



MONITORING AND MANAGEMENT TOOLSET SERVICE LEVEL AGREEMENT

This Monitoring and Management Toolset Service Level Agreement (“SLA”) is incorporated into the Quote executed by C Spire Business and Customer for Monitoring and Management Toolset Service and sets forth the specific terms and conditions under which C Spire Business shall supply the Monitoring and Management Toolset Service 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.

SERVICE DESCRIPTION

C Spire Business Monitoring and Management Toolset provides flexible data collection mechanisms to pull metrics from virtually any device or API, then create graphs, dashboards, and custom alerts. Quickly view application status and analyze trends. Monitoring and Management Toolset services from C Spire Business can also provide the tools you need to automate any IT task, work on multiple machines at the same time, manage everything through a single console, and easily manage IT policies across multiple endpoints.

SERVICE OFFERINGS

MONITORING TOOLSET

This service level provides basic monitoring for customers who simply want a snapshot of their performance metrics. The following features are included:

- **Device uptime and up / down alerting**
- **Ports and Interface statistics**
- **Server metrics and alerting for CPU, RAM, and disk**
- **Website availability monitoring**
- **Basic Dashboard and portal for onsite devices**
- **Visual dashboard of purchased C Spire Business services**
- **Virtualization discovery and monitoring**
- **Microsoft application discovery and monitoring including IIS, SQL, terminal**
- **Expanded SNMP monitoring including hardware status**
- **Customized dashboards**
- **Netflow / sFlow data collection**

Managed Monitoring

- Customer must make resources available for installation of collectors:
 - In C Spire Data Centers, a collector installed on Virtual Machines (usually Domain Controller) within the Customer environment.
 - On Site Managed VMWare Hosts will utilize the Domain Controller for the collector.
 - If resources are not available for the collector, the collector will be deployed in C Spire's DMZ to monitor infrastructure.
 - The Collector should be closest to the device being monitored whenever possible.
 - C Spire Business may elect to deploy Auto-Balance Collector Groups in large environments (50+ devices)
- Monitoring is delivered as a component of the following services:
 - Managed Servers/VMs
 - Must be quoted Managed OS for inclusion.
 - Managed Backup Appliances
 - Managed VMWare Hosts
 - Must be quoted Managed OS on each VM for inclusion.
 - Managed Firewalls
 - Managed Public Cloud Infrastructure
- Monitoring is NOT delivered as a component of service for C Spire Circuits/WAN and must be purchased separately.
- Managed Monitoring service can only be delivered if the Customer has managed services/infrastructure provided by C Spire Business.
- Static alert thresholds are continuously monitored, reviewed, and updated internally. Customers may request alternative thresholds for their environment.
- Netflow/sFlow requires a dedicated collector.
- Customer does not have access to modify monitoring modules.
- Customer does not have access to perform monitoring configuration changes.
- Alerts can be configured to go to both C Spire Business and Customer
- Customer cannot add devices independently. Customer must go through C Spire Business's sales process to add devices to be monitored and managed.
- A collector must be deployed for each customer site.

Unmanaged Monitoring

- Customer is responsible for installation and configuration of collectors within their environment.
 - The collectors should be closest to the device being monitored whenever possible.
- C Spire Business will provide a customer-facing child portal within LogicMonitor.
- Customer will have access to LogicMonitor Knowledge Base and Training Portal.
- Customer must submit tickets via their Portal to LogicMonitor for support.

- Customer must contact C Spire Business to add devices into the Monitoring platform, and this must go through C Spire Business's sales process.

MANAGEMENT TOOLSET

Management Toolsets are included with Managed OS and are not intended to be purchased by the Customer outside of a Managed Service.

This service level includes the following features:

- Windows Patch Management
- Access to library of automated scripting / tasks to create runbooks
- Windows Event Log alerting
- Remote access
- Inventory reporting

MANAGEMENT TOOLSET WITH ANTIVIRUS

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AVAILABILITY DEPENDENCIES

The availability of Service is dependent on the following:

- Existence of a suitable network transport from C Spire Business to User(s). C Spire Business also 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 C Spire Business is able to access any monitored or managed devices. This includes but is not limited to port filtering, Firewalling, Ethernet switches, Ethernet cabling, hardware configuration, and Operating Systems.
- Customer must notify C Spire Business to request devices to be added or removed from service. C Spire Business is not responsible for devices that were added or removed without a formal request through our help desk.
- After onboarding, C Spire will manage credentials in order to perform monitoring and management.

LIMITATIONS

C Spire Business provides no additional software licensing or hardware as a part of this service.

SERVICE DELIVERY

Upon receipt of the signed Quote, C Spire Business will provision one or more of the following for the Monitoring and Management Toolset Service as required:

- Monitoring Conditions and Agents
- Monitoring Agents
- Automation Agents
- Anti-Virus (if purchased)

If this Service is provided as part of another C Spire Business Service and the other Service is modified or terminated resulting in billing changes, C Spire Business takes responsibility for changes in billing if this SLA is to remain in force.

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.