

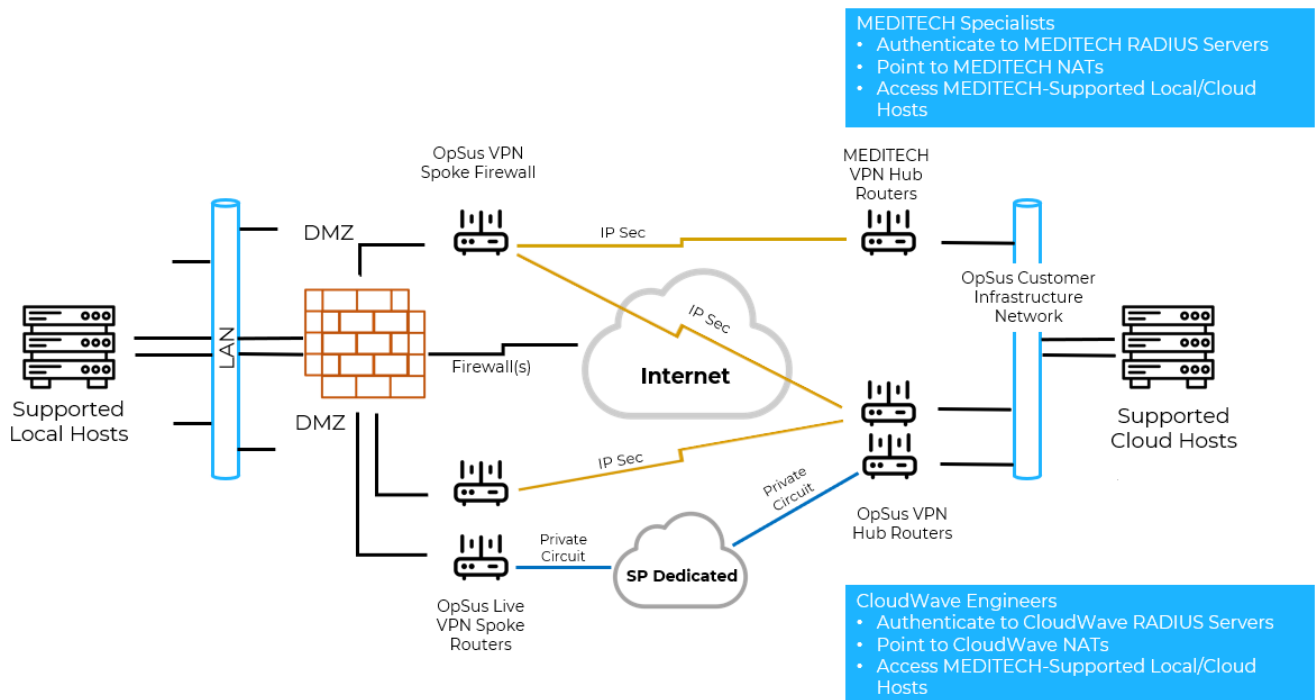


CloudWave

OpSus Direct Connect

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CloudWave supports a customer-procured private circuit connection from the customer site to an OpSus data center as an alternative to internet connectivity. For diversity, customers may employ two private circuits to an OpSus data center or a single private circuit with internet for backup.



FAILOVER EVENT

In the event of failover to internet connection, customer traffic is split between:

- SSL over Internet: Client Access, Citrix, Web Services (*CloudWave supports restrictions using whitelisting*)
- IPsec over Internet: AD replication interfaces, background printing, etc.



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Customer Responsibilities:

- Select telecommunication vendor (SP Dedicated).
- Procure circuit and coordinate implementation.
- Support and monitoring of private circuit(s) and vendor.
- Ensure adequate capacity is maintained for contracted components. CloudWave recommends a minimum of 2X - 3X forecasted bandwidth in the initial OpSus proposal to account for organic growth such as new users, margin of error, and headroom on the circuit.
- Ethernet handoff requirements:
 - Copper (CloudWave can support 4300 series router).
 - Optical (CloudWave requires a minimum of 4331 router).

CloudWave Responsibilities:

- Provide managed hardware for both sides of connection.
- Order and implement the cross-connect between service provider demarcation and CloudWave demarcation.
- Perform failover configuration on devices in CloudWave control.
- Provide dedicated demarcation port for Customer.