

Distributed Denial of Service Terms and Conditions Schedule

In addition to the general terms and conditions contained in the service agreement (the “Agreement”) between the Windstream entity specified on Customer’s bill (“WIN”) and Customer, of which this Schedule is a part, Customer agrees that the following terms and conditions apply to WIN’s Distributed Denial of Service (“DDoS”) Service offerings (DDoS Mitigation and DDoS Assurance) provided to Customer. Unless otherwise defined herein, capitalized terms shall have the same meaning as defined in the Agreement.

1. Scope of DDOS Service. WIN agrees to mitigate all denial of service (“DoS”) and DDoS attacks against Customer’s Internet network that are detected by WIN. During an active mitigation process, Customer’s inbound Internet traffic will be diverted to WIN’s scrubbing centers for inspection and mitigation. WIN will notify Customer when a mitigation is started and again when the attack ceases and the mitigation stopped.
2. Customer’s Obligations. Customer agrees to: (i) reasonably cooperate with WIN and provide information on Customer’s systems and applications that are connected to the Internet circuit to help inform tuning of monitoring; (ii) ensure information for all authorized points of contact remains current; and (iii) notify WIN of any network security architecture changes (e.g. unscheduled bank-ups, anticipated increase in legitimate inbound web traffic) that could generate false alerts at least twenty-four (24) hours before such a change.
3. Additional Terms for DDoS Assurance.
 - (a) DDoS Assurance includes one (1) mitigation per calendar month. Customer will incur an overage fee, as outlined below, for each attack mitigated after the one (1) monthly entitlement. For purposes of this Section 3, a “mitigation” is considered the complete process of: (i) an attack being identified; (ii) the identified attack being mitigated; and (iii) the identified attack ceases and mitigation is stopped.

Bandwidth of Circuit Protected	Overage Fee
Up to 500Mbps	\$100
501Mbps – 1,000 Mbps	\$150
Greater than 1,000 Mbps	\$200

- (b) Note that DDoS Assurance will mitigate all attacks detected, and Customer is responsible for payment of any and all overage fees incurred as a result.