

Managed WAN Services Terms and Conditions

Blackfoot's Managed WAN (Wide Area Network) Services include:

1. Basic and Advanced Router Management
2. IntuiNet network dashboard

Managed Routers - Business Conditions:

- Managed Router Services cannot be sold as a standalone service to customers and must be sold with other Blackfoot services, usually circuit services (e.g., Ethernet, Internet, MPLS)
- When a customer purchases both Blackfoot circuit services and Managed Router Services and then does not renew the data circuit contract, Blackfoot may end the Managed Router services with the customer.

Both Basic and Advanced Router Management services include:

24/7/365 Network Operations Center Monitoring

- Blackfoot monitors the customer routers with 24 x 7 x 365 network monitoring of device up / down. Blackfoot technicians are alerted of connections going down and certain connectivity problems.
- Blackfoot's monitoring captures a range information on bandwidth utilization and typically a range of additional items on each device are setup for monitoring. Monitored items include but are not limited to: response time, packet loss, hardware health and other critical items.
- Alerting to Blackfoot's TAC (Technical Assistance Center) is set on the circuit up /down status.

Troubleshooting and Resolution

Service includes troubleshooting and resolution during Blackfoot business hours. Service provides a 24 hour turn-around for customer requested configuration changes during normal business hours.

After-hours support is available to customer at then current after-hours support rates with a 2 hour minimum (Two hours minimum is required for on-call technician to establish a secure computer log in, review network monitoring info, make an assessment, contact customer, and complete resolution in consultation with the customer.) Customer LAN support (Local Area Network) is not included (but can be provided for an additional hourly rate).

Best Practice Expert Configuration

Blackfoot has Cisco and Juniper certified engineers capable of complex configurations based upon industry standards.

Secure Access (encrypted)

Remote access to customer's managed devices is by Blackfoot technicians only through secure, restricted (encrypted) SSH connection.

Software Updates

Blackfoot follows industry best practices and therefore, not all vendor software updates are routinely applied. Router updates will be applied as needed and in consultation with the customer.

Off-net Router Management

Service provides support of edge routers connected to third party circuits (off-net). Blackfoot provides the same level of service as with on-net router management, however, services may be limited by variables introduced by use of a third party network which are beyond Blackfoot's ability to troubleshoot and control. Functions such as QoS will be limited due the nature of 3rd party (off-net) circuits.

Configuration Archiving

Blackfoot archives the most recent configuration of the customer's router for backup and restore purposes.

Support Agreements

Customer is strongly encouraged to have an active SmartNet or similar vendor support contract. If a support agreement is not in place, Blackfoot may be unable to apply vendor updates, fix issues, or assist in coordinating an RMA.

Transferrable Management

When a customer's contract with Blackfoot is at an end, Blackfoot will leave intact the router configuration on customer device, but remove our credentials for access to that device and Blackfoot's proprietary router configuration (e.g., Blackfoot's proprietary configuration would mainly include things like passwords and logging to external servers, but may also include any configuration that we've developed in-house that other providers do not offer.) This service does not include assistance in migrating to other providers.

Router Replacements and Upgrades

Service excludes configuration time applied by Blackfoot to new customer routers (e.g. new/upgraded routers, replacement units that need configuration). Configuration is billed to the customer at current Blackfoot rates and with prior consultation.

Support for most servers and network devices

PING, HTTP, HTTPS, DNS , FTP, POP3, SMTP,s IMAP, SSH, Telnet, My SQL, MS SQL, and Custom servers and devices. Custom port monitoring allows testing the connection to any TCP/UDP service.

Other Terms and Conditions

- Changes constituting a customer initiated redesign may be subject to Blackfoot's current hourly rates
- Other project work is not included including significant router updates due to customer PCI or other customer-initiated audits.

Advanced Router Management In addition to the services described in Basic Router Management, Advance router management additionally includes:

Quality of Service Configuration

Best-practice, standards-based prioritization of network traffic based upon customer LAN requirements. Examples would be prioritizing voice over data traffic, or a specific application such as Citrix (e.g., terminal services). Limited QoS support is provided to edge routers on Internet circuits (e.g., Blackfoot can configure a policy but it is not guaranteed on Internet circuits).

Advanced VPN Configuration (IPSEC, GRE, DMVPN)

Best-practice, standards-based configuration of multi-site WAN connectivity based upon customer requirements.

Router Firewall Management

Management of software-based firewalls on Cisco and other supported routers. This service does not include management of hardware firewalls.

Failover Management

Failover between Blackfoot provided circuits is provided (off-net circuits are excluded)

Related Router Management Services Available for an Additional Fee (see descriptions above):

1. **Remote Client VPN configuration.** Example: Home users doing remote access to the office.
2. **Third Party VPN configuration:** Example: Blackfoot manages the customer's router, but customer subscribes to 3rd party service and therefore we are only able to manage one end of the VPN connection.
3. **Customer / Third party device management.** Example: Customers that have a device like a SPAM filter, content filters, any network device, and that need our assistance in configuration setup, changes, etc.

IntuiNet includes:

IntuiNet takes advantage of Blackfoot's use of the SolarWinds application, a network monitoring and management software package, and provides the customer with a dashboard, a read-only view of the Blackfoot portion of the customer's network. Using IntuiNet, the customer may monitor circuit activity and receive selected types of alerts as described further herein.

Features and Functionality – IntuiNet

IntuiNet (Basic) provides customers with:

- The ability to monitor a wide array of network statistics such as bandwidth utilization, errors and events. Typically devices are polled every 2 minutes (polling: refers to actively sampling the status of a device by a client program, in this case, SolarWinds).
- The same status information (view) that Blackfoot's TAC (Technical Assistance Center) receives concerning status changes on the customer's network.

Additional Notes:

- Only includes devices that Blackfoot would add for our own internal monitoring of a customer's Blackfoot circuit (i.e., the customer can't request that Blackfoot add their Charter circuit at another location to IntuiNet monitoring).
- Additional Blackfoot IT support to the customer is usually available for an additional time and materials charge at current Blackfoot rates.

Advanced IntuiNet: Advanced IntuiNet with provides customers with alerts, based upon their requirements, and automatically sends an email or text message (or both) to the customer in the event of an outage to publicly accessible device or web site. Types or alerting covered are:

- Up/down status of both on-net and off-net monitored devices (must be publicly-addressed and have **ICMP** allowed from Blackfoot's polling servers)
- Up/down status of specific websites (must be publicly-addressed and have ICMP allowed from Blackfoot's polling servers)