VII. NETWORK MANAGEMENT CENTER SUPPORT SERVICES ("NMC SERVICES")

This NMC Services schedule describes the nature of the NMC Service ("Services") that may be provided by WIN, LLC to Customer pursuant to a Service Request identifying the specific Service items to be provided. The terms, conditions, requirements, and specifications herein may be revised from time-to-time.

1. Network Operations Center (NOC) SERVICES

A. **Call Center Service.** WIN will act as Customer's call center to open trouble and information tickets with Customer's end users and/or Customer's third party network partners on a 24/7/365 basis. Call Center Service include the following Service items:

   a. **Standard Operating Procedures/Runbook.** WIN will coordinate with Customer to establish customized procedures by which WIN will carry out its NOC Services in coordination with Customer and/or its third party partners, and to ensure that performance standards are clearly defined, achieved, and maintained. WIN will update and revise SOPs and/or Runbooks from time to time as needed or as directed by Customer.

   b. **Network Maintenance Notification.** WIN will track all planned network maintenance events as required through internal change requests or vendor-notified maintenance notifications. Upon receiving a planned event request, WIN will derive impacted services through customer-provided network documentation or other customer resources. Once impact is determined, WIN will communicate service-impacting and non-service-impacting maintenance notifications to affected parties. WIN will follow up with change requester to verify status of change and perform completion notifications to end users.

   c. **Incident Support.** WIN will triage incidents with or on behalf of Customer personnel, coordinate resolution efforts with Customer's end users and/or Customer's third party network partners, and prioritize according to severity levels defined by Customer. WIN will open trouble tickets and notify Customer of outages, either proactively upon discovery of an incident (if WIN is also providing Network Monitoring) or as reported by Customer or Customer's end users via phone or email, and will update and track tickets through resolution. WIN will provide regular updates on incidents to Customer and/or its end users, and escalate as needed through up to four tiers of technical support and management staff. Following a network incident, upon request WIN will provide root cause analysis and/or reason for outage (RFO) summaries to Customer. WIN may make recommendations to Customer based on its analysis, and may also update existing procedures or runbook at Customer's direction based on post-outage review.

   d. **Data Collection and Organization for Analytics.** WIN will provide scheduled or on-demand reporting and statistics related to network and ticketing performance. Such statistics may include number of alarms logged, average resolution time, number of incoming calls, average call wait time, number of abandoned calls, or others as mutually agreed to by WIN and Customer.

Service Descriptions, Technical Specifications, and Terms of Service schedule

B. Network Monitoring Service. WIN will monitor Customer's network at designated locations. Monitoring is available 24 hours per day, 7 days per week at node locations selected by Customer, for Layer 2 and/or Layer 3 of the Open Systems Interconnection (OSI) reference model.

C. Custom Projects. WIN will provide custom, one-time project-based services as described in a Service Request.

Service Descriptions, Technical Specifications, and Terms of Service schedule