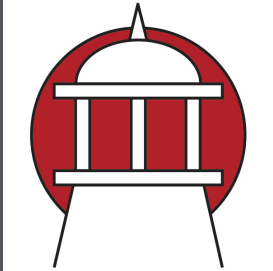


TENFOUR IT INFRASTRUCTURE UTILITY SERVICE MONITOR EMBEDDED SERVICE BRIEF



Monitor is TenFour's embedded service upon which our integrated management solutions are built. It verifies that the IT infrastructure is functioning at the highest possible level based on defined performance metrics.

GREATER VISIBILITY

Monitor provides deep visibility into the infrastructure including logical connections, inventory of infrastructure elements and their components, network map including connections and performance metrics. We share that visibility with you so you have greater control.

CROSS PLATFORM PERSPECTIVE FOR A BETTER END-USER EXPERIENCE

Monitor tracks services across all platforms—Wide Area Network (WAN), Local Area Network (LAN), Unified Communications and Collaboration (UCC), Data Center (DC), Network Security (NetSec) and Physical Infrastructure (PI). This visibility enables us to detect issues that can affect user experience before they are a problem. If an incident occurs, this holistic view and ownership results in faster triage and resolution with no finger pointing.

MAINTAIN CONSTANT VIGILANCE FOR CHANGE

Change happens. We get it. That's why we do continuous topology mapping and inventory verification to ensure we're monitoring your

critical infrastructure.

REDUCE NOISE AND FOCUS ON WHAT'S CRITICAL

Advanced alerting features including automatic alerting, pre-configured device priorities, and basic root cause analysis free you from all the noise associated with standard Managed Services.

DO NO HARM

We've designed our Network Observation System to fortify your security posture. It sits within your security perimeter and does not require unnecessary in-bound security holes to be configured. TenFour is both a better delivery model for rapid new deployment and also a better security model for infrastructure management because it diminishes your surface attack area.

Monitor delivers network Discovery, Monitoring, Alerting and Reporting on each infrastructure element covered by the service.

Discovery: Discovery is the starting point—it is an automated process that gathers information on IT infrastructure connectivity and device availability. Discovery is only performed from TenFour’s Network Observation System (NOS), located within your private domain, which maintains the integrity of your security perimeter.

Monitoring: With monitoring, we watch device availability and performance. If we detect deviations from Reference Architecture-defined baselines, the NOS generates alerts. Monitor also delivers 3D Device View to track who touches devices and what changes they implemented.

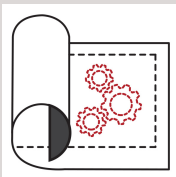
Alerting: Initial Monitor alerting uses event priorities based on device type and criticality as agreed upon with you. Alerts trigger a ticket created in Repair and automatically send notification to you and/or any third-party designee depending on severity.

Reporting: Metric reporting tracks your device inventory identified during Discovery and identifies unexpected environment changes. Standard reporting is available in real-time, 24x7 from our scheduled monthly and quarterly reports tied to the Network Monitoring System (NMS). TenFour Reference Architecture devices are validated to allow advanced reports that may not be available with traditional Managed Services. As an added feature, TenFour assigns each customer with a dedicated Customer Success & Lifecycle executive who delivers regularly scheduled reviews of advanced business dashboards that are aligned to the overall goals of your organization.

These four functional features are provided through our NOS and carried out by the expert engineers in our 24x7x365 US-based NOC. Monitor provides complete transparency by giving customers real-time access to the underlying tools and data collected throughout the customer domain.

We deliver TenFour with tightly integrated, foundational services that manage your full IT infrastructure lifecycle. We start with a Catalyst study to determine the business value we will deliver and the right roadmap to achieve your goals. The remaining foundational services, Gear, Administer, Monitor, Repair and Shield are embedded into the delivery of the IT infrastructure utility and cannot be purchased as stand-alone services—they provide one integrated service experience.

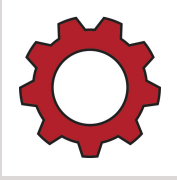
We deliver IT infrastructure as a utility service in IT Units (ITUs) with the following embedded services:



CATALYST

A study that enables us to understand your business goals, perform a technology assessment of your current state, and create a roadmap for the future that ties to measurable business outcomes.

- Aligns business and technology goals
- Baseline of current IT Infrastructure measurements
- Total Cost of Ownership Analysis
- One, three, or five year projections
- Repeated regularly to measure ongoing improvement



GEAR

Pre-selected and tested hardware, software, telecom and physical infrastructure delivered as a utility service with built-in technology refresh at zero cost to you.

- Reduced technology debt
- Reduced risk from owning the assets
- Streamlined operations with embedded services
- Multiple deployment options
- Location agnostic, private, dedicated infrastructure



ADMINISTER

Day 2 system changes and proactive maintenance implemented quickly so operations sync with business needs.

- Scale infrastructure with business needs
- Timely and prioritized with Change Advisory Board
- Up to date with Reference Architectures



MONITOR

24x7x365 remote monitoring, network mapping, ticket creation and network inspection.

- Co-management for greater visibility
- Cross platform, end-to-end user experience
- Network Observation System with embedded security
- US-based Network Operations Center
- Improved reporting and dashboards with regular reviews with Customer Success & Lifecycle Executive



REPAIR

Hard-working teams of experts, remote and on-site, that act fast and make things right again.

- No means or averages with SLAs based on Time to Remediate, not Time to Notify
- Truck rolls included
- Single point of accountability



SHIELD

Network security infrastructure designed to offer advanced, consumption-based protection.

- Reduced surface attack area
- Embedded Network & Host layer network security
- Improved posture to focus on DLP and Cyber Security

What got you through the Information Age will not get you through the Digital Age. You need new tools. You need TenFour. We've created a new type of IT infrastructure company.

We build exceptional, private domain global IT infrastructures that are simpler, have fewer defects, and cost less to operate than traditional models. We don't just build and operate IT infrastructures; we own them. We're not a cloud computing company, but we've taken the cloud model and extended

it beyond compute and storage to core plus distributed platforms and services, such as routers, switches, wireless access points, IP phones and IoT devices, which traditionally have been "uncloudable". Like electricity and water utilities, you pay only for what you use, when you use it.

TenFour IT. Grow your business. We got this.

1. OBJECTIVE MEASUREMENT OF BUSINESS VALUE

We measure for lower Total Cost of Ownership, increased reliability and greater agility using real metrics that we guarantee in the first, third and fifth year.

2. IT AS A UTILITY

We own it. You only pay for what you use. Similar to kWh and BTUs, we deliver ITUs—IT Units with the entire lifecycle embedded. This means greater flexibility to respond to your business with improved spend and predictability.

3. CLOUDIFYING THE UNCLOUDABLE

Not only are we delivering routers and switches as a service, we are also cloudifying antennas, wiring and IoT elements. Avoid technology debt with a proactive refresh. End result: fewer defects and an improved security posture.

4. WHEN IT BREAKS, IT'S REALLY OUR PROBLEM

We give you a real SLA with a true time to repair from root cause to resolution (and not one of those weak average SLAs). We provide a single point of accountability. No more finger pointing.

5. SHARED RISK AND GREATER AGILITY

We're in this together. No more bearing all the financial, technical and operational risk. Since you can turn the service off and on, you finally get the agility to have your IT respond to changes in your business.

6. GREATER VISIBILITY WITH EMBEDDED TOOLS

No need to buy a dozen different software packages and associated maintenance. Our 24/7/365 US-based NOC manages across platforms and offers co-management so you have access to all the embedded data collection tools for real-time reporting and full read/write access and control.