service disruption or changes in functionality or performance due to implementation of software patches and upgrades.
- Backup customer data to ensure integrity and availability in the event of a hardware failure.
 - Server backup scope and scheduling is at Evolve IP's sole discretion.
 - Standard Exchange Backup Services include full Exchange server backup on a predefined schedule daily to a shared backup device over the network. Backup copy retention time is one week;
 - Standard Exchange Backup Services do not include the process of restoration of files, mailboxes, folders or parts thereof. Restoration of mailboxes or public folders from the Exchange server can be requested as needed and may be subject to professional services fees.
 - Retention
 - While your account is active, Evolve IP shall be responsible for retaining any customer data including but not limited to the content of private and public information store, active directory, log files, and backup copies if applicable
 - Evolve IP is not responsible for retaining any of your data after account termination. All data is deleted from the servers after the account is terminated and from back-ups during scheduled back-up rotation. Evolve IP will not restore, provide on any storage media or send out any data pertaining to terminated accounts.

CUSTOMER RESPONSIBILITIES:

- Follow instructions for self-service migration to Evolve IP, or contract with Evolve IP Professional services to assist with Exchange migration
- Management/migration of local PST's and Outlook archive files are customer's responsibility
- Update MX records
 - Option 1: Contact your current DNS provider and update your MX record according to Evolve IP Implementation Guide
 - Option 2: Host the new domain with Evolve IP. This will require updating the Authoritative Name Servers with your Registrar. You must verify all necessary records exist on Evolve IP's server to ensure that services such as your Web site continue to function correctly. Evolve IP Project Manager can assist with domain information.
- Support end-clients with the following minimum technical specifications:
 - an Internet connection with sufficient bandwidth and quality to allow trouble-free browsing and data uploading and downloading and that does not constrain Microsoft® Exchange functionality;
 - a fully functional Internet browser;
 - a fully functional POP/IMAP/SMTP e-mail program (client) such as Microsoft® Outlook Express or Microsoft® Outlook for MAPI connections to Exchange server;
- Provide ample, up-to-date antivirus protection for its end users.
 - Evolve IP provides Antispam and Antivirus services designed to be used in conjunction with Exchange services. Evolve IP highly recommends that the customer continue to provide an anti-virus solution for local operating systems in order to provide best-in-class protection of the customer network. Evolve IP is not responsible for unavailability or data loss caused by spam or virus content downloaded to the customer network through the use of the service.

Reflection DBR: Remote Data Backup and Recovery Service

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES

- Remote Web-based backup service
- Automated backup process at pre-set intervals.
- Offsite data storage in a carrier-class datacenter, accessible 24/7
 - Reflection Standard: Provides 7 dailies of backups

- Reflection Enterprise: Provides 7 dailies and 3 weeklies of backups
- Audio and Video files are excluded as part of Reflection DBR service
- Billing is based on plan selected on Sales Order
- Versions:
 - Server Reflection: Per server monthly fee includes first 2GB of data
 - PC Reflection: Per server monthly fee includes first 2GB of data
- Supported Operating Systems:
 - Red Hat EL v3 and v4
 - Microsoft Windows XP, Vista, 2003 Server, 2000 Server
 - Solaris and VMWare (additional fees may apply)
- Supported Agents (Open File Management)
 - Microsoft Exchange 5.5, 2000, 2003
 - Microsoft SQL 7, 2000 and 2005
 - Open File Agent
 - DB2 8.2 and Oracle 9i and 10g (additional fees may apply)
- Agents will be supplied to the customer as per the sales order

PROJECT MANAGEMENT

- Provide customer with all information and software necessary to install Backup control software on Servers and PCs
- Provide customer with VPN services and configuration necessary for control software to communicate with Evolve IP backup servers
- Provide documentation and direction for initial seeding of data
 - Speed of initial seed will be effected by total available bandwidth
 - If additional assistance is required in planning, setting up or taking initial seed, additional professional service fees may apply

ACTIVATION AND ONGOING SERVICE

- Provision Backup service according to order and Configuration Questionnaire
- 24x7 network monitoring by Evolve IP Engineering Team
- Fault resolution to ensure availability.

CUSTOMER RESPONSIBILITIES:

- Install Backup software on selected devices
- Install Selected Open File agents on selected devices
- Install VPN software on selected devices
- Select files and directories for backup
- Perform Backup and Restores as required

Managed Network Services - Network-based WAN and/or LAN Services

GENERAL PRODUCT TERMS AND CONDITIONS

- Product Features
- WAN Watch:
 - Monitoring, Event Notification, Performance Reporting of a WAN Node
 - WAN Devices monitored based on: SNMP for precise up/down reporting based on trap received time, UDP or Syslog for connection oriented attempts (traffic flow).
 - Customer is notified immediately via text and/or e-mail
 - Updates for critical issues, as defined in SLA, will be every 30 minutes until resolution, unless otherwise requested
 - Web based UI for device health and reporting
 - Monthly PDF on key metrics including:
 - Bandwidth Utilization, Network Availability, and Network or Device Performance
 - WAN Manage:
 - Fault Resolution, Lifecycle Management and Maintenance of WAN Device(s) (Routers)
 - Routers may be owned by customer or rented from Evolve IP
 - Customer must grant Evolve IP administrative-level access rights to owned routers.
 - Fault Resolution

- Fault assessment, determination and correction, if applicable. If Fault is determined to be related to a 3rd party vendor, Evolve IP will contact the customer in order to facilitate hand off. 3rd party coordination / support will incur additional service fees.
- Reason for Outage (RFO) documentation and actions necessary to restore service / prevent future occurrences. An RFO will include time, timeline, detail and summary of outage, and possible corrective actions going forward. RFO's will be delivered upon request, but no sooner than 2 business days after the conclusion of the outage.
- If service affecting issue is caused by faulty CPE rented to customer under this agreement, Evolve IP will drop ship replace via next day air if confirmed by 3pm unless customer selects additional Cisco SmartNet on the device(s)
- Maintenance and Lifecycle Management
 - Quarterly maintenance review by an Engineer to evaluate equipment performance and identify possible improvements or necessary upgrades.
 - Patch and Firmware Management: Devices will be maintained to appropriate operating and security levels and updated at the sole discretion of the Evolve IP engineering team based on impact of the threat or update.
 - Moves, Adds and Changes: Evolve IP is responsible for making client requested basic changes within specified interval. Examples are, but not limited to:
 - Access lists
 - Network changes
 - IP Address changes
 - Customer is allocated 4 MACD's per month and turn-around for a Standard MACD will be one business day. Customer is also allocated 1 Urgent MACD's per month and turn-around for an Urgent MACD's will be less than 4 hours. Standard MACD requests made within 24 hours of notification

Optional Product Features (as selected on sales order)

- WAN Access: T-1 or greater as specified on Sales Order
- WAN Port: Multi-Protocol Label Switching between nodes in the Evolve IP network for private WAN connectivity (requires Access Services or Evolve Office at each location)
 - Includes 3 COS (Classes of Service) for protocol classification
 - Additional COS are available for an additional charge
- Internet Port: Up to 1.544 Mbps per T-1 on a node in the Evolve IP network for Public Internet connectivity (requires Access Services at each location)
- CPE Rental: Rental of LAN / WAN Equipment as specified on Sales Order
 - Base installation of Hardware rental includes equipment being pre-configured by Engineer and drop-shipped to customer.
 - On-site installation available
- SLA Management:
 - Monitoring and reporting of WAN performance against a predefined goal for Node(s) not on the Evolve IP access network
 - Monitoring and reporting of above statistics relative to Customer's defined Service Level Agreements

PROJECT MANAGEMENT

- Order and coordinate installation of access circuit(s) to Customer demarcation point when applicable. If inside wiring is necessary costs incurred will be passed along to customer.
- Review Customer-provided Configuration Questionnaire
- Portal Access
 - Provide Web Portal address and login information (administrator and user-levels).

ACTIVATION AND ONGOING SERVICE

- Provision Managed Network Services according to sales order and Configuration Questionnaire
- Verify and test circuit installation
- Verify proper operation of Managed Network Services (as indicated on sales order)
- 24x7 network monitoring and management by Evolve IP Engineering Team
- Reporting on WAN / LAN equipment performance to ensure uptime. Spikes in performance will be communicated to customer by phone, email or pager
- Notify customer (within reasonable time frame) to schedule a site visit in the event that the hardware needs to be tested and/or replaced

CUSTOMER RESPONSIBILITIES:

- Provide all information requested by Evolve IP Project Management in a complete and timely fashion
- Supply, install, configure, maintain, and provide documentation to Evolve IP for all Communications and Networking CPE not managed by Evolve IP
- Configure any new IP address assignments on any hardware and/or software not managed by Evolve IP
- Provide information of primary and secondary contacts with phone, pager and/or email address

vServer

“Virtual” server on Evolve IP’s enterprise class cluster

GENERAL PRODUCT TERMS AND CONDITIONS

- Product Features
 - Evolve IP provided Virtual Machines with no physical server access.
 - All VM Servers include:
 - Operating system as specified on Sales Order
 - Hardware resources as specified on Sales Order
 - Internet access and/or WAN port as specified on Sales Order
 - One IP address per server
 - Administrative-level access
 - Basic server support services including: monitoring, emergency reboot services, connectivity and emergency assessment, and replacement of faulty hardware.

PROJECT MANAGEMENT

- Provide OSSmosis Enterprise Cloud Manager login information to VM Server
- Provide customer a schedule for when Virtual Machines will be provisioned on the Evolve IP platform
- Document data migration option as detailed below in “Activation and Ongoing Service”

ACTIVATION AND ONGOING SERVICE

- Provide customer with the following Data Migration options
 1. Customer provides media to Evolve IP – Evolve IP will present media to customer’s VDC environment for customer to import and organize to Virtual Machines. Evolve IP will provide instruction to access media
 2. Customer provides media to Evolve IP that will be copied to raw data store, i.e. ISO’s, customer templates or preexisting VMWare only virtual machine files (VMDK and VMX)
 3. Contract with Evolve IP for Professional Services engagement for VM Server Image Migration (additional charges will apply), and is available from the following servers (Customer must have .Net Framework 3.5 SP1 already installed on the server):
 - Windows 2003 (except Web Edition)
 - Windows 2008 (except Web Edition)
 - Windows 2008 R2 (except Web Edition)
- **Billing commences when Evolve IP provides OSSmosis Enterprise Cloud Manager login and documentation and Virtual Machines are available to customer**
- 24x7 network monitoring of platform by Evolve IP Engineering Team
- Fault resolution on Evolve IP platform to ensure availability.
- Provide documentation and training resources for OSSmosis Enterprise Cloud Manager portal

CUSTOMER RESPONSIBILITIES:

- Install applications / content as needed.
- Perform systems administration and software updates to the server(s) as necessary
- Any action taken by Customer that limits performance or operability of the server at the application or OS level, including changing network settings, ICF or administrator default settings, is the customer’s responsibility. Additional professional service fees may apply if Evolve IP is required to assist to bring server back to normal operation.
- Backup server content consistent with corporate retention policies. While VM Hosting is supported by a SAN, it does not include historical backup. It is recommended that the customer select Evolve IP’s Reflection DBR service for this purpose.
- Customer is responsible for licensing compliance with any software installed on the server including software preinstalled by Evolve IP.

Virtual Data Center

Resource Reservation Pools (Powered by VMWare) allocated on the Evolve IP Cloud Platform

GENERAL PRODUCT TERMS AND CONDITIONS

- Product Features
 - Evolve IP provided computing resources as specified on Sales Order(s)
 - Access to customer level administration portal (OSSmosis Enterprise Cloud Manager) for the following functions:
 - Console access to servers
 - Ability to Move, Add, Change resources provisioned to customer
 - Ability to power cycle servers
 - Ability to view utilization statistics on customer servers
 - Ability to view resource pool quota consumption within OSSmosis ECM against resources specified on Sales Order(s)
 - Access to server template catalog to provision virtual machines
 - Ability to provision servers from server template catalog or from customer provided templates
 - Ability for customer to oversubscribe compute resources ordered and provisioned, excluding disk space
 - Virtual Servers provisioned on the Virtual Data Center product include:
 - Operating system if specified on Sales Order
 - Hardware resources as allocated by customer
 - Cloud Firewall, Internet access and/or MPLS/WAN port as specified on Sales Order
 - One Public IP address per server

PROJECT MANAGEMENT

- Provide OSSmosis Enterprise Cloud Manager login information to VM Server
- Provide customer a schedule for when resources will be provisioned on the Evolve IP platform
- Document data migration option as detailed below in "Activation and Ongoing Service"

ACTIVATION AND ONGOING SERVICE

- Provide customer with the following Data Migration options
 1. Customer provides media to Evolve IP – Evolve IP will present media to customer's VDC environment for customer to import and organize to Virtual Machines. Evolve IP will provide instruction to access media
 2. Customer provides media to Evolve IP that will be copied to raw data store, i.e. ISO's, customer templates or preexisting VMWare only virtual machine files (VMDK and VMX)
 3. Contract with Evolve IP for Professional Services engagement for VM Server Image Migration (additional charges will apply), and is available from the following servers (Customer must have .Net Framework 3.5 SP1 already installed on the server):
 - Windows 2003 (except Web Edition)
 - Windows 2008 (except Web Edition)
 - Windows 2008 R2 (except Web Edition)
- **Billing commences when Evolve IP provides OSSmosis Enterprise Cloud Manager login and documentation and compute resources are available to customer**
- 24x7 network monitoring of platform by Evolve IP Engineering Team
- Fault resolution on Evolve IP platform to ensure availability.
- Provide documentation and training resources for OSSmosis Enterprise Cloud Manager portal

CUSTOMER RESPONSIBILITIES:

- Install applications / content and provision virtual machines as needed.
- Perform systems administration and software updates to the virtual machine(s) as necessary
- It is at the customer's discretion on how allocated disk space is consumed, and customer is responsible for disk consumption policies
- Any action taken by the customer that limits performance (including oversubscription of allocated resources within the Virtual Data Center or operability of the server at the application or OS level, including changing network settings, administrator default settings, or virtual machine snapshots is the customer's responsibility. Additional professional service fees will apply if Evolve IP is required to assist to bring server back to normal operation.
 - Snapshots taken by customer will consume allocated disk space
 - If allocated disk space is exhausted (by snapshot or otherwise), service disruptions may ensue.
 - It is the customer's responsibility to manage storage/disk space consumption, including snapshot policies.
- Backup server content consistent with corporate retention policies. While Virtual Data Center is supported by a SAN, it does not include historical backup. It is recommended that the customer select Evolve IP's Reflection DBR service for this purpose.
- Customer is responsible for licensing compliance with any software installed on the server including software preinstalled by Evolve IP (Evolve IP will require temporary console access to input keys for software licensing as outlined on Sales Order).

- Customer is responsible for notifying Evolve IP Project Manager when resources should be provisioned and made available if different from Evolve IP schedule provided to customer
- Customer is responsible for installing VMWare tools for each machine. Evolve IP will provide installation media for all supported Operating Systems. Any machines that do not have VMWare tools loaded may be deactivated by Evolve IP if it is deemed necessary by Evolve IP.

Colocation

Server racks in the Evolve IP NSOC for customer owned equipment

GENERAL PRODUCT TERMS AND CONDITIONS

- Product Features
 - Quarter, Half or Full 19 inch enclosed, locked and secured cabinet (dimensions 17.75. W x 72. H x 26. D). Wiring and patch panel
 - Power distribution as specified on Sales Order with onsite UPS and Generator
 - Redundant Cooling Systems, Fire Suppression
 - Internet access and/or WAN port as specified on Sales Order
 - Basic Network Administration (24 X 7 Network and URL monitoring, 24 X 7 reboot service (through rebootable PDU), daily tape rotation, event notification and DNS services for up to 5 domain names)
 - 24 X 7 biometric access

PROJECT MANAGEMENT

- Install space, power and access as specified on Sales Order
- Install and configure any EVOLVE IP provided primary and secondary DNS services.
- Provide up to 16 IP addresses per full rack, 8 IP addresses per half rack. Additional IP addresses are available for \$5/month each and are subject to approval by Evolve IP.
- Verify Internet connectivity to Evolve IP DNS server using the ping utility.
- Upon completion of successful installation, Evolve IP will supply welcome letter with contact information and procedural guidelines

CUSTOMER RESPONSIBILITIES:

- Supply, install and support equipment and applications. This includes but is not limited to servers, routers, hubs, switches, firewalls, operating systems and applications..
- Install new IP address assignments on any and all hardware and/or software.
- Manage and maintain Registrar records for any public domain names.
- Provide written documentation of allocation of Evolve IP provided IP addresses if requested. Customer and any/or clients of Customer must observe all GANP (Generally Accepted Net Protocol) as detailed in the Master Services Agreement.
- Additional network or system administration not covered in above Technical Specifications that require Evolve IP Engineering time will be billable at current rates.

ShoreConnect (Maintenance and SIP Trunking)

PBX Maintenance, Voice (Local and LD) Services, Dynamic Internet Access, Evolve IP Provided Access

GENERAL PRODUCT TERMS AND EVOLVE IP DELIVERABLES



- PBX Maintenance
 - Customer Support
 - Remote technical support to Group Administrator for configuration issues
 - Fault Resolution
 - Fault assessment, determination and correction of system failures.

- If service affecting issue is caused by faulty equipment, Evolve IP will provide the necessary parts and labor to repair or replace the effected systems.
- Maintenance and Lifecycle Management
 - Bi-annual maintenance review (by customer request) by an Engineer to evaluate equipment performance and identify possible improvements or necessary upgrades.
 - New release software and upgrades: Devices will be maintained to appropriate operating levels and updated at the sole discretion of the Evolve IP engineering team.
 - Customer is allocated (2) site visits per annum under this maintenance agreement to provide technical assistance for ShoreTel PBX.
- Connectivity: T-1 or greater (as specified on Sales Order)
- Internet Access: Up to 1.544 Mbps per T-1 (or circuit speed as specified on Sales Order)
- Managed VoIP Port
 - Managed Router included in service based on number of selected SIP trunks on order. Router specifications as follows:
 - 1-8 Trunks: Cisco 2431 8FXS
 - 9-16 Trunks: Cisco 2431 16FXS
 - 17-24 Trunks: Cisco 2432 24FXS
 - PRI Handoff: Cisco 2431 1T1E1
 - 49+ Trunks: As specified on the Sales Order
 - Network quality monitoring and voice prioritization included with each port specified on Sales Order
 - SIP to Analog conversion (POTS or PRI)
- Enterprise Class SIP trunks (Rated or Unlimited) as specified on Sales Order
 - Rated: Local and Long Distance domestic usage is rated per minute, flat rate, as specified on Sales Order
 - Unlimited: Domestic Local and Long Distance usage is included
 - 1,000 Minutes of Use (MOU) per trunk included, aggregate over total number of trunks on Sales Order
 - Additional Usage Based Services: Rates for usage-based products can be provided upon request
 - International Termination
 - Toll Free (8xx) Usage
 - Web and Audio Conferencing Services
- 1 Outbound calling line ID per location
 - SIP trunks are designed to send a single outbound caller ID per location. Sending out more than one caller ID may cause outbound calls to be misrepresented on the far-side phone system. If the customer desires to send out more than one caller ID per location, the customer's PBX must support and be configured to send an asserted-ID.
- 1 Direct Inward Dial number per SIP trunk provisioned by Evolve IP
 - Additional DID's as specified on Sales Order
- Additional features as specified on Sales Order.

PROJECT MANAGEMENT

- Order and coordinate installation of ShoreTel PBX equipment.
- Order and coordinate installation of access circuit(s) to Customer demarcation point. If inside wiring is necessary costs incurred will be passed along to customer
- Provide up to 16 Public IP address assignments to Customer
- Register line numbers and locations with the appropriate 911 authority
- Register line number(s) with directory assistance
- Port customer phone numbers or assign new numbers as applicable
 - o Porting of existing numbers is subject to a \$20 per number one-time port charge
- Review Customer-provided Configuration Questionnaire
- Portal Access - Provide Web Portal address and login information (Group Administrator level).

ON-SITE LABOR

- Verify proper implementation and operation of ShoreTel PBX equipment
- Install applicable CPE in customer provided space
- Verify and test circuit installation
- Verify Internet connectivity to Evolve IP DNS server using the ping and nslookup utilities
- Verify proper operation of Enterprise SIP service with Customer
- *Any additional visits to the Customer premises as a result of Customer or Customers' vendor's delays will be billable at Evolve IP standard hourly rates.*

ACTIVATION AND ONGOING SERVICE

- Implement all ShoreTel PBX equipment according to Sales Order
- Provision Enterprise SIP service according to order and Configuration Questionnaire

- Configure any Evolve IP provided primary and secondary DNS services.
- 24x7 network monitoring by Evolve IP Engineering Team
- Fault resolution, Quality of Service (QoS), and reporting on equipment performance to ensure uptime. Spikes in equipment performance will be communicated to customer by phone, email or pager
- Notify customer (within reasonable time frame) to schedule a site visit in the event that the hardware needs to be tested and/or replaced

TRAINING AND SUPPORT

PROVIDED ONLY IF IMPLEMENTATION AND TRAINING IS SELECTED ON SALES ORDER:

- Conference with IT Integrator or internal staff to finalize LAN readiness and VoIP deployment plan
- Ongoing unlimited TAC support (from Group Administrator or designated contact only) for network related issues

CUSTOMER RESPONSIBILITIES:

- Provide all information requested by Evolve IP Project Management in a complete and timely fashion (including but not limited to: Configuration Questionnaire, E911 Policy, Site layout, Letter of Agency, IP Address Justifications (above 16 addresses))
- Supply, install, configure, maintain, and provide documentation to Evolve IP for all Communications and Networking CPE not managed by Evolve IP
- Configure new IP address assignments on any hardware and/or software not managed by Evolve IP
- Provide information of primary and secondary contacts with phone, pager and/or email address
- Supply sufficient grounded and conditioned AC power for Evolve IP provided equipment.
- Safely store Evolve IP provided equipment under appropriate climatic/physical conditions
- To permit complete access to Evolve IP service personnel in the event that a visit is scheduled and to be present during the scheduled time frame. If customer is not present at stated location during scheduled visit, additional Professional Services fees are applicable
- Provide a clean, safe environment for Evolve IP Technicians to install service
- Maintain Wiring and LAN/WAN equipment (switches and routers) not managed by Evolve IP to the following VoIP standards:
 - No single application accounts for greater than 30% of all LAN traffic (for proper queuing)
 - Total traffic does not regularly exceed 75% of the total available bandwidth
 - Packet Loss < 1%
 - After activation of Evolve IP services, Customer assumes all responsibility for any alterations made to their network and shall not hold Evolve IP liable for any service interruptions or impairments caused by such changes or by LAN/WAN network quality issues (as described herein) outside of Evolve IP's control.
 - In the event that the customer is unwilling / unable to support or manage the LAN/WAN to these specific requirements, Evolve IP can provide options for LAN assessment and management.