These Service Specific Terms are incorporated into each applicable Service Order, and collectively with the General Terms and Conditions, form the Agreement between the Parties. Any capitalized terms not defined herein have the meaning given to them elsewhere in the Agreement.

## A.  Service Description – Managed Edge

"**Managed Edge**" is TPx's managed edge networking solution, which establishes a WAN architecture enabling customers to leverage any combination of transport services (such as broadband, wireless or dedicated internet) as well as any associated firewalling and SDWAN capabilities required for the operation of the customer's network. The Service Features and other Entitlements included in the Managed Edge Services are further described in the section below.

## B.  Supported Third-Party Product(s) & Technical Features; Portal Access

TPx currently offers its Managed Edge Service utilizing Equipment & related Software from the following Third-Party Product Providers:

**Routers:**

- Juniper Session Smart Router (SSR)
- Juniper SRX Series Firewall

**Switches:** (applicable for High Availability Services only)
- Juniper

**Technical Features.** Certain features that are inherent to the Third-Party Product(s) ("**Technical Features**") may augment or limit the availability of Add-On Service Features. TPx supports all Technical Features requisite to deliver the Managed Service and Add-On Service Features detailed herein, but may not support all Technical Features offered by a particular Third-Party Product Provider.

**Portal Access.** No user access is provided to the device graphical user interface for this Service; however, access to certain status and performance indicators may be available within the TPx Customer Portal.

## C.  Standard Service Onboarding; Initial Configuration & Account Enablement

**Standard Service Onboarding**. As a separate non-recurring Professional Services charge, TPx will provide project management and enablement services as required to implement and configure the Technical Features and provision access to Customer's authorized users.  Standard service onboarding is offered during TPx regular business hours. Custom service onboarding may be required for certain deployments, which must be agreed to between the parties in a separate statement of work.

## D.  Managed Service Configurations; Service Feature Availability

TPx offers its Managed Edge Service with one or both of the following configurations enabled: (i) Managed SDWAN Service; and (ii) Managed Firewall Service. Configurations must be noted on an applicable Service Order prior to enablement. The availability of Service Features for each Service configuration is detailed in Table 1 below.

**Table 1. Base Service Feature Availability**.

Legend: "**I**" – Included; "**MRC$**" – available with additional recurring cost; "**NRC$**" – available on a non-recurring project basis with additional cost.

| Service Feature | Description | Service Configuration | |
|---|---|---|---|
| | | SDWAN | Firewall |
| Post-Onboarding Configuration Requests | Coordinated and planned configuration changes requested by the Customer and approved by TPx that are not a part of Standard Service Onboarding or Standard Maintenance. | I | I |

| | | | |
|---|---|---|---|
| Service Support & Incident Management | Service incident analysis, identification of root cause and development and deployment of a remediation plan to resolve the issue or mitigate its impacts. TPx will manage incidents automatically when the system generates a KPI alert or when Customer submits a service case.<br><br>**TPx may charge reasonable professional service fees: (i) to recover its costs of service support & issue management where the issue was the result of Customer's actions taken through Customer Management of the Services, including any network reconfigurations; or (ii) to provide any on-site support as requested by Customer. | I | I |
| Lifecycle Management | Proactive reporting of any Third-Party Product end-of-support or end-of-life as designated by their respective manufacturers or licensors. | I | I |
| Standard Maintenance | Periodic execution of TPx approved (i) firmware/software updates and patches as made available for the applicable Third-Party Products by their respective manufacturer or licensor; and, (ii) configuration changes consistent with TPx recommended practices, as informed by the applicable manufacturer or licensor of the Third-Party Product. | I | I |
| Monitoring, Alerting & Reporting | 24X7X365 system-based monitoring of certain Key Performance Indicators (KPIs) used to measure the health, performance and security of the managed WAN. Certain KPIs may be available in real time status through a dashboard in the device Portal, and others may be reportable by TPx at the customer's request. Failure of certain KPIs will trigger automated alerts. See Table 3 for applicable KPIs. | I | I |
| Log Retention | Storage of firewall event, traffic and security logs for the retention period set by the Third-Party Product Provider. Customer may obtain log reports by requesting a support case with TPx. | I | I |

**Table 2. Add-On Service Features**. The service features below are available as add-ons and do not form a part of the Services unless they are expressly included as separate line items on the Service Order.

| Service Feature | Description | Service Configuration | |
|---|---|---|---|
| | | SDWAN | Firewall |
| High Availability Support | Enable and manage network switches and a secondary Third-Party Product edge router configured to operate in standby mode. In the event the primary edge router fails, the secondary edge router activates – providing a critical business continuity safeguard. | MRC$ | MRC$ |
| Clustering Support | Enable and manage up to four Third-Party Product edge routers simultaneously operating in active mode. In addition to providing a critical business continuity safeguard, clustering offers Customers more available WAN connections and higher overall bandwidth availability. | MRC$ | MRC$ |
| Unaffiliated ISP Service Support | Open and manage service support cases on Customer's behalf with ISPs otherwise unaffiliated with the TPx Services under the Agreement. A Letter of Authority issued by Customer authorizing TPx to perform this Service is required by the respective ISPs. TPx facilitates the service support cases; however, the unaffiliated ISP remains responsible for troubleshooting in accordance with their own agreement with Customer. | MRC$ | MRC$ |

| | |
|---|---|
| **E.** | **KPIs & Support Priority Levels** |

The KPIs for monitoring, alerting and reporting are as set forth in the table below. TPx will treat an incident that is either triggered by an alert or raised by Customer through a support case associated with each KPI based on the assigned Support Priority Level, as defined within the Service Level Agreement found at www.tpx.com/terms/service_level_agreement.

**Table 3. KPIs and Support Priority Levels.**

| KPI | Monitoring | Alerting | Reporting | Description |
|---|---|---|---|---|
| Device Up/Down | X | X | X** | Physical device status indicating whether it is connected to the network and monitoring platform. |
| Link Up/Down | X | X | X** | Monitoring of the physical connection to carrier circuits. This alert would only trigger on devices with multiple circuits. |
| Circuit Statistics | X | | | Aggregated statistics on third party circuit performance used by TPx to aid in troubleshooting of customer environments. |
| Lan Port Up/Down | X | | | Port status monitoring for uplink port back to customer LAN environment. |
| CPU/Memory Usage | X | | | CPU and Memory statistics to aid in the troubleshooting process and correlate with other metrics. |
| Device Temperature | X | | | Measure of operating temperature of the physical equipment, |
| High Availability Events* | X | X | X | Events related to the operation of redundant device pairs to proactively troubleshoot and fix issues with hardware and ensure network availability. |

Note(s): *High Availability Events requires associated Add-On Service

   **Reporting is currently limited to service incident and case history provided in the TPx Customer Portal.

## F. Service Commencement & Delivery; Initial Service Term & Billing

TPx endeavors to initiate the Standard Service Onboarding process by contacting Customer within five (5) business days of the mutual execution of the applicable Service Order. During the Standard Service Onboarding process, the Parties will mutually agree to a targeted Service Commencement and Service Delivery Date, as evidenced in writing (email sufficient).

**For Managed Edge**:

**Service Commencement** means that TPx has placed the order with the respective Third-Party Product Provider(s) for the Equipment and Software (as applicable), or has otherwise assigned the Equipment in inventory to Customer's order.

**Service Delivery** means that TPx has completed the Standard Service Onboarding and otherwise delivered the Service, which is available for Customer's use.

The **Initial Service Term** will begin on the date of Service Delivery for each respective Service Location, and continue through the Term identified in the applicable Service Order. TPx will generally accommodate small changes to the target Service Delivery Date; however, where Customer unreasonably delays the Service Delivery or otherwise fails to fulfill its obligations under Article VI of the General Terms and Conditions preventing TPx from completing Service Delivery on the target Service Delivery date, then the Initial Service Term will begin on the target Service Delivery Date. Billing for the Service will coincide with the beginning of the Initial Service Term.

## G. Additional Service Specific Terms

1. **Customer Self-Management or Co-Management.** Customer Self-Management or Co-Management is not offered for this Service.

2. **Log Retention; Compliance.** Logs are retained within the Third-Party Product Provider's environment, and will be retained in accordance with its respective log retention policy. Customer is responsible for retaining or otherwise archiving any logs beyond the stated retention period, regardless of whether such retention is mandated by Customer-Specific Laws.

3. **Bring Your Own Device (BYOD).** Where expressly noted in the Service Order, TPx will agree to manage Equipment that is provided by Customer and not purchased through TPx. Equipment included as BYOD will not be considered an Excluded Product.

4. **Virtual Edge Devices.** Where included in a Service Order, TPx will manage a virtual edge device deployed in a cloud environment (i.e. – Azure or AWS). Customer acknowledges that the cloud environment itself is an Excluded Product and a Service Dependency as it relates to TPx's management of the virtual edge device. Additionally, Customer must provide TPx with administrative user access to the virtualized edge device through public internet and any other network access that may be reasonably required for TPx to provide the service.

**Third-Party Terms.**

- End User Terms. The End User terms as set forth in the End User Schedule available at https://support.juniper.net/support/eula/.
- Descriptive Content. The scope and details of Hardware, Software, Cloud Services, and/or Juniper's Services specific terms, which is specified in the Descriptive Content that is made available through the Juniper website is incorporated into any purchase of Juniper Equipment. The applicable version of the descriptive content shall be the one effective as of the date of the date TPx places the order for Juniper Equipment on Customer's behalf.