

**Limelight Networks, Inc.**

# **Partner Document**

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## 1. Document Information

This Partner Document contains descriptions of all services offered by Limelight, including usage requirements, calculation methodologies for invoicing, and other terms.

Capitalized words without definition used in this Partner Document have the meanings assigned to them in the appendices, the [Terms of Service](#), the applicable Order Form, and/or the Service Level Agreement (SLA).

Product/ Service names and features in blue text link to descriptions in the [Limelight Service and Product Features](#) section of this document.

## 2. Definitions

Term	Definition
<b>5 Minute Data Sample(s)</b>	Limelight's measurement in megabits per second (Mbps), or other bits-per-second unit, of Customer's total Traffic, or the uncompressed equivalent, every 5 minutes for each service connection.
<b>95<sup>th</sup> Percentile or 95/5</b>	For Services measured in a bit-per-second unit, Limelight's measurement every 5-minutes of Customer's Usage, where the highest 5 percent (5%) of the measured Usage is discarded, and the next highest remaining data point is the "95th Percentile".
<b>Annually Recurring Fee(s)</b>	A Fee or Fees for Services invoiced one time per calendar year.
<b>Average Bit Rate</b>	The average of 5 Minute Data Samples in a Billing Period.
<b>Base Unit Price</b>	The Unit Price applied to Usage, prior to the addition of any Premium Rates.
<b>Billing Period</b>	A monthly interval of time corresponding to each invoice issued for Customer's Usage of the Services, unless otherwise designated in an Order Form. The first and last Billing Period may be an interval less than one month.
<b>Burstable Rate</b>	The Unit Price for Overages.
<b>Customer Portal</b>	The Limelight customer control and self-service center portal, sometimes referred to as <a href="#">Control</a> , which is a web-based user interface for Customer to read reports, upload relevant files, create directories, view geographic file locations, and more .
<b>Fee(s)</b>	Sum(s) to be invoices by Limelight and paid by Customer.
<b>Minimum Commitment</b>	Customer's commitment for the duration of the Term to purchase the minimum quantity of Services at the corresponding Unit Prices and Fees as set forth in the Order Form. The Minimum Commitment may include Monthly Recurring Fees, One-Time Fees, Annually Recurring Fees, and any other minimum quantity of Services as set forth in the Order Form.
<b>Minimum Monthly Commitment</b>	Customer's commitment to purchase the monthly minimum quantity of Services and to pay the Monthly Recurring Fees each Billing Period, as set forth in the Order Form.
<b>Monthly Recurring Fee(s)</b>	Fee(s) for Services incurred each calendar month and invoiced on a per-Billing Period basis during the Term.
<b>One-Time Fee(s)</b>	Fee(s) invoiced one time during the Term.
<b>Overages</b>	Usage in excess of a Usage Commitment.
<b>Platform Fee(s)</b>	Fixed Fee(s) for accessing the applicable Service each Billing Period.
<b>Point of Presence</b>	A facility or server within the Limelight network used to provide Services to Customers.
<b>Premium Rate</b>	A Unit Price in addition to, and not in lieu of, the otherwise applicable Unit Price(s) or Fee(s).
<b>Purchase Commitment</b>	Any portion of the Minimum Commitment expressed in United States dollars or other approved currency.
<b>Region(al)</b>	A discrete geographical area as defined in an Order Form.
<b>Regional Hosting</b>	Hosting for a specific Region.
<b>Request</b>	An inquiry to a server to take action either received by the Limelight network or issued by the Limelight network to an origin, regardless of the incidence or type of response.
<b>Scope</b>	A type of project plan signed by Limelight and the Customer to ensure both parties agree on the same terms under which Limelight will deliver certain Services to the Customer.
<b>Service Activation Date</b>	The date Limelight makes the applicable Services on an Order Form available to Customer or otherwise begins to perform the Services.

<b>Statement of Work</b>	A contractual agreement between Limelight and Customer defining specific activities, deliverables, and timelines. Statements of work are generally included in the Supplemental Terms of an Order Form.
<b>Traffic</b>	Content sent or received by or on behalf of Customer utilizing the Services.
<b>Unit Price</b>	The per-unit Fee for Usage of a Service.
<b>Uniform Resource Locator</b>	The address of a resource (such as a website) on the Internet that consists of a communications protocol, then the name or address of a computer on a network(s), and may also include additional locating information, like a hostname or filename.
<b>Usage</b>	The amount of Customer's utilization of a particular Service.
<b>Usage Commitment</b>	That portion of the Minimum Commitment that relates to Usage.

## 3. Service Usage, Pricing, and Traffic

### 3.1. Service Usage and Pricing

#### 3.1.1. Measuring Usage

For Services measured in megabits per second (Mbps), gigabits per second (Gbps), or other bit-per-second unit, Usage is based on the 95th Percentile. Services measured in megabytes (MB), gigabytes (GB), terabytes (TB), or petabytes (PB) are invoiced based on cumulative total of Usage, or the uncompressed equivalent, as measured by Limelight. For Services measured in Megabyte-Seconds (MB-Sec), Usage is based on memory allocation of a requested serverless compute task multiplied by the measured execution time of that task on the Limelight serverless compute infrastructure. Other Services are invoiced by measuring Usage in the form of the number of Requests, Queries per Second (QPS), the number of hours consumed, or other unit of measure set forth in the Order Form.

#### Regional Calculations

Limelight measures Customer's Usage on a regional basis, as further provided in this Partner Document and/or Customer's Order Form.

#### 3.1.2. Invoicing

This section describes how Limelight invoices for Services, as well as certain Usage requirements and general Service-related information applicable to the purchase and use of Services.

- Invoicing for any particular Service begins on the Service Activation Date for that Service.
- One-Time Fees and Annually Recurring Fees are invoiced in advance, following the Effective Date. Monthly Recurring Fees are invoiced in advance each Billing Period, irrespective of whether Customer uses or satisfies the Usage Commitment. Usage not otherwise included in the Monthly Recurring Fees and Overages is invoiced in arrears each Billing Period.
- Any unused portion of the Usage Commitment, if any, does not carry over to any subsequent Billing Period.
- If a separate Burstable Rate is not set forth in the applicable Order Form, the Unit Price otherwise stated in the Order Form applies. Overages are invoiced by multiplying the excess Usage by the applicable Burstable Rate or other applicable Unit Price.
- Minimum Commitments are calculated using Usage at the applicable Base Unit Price, without regard to Premium Rates or other Fees.
- Customer's use of the Service means acceptance of delivery of invoices by electronic mail. However, Limelight reserves the right to use other methods of delivery. An additional form of delivery may be available upon Customer's written request.
- Services for EdgeFunctions Serverless Compute are invoiced based on the number of successful function invocations (requests) and the compute resources consumed by those requests in terms of memory allocated and function execution time.

### 3.2. Traffic Spikes

*Traffic Spike* means a 5 Minute Data Sample indicating Customer's bandwidth utilization increases by more than 20 percent over Customer's prior usage, as averaged over the immediately preceding three months for the same time of day and the same geographic location. Traffic Spikes are excluded from Service Level Agreements, credits, or remedies, and Limelight reserves the right, at its sole discretion, to use Traffic Shaping and/or deny, suspend, or terminate Services in the event that Customer's Traffic creates a Traffic Spike.

Customer must provide Limelight advance notice of a Traffic Spike no less than 48 hours prior to the Traffic Spike; this notice (Spike Notice) will set forth anticipated Usage. Limelight's acceptance, if any, of a Traffic Spike (Accepted Spike), will be given at its sole discretion, within a reasonable time after Limelight's receipt of the Spike Notice, and prior to the anticipated Traffic Spike. Accepted Spikes may be included in a Service Level Agreement, but only at Limelight's sole discretion and upon written notice to Customer.

### 3.3. Traffic Shaping

*Traffic Shaping* means Limelight's manipulation and prioritization of Traffic for more efficient use of bandwidth to reduce the impact of that Traffic from affecting other Limelight customers and the Limelight network, including but not limited to throttling, rate limiting, or geographically redistributing of Traffic.

## 4. Services & Products

### 4.1. Content Delivery Services

#### 4.1.1. Content Delivery Bundles

Professional	Premier	Enterprise*	
			Reporting & Analytics
Basic	Premium	Premium	Control portal
	✓	✓	Custom views (sub reports)
	✓	✓	Live logs
	✓	✓	Control reporting APIs
			Content Delivery
✓	✓	✓	Backup origin support
✓	✓	✓	GZIP Pass-through
✓	✓	✓	GZIP at the Edge
✓	✓	✓	HTTP methods: GET, HEAD
	✓	✓	HTTP methods: OPTIONS, POST
		✓	HTTP methods: PUT, DELETE
✓	✓	✓	HTTP VOD Streaming
	✓	✓	HTTP Live Streaming
	✓	✓	MP4 Seek
	✓	✓	FLV Seek
	✓	✓	Last Mile Acceleration
	✓	✓	Rate Limiting
	✓	✓	Web Site Caching
	✓	✓	HTTP Header Manipulation
		✓	Web Site and Application Acceleration
		✓	Web Site and Application Device Detection
		✓	Video Acceleration
			Security
✓	✓	✓	SSL Delivery via *.hs.llnwd.net cert
	✓	✓	Geo Fencing
	✓	✓	MediaVault
	✓	✓	CORS Management
	✓	✓	IP Access Control
	✓	✓	S3 Authentication
		✓	Real-Time Messaging Protocol Encrypted (RTMPE)
		✓	SWF Verification
		✓	SNI SSL slot for Customer Certificate
			Configuration & Management
✓	✓	✓	Self-Configuration
✓	Plus	Plus	SmartPurge/ SmartPurge Plus
✓	✓	✓	Unlimited Hostnames/ Configurations
			Enhancements
✓	✓	✓	Traffic Director
✓	✓	✓	Traffic Director Queries
✓	✓	✓	Global set of dedicated VIPs
✓	✓	✓	Managed DNS
✓	✓	✓	ARC Light
✓	✓	✓	EdgeFunctions
✓	✓	✓	Live Push Ingest
	✓	✓	Multi-device Media Delivery On Demand (MMD OD)
	✓	✓	MMD OD usage premium
	✓	✓	Multi-device Media Delivery Live (MMD Live)
	✓	✓	MMD Live slots
	✓	✓	Live to VOD - MMD Live
	✓	✓	Multi-device Media Delivery Digital Rights Management (MMD DRM)

*\*Enterprise includes a dynamic content acceleration and Web site optimization solution for personalized, complex Web sites and applications delivered to users on any device, anywhere, with virtually instant response times. This feature accelerates personalized content to increase page views and conversion rates, reduce site abandonment, and speed transaction completion. Integrated with the Limelight global Content Delivery Network (CDN), this feature interoperates with and is tailored to the Customer's existing infrastructure and online application solutions.*

#### 4.1.2. Content Delivery Add-On Services

Professional	Premier	Enterprise	
		✓	DDoS AI
	✓	✓	WAF
✓	✓	✓	SSL slots and certificates
✓	✓	✓	Origin Storage

#### 4.1.3. Activation and Advanced Services

##### Content Delivery Basic Activation

- Implementation of Limelight Content Delivery or streaming Services and all their components
- In Scope: Order validation. Configuration. Welcome letter. Kickoff call and solution review. Training. Best practices. Handoff to support team.
- Not in Scope: Security services. Web development training. Application development training.

##### Content Delivery Performance Basic Activation

- Implementation of dynamic content acceleration for up to 3 fully qualified domains (FQDNs)
- In scope:
  - Conduct kickoff call
  - Confirm Scope
  - Inspect sites/ headers and determine configuration(s)
  - Review/ Revise proposal
  - Schedule recurring implementation status call
  - Stage configuration(s), test site(s)
  - Document configuration(s) and review/ request feedback
  - Train on testing methodologies, order entry, reporting, purge, best practices, go-live, rollback procedures
  - Review configuration document
  - Handoff for final end-to-end QA testing
  - Confirm acceptance, schedule go-live date
  - Send confirmation of completion of work (Production Ready)
  - Handoff to account and support teams
  - Create basic runbook
  - Monitor go-live in real-time with engineer ready to assist if go-live is within 2 weeks of Production Ready

##### Content Delivery Tailored Performance Activation

This Tailored Implementation of Limelight Content Delivery is designed to meet the Customer's specific needs.

- Implementation of dynamic content acceleration for up to 3 fully qualified domain names (FQDNs)
- Scope will be specifically defined in a Statement of Work (SOW) and may include:
  - 4 or more hostnames requiring configuration
  - Integration with other Limelight offerings (e.g. Content Delivery, Content Director, Traffic Balancer/ Failover/ Director, Storage, Video, Content Management)
  - Front-end acceleration implementation (if applicable)
  - Real-time monitoring or tap-on-the-shoulder assistance during go-live (if more than two weeks after Production Ready)
  - Business rules "at the edge"
  - Cache-key manipulation (e.g. by cookie, header, geo, language)
  - Mobile device detection
  - Origin configuration review
  - End-to-end health-check
  - Origin load balancing, failover, geo-targeting, or multiple origin locations
  - Creation of custom views (sub reports) for specific sites, file types, etc.
  - Creation of runbooks, custom how-to guides, and other custom documentation
  - Automated performance/ load testing (e.g. Gomez, Keynote, Catchpoint, SOASTA)
  - Analysis and "matching" of a non-Limelight configuration file/ document

- Integration or load balancing between Limelight and another Content Delivery Network
- Use of wildcard or RegEx (regular expressions) published hostnames (one configuration matching more than one FQDN)
- Implementation begins when the parties have entered into a SOW.

## **Domain Name Implementation**

- Additional or new domain names, including copying an existing configuration
- 6 hours of planning, testing, and basic documentation
- Real-time monitoring of go-live with engineer ready to assist

## **Geographic Blocking and Anonymizer Blocking**

- Anonymizer Blocking supports blocking for only IPv4 addresses. IPv6 addresses are not supported.
- Data for Geographic Blocking and Anonymizer Blocking is updated weekly.

## **Traffic Director Optimization**

Implementation of Traffic Director, up to 25 policies and 50 resources

## **ARC Light Policy Development**

- Tailored implementation for one or more ARC Light policies to meet customer-specific needs
- Scope is specifically defined in a Statement of Work and may include access control; URL hashing; setting or removal of custom headers; logic driven by client IP, region, cookies, or client headers; redirection; origin selection; and cache control settings. Requires scoping.

## **ARC Light Policy Implementation**

Customer-specific configuration and implementation of an existing ARC Light policy

## **EdgeFunctions Serverless Compute Activation**

- Activation of specific shortname(s) of customer's choice
- Rewrite rule consultation and implementation
- Real-time monitoring of go-live with engineer ready to assist

## **Content Delivery Advanced Activation**

- Implementation of Content Delivery Service bundles and all their components
- Scope: Order validation. Configuration. Welcome letter. Kickoff call and solution review. Training. Best practices. Handoff to Support.
- Out of Scope: Security services. Web development training. App development training.

## **Content Delivery Tailored Activation**

- Implementation of Content Delivery or streaming Services and all their components, plus additional services
- Web development and API support
- Scope is defined in a Statement of Work and may include: Custom configurations. Additional services (not accelerated). API support. Additional training. Project management.

## **4.1.4. Content Delivery Service Information**

### **Video Acceleration**

- Provides a specific set of configuration options in the Content Delivery Service and is designed to accelerate the delivery of dynamic manifest files and very small video chunks.
- Ideal for organizations delivering HLS and DASH live streams from their own infrastructure as an origin for the Content Delivery Network to cache fill from, and typically deploys a video platform to produce the main manifest, individual bitrate manifests, and the video chunks.
- Available to Content Delivery Enterprise customers with Performance Acceleration Premium and Performance Basic Implementation

### **Managed DNS**

- Services are invoiced based on bundles QPS with 95th Percentile.
- Managed DNS
  - Includes Managed DNS Domain, Managed DNS Hostname, and Managed DNS Resource Record
  - Overage charges may apply for Usage in excess of included services.
- Add-on services
  - Managed DNS Traffic Director: Managed DNS Traffic Director is an external service not hosted on the Limelight network; this offering is different from Limelight's Traffic Director and is invoiced per hostname.
  - Managed DNS Private Pool with Vanity Name Servers: Set of nameserver hostnames/ IP addresses



- Managed DNS Active Failover
- Managed DNS Dynamic Steering

**SmartPurge and SmartPurge Plus**

- SmartPurge and SmartPurge Plus functionalities allow Customers to initiate and complete the removal of Content from the globally distributed edge servers on the Limelight network, based on a published URL and origin URL or pattern of URLs.
- Requests through SmartPurge and SmartPurge Plus result in Content deletion or invalidation from the network cache. A deletion forces a cache fill from an origin if an end user requests that Content subsequent to the purge. An invalidation forces the network to check with the origin for the correct version of Content if an end user requests that Content subsequent to the purge.
- Customer is solely responsible for any loss of Content and service disruptions, including those caused by requests to Customer's origin, resulting from the use of SmartPurge or SmartPurge Plus.

**EdgeFunctions Serverless Compute**

**VideoAcceleration** Available to Content Delivery Professional, Premier and Enterprise Customers. A serverless compute platform integrated with Content Delivery that allows Customers to develop their own serverless functions, upload them and invoke them on the EdgeFunctions serverless compute infrastructure.

- EdgeFunctions is integrated with Content Delivery, and as such, responses from invocations of Customer-developed edge functions are delivered through the Content Delivery infrastructure and bandwidth consumed thereby is invoiced based on the terms of the Customer's Content Delivery service.
- EdgeFunctions Customer code written to make use of other Limelight Services (e.g., Origin Storage) may result in Usage that will be invoiced based on the terms of those Services.

**Live Push Ingest**

- Limelight Live Push Ingest allows customers to push streaming HLS and DASH media segments and manifests to Limelight for live distribution through the Limelight Content Delivery Network, allowing Content owners to take full control of encoding workflows and origin bandwidth.
- Content can be stored on the Live Push Ingest server for up to 24 hours.

**RTMP Traffic Premium**

RTMP Premium includes both RTMP and RTMPE traffic and is charged separately from HTTP base rates.

**China Content Delivery**

- Limelight China Content Delivery provides delivery of Customer Content through servers located in China.
- Delivering Content in China requires an ICP license from the Chinese government. For Customers wishing to deliver Content into China but who do not have an ICP license, Limelight also offers China Edge Delivery that provides optimized delivery into China from servers located outside the country.
- Limelight China Content Delivery and edge delivery may be provided through Limelight Content Delivery partners.

#### 4.1.5. Analytics

Certain data that Customer receives in connection with its use of Content Delivery analytics Services may include information that constitutes Personal Data (e.g., IP addresses). Customer shall comply with Applicable Privacy Laws when processing Personal Data.

### 4.2. Content Delivery Security Services

#### 4.2.1. Secure Traffic

Content Delivery Secure Traffic Premium

#### 4.2.2. SSL Certificates

SSL Certificates enable Customers to securely deliver Content via HTTPS using the Content Delivery Network (CDN). These certificate types can be purchased and implemented within the CDN for Limelight Customers:

- **SSL Certificate**
- **SSL Wildcard Certificate**
- **SSL Multi-Domain Certificate**

- **Global Set of Dedicated VIPs (Virtual IP Addresses)**  
Limelight reserves a global set of dedicated VIPs exclusively for Customer Traffic. VIPs are generally used to enable Customers to serve zero-rated/non-billable Traffic to mobile networks, and once reserved, Limelight will not modify any such VIP without prior notice to Customer at least three months in advance.
- **Dedicated Global SSL Certificate Hosting**
- **Dedicated Regional SSL Certificate Hosting**  
Dedicated Regional hosting for North America, Europe, Asia Pacific, South America, and Rest of World
- **SNI Global SSL Certificate Hosting**

#### 4.2.3. Content Delivery Security Activation and Advanced Services

##### Content Delivery Security Basic Implementation

- Implementation of Limelight Content Delivery Security Services or SSL certificates
- In scope: MediaVault. SWF verification. RTMPE. Rate limiting. Secure traffic delivery. Customer-provided SSL certificate. Limelight procurement of SSL certificate. Installation and validation of certificate.

#### 4.2.4. Content Delivery Security Service Information

##### SSL Certificates

- Limelight-provided SSL certificates: Customer is invoiced an Annually Recurring Fee for each SSL certificate. In addition, a security implementation Fee will be charged for new certificates or for any update to an already purchased certificate.
- Customer-provided SSL certificates: Customer is invoiced a Fee for Security Basic Activation for the initial installation of the certificate and for any subsequent updates. As between Limelight and Customer, Customer must obtain a license to use the certificate on a CDN, maintain valid ownership of the domains contained on the certificate, and provide a new certificate to Limelight 30 days prior to the expiration of any existing certificate.

### 4.3. Origin Storage Services

Limelight Origin Storage has the flexibility to support any Content Delivery workflow, including multi-CDN Content Delivery. Multiple storage classes are available to provide cost-effective storage of both frequently and infrequently accessed Content, so Customers can easily resolve most Content Delivery challenges. Limelight offers automated regional replication that places Content close to your audience and automatically retrieves it from the fastest location.

#### 4.3.1. Origin Storage Add-On Services

- Limelight Intelligent Ingest is an automated way to migrate Content to Limelight Origin Storage. When Content that is not already in cache is requested, it is accessed from legacy origin storage, delivered to the user, and also added to Limelight Origin Storage system without any manual intervention. Manifest Upload mode is also available to automatically upload Content based on a manifest you provide.
- Limelight offers the ability to upload Content to Limelight Origin Storage using IBM Aspera upload. Customers are invoiced for this Service through a Monthly Recurring Fee as well as an additional Fee for the number of GBs uploaded.

#### 4.3.2. Origin Storage Activation and Advanced Services

Origin Storage Activation Services come in two levels: Basic Activation and Tailored Implementation. Additional Advanced Services, such as Intelligent Ingest, data upload, data export, and reporting are also available. Intelligent Ingest via Manifest Upload requires Origin Storage Tailored Implementation.

##### Origin Storage Basic Activation

- Implementation of the Limelight Origin Storage Service using one of the standard replication strategies
- In scope: Order validation. Configuration. Welcome letter. Kickoff call and solution review. Training. Best practices. Handoff to support team.

##### Origin Storage Tailored Implementation

- A storage solution that meets Customer's specific needs, inclusive of replicated Content and Customer configurations
- Scope is defined in a Statement of Work and may include replication, mutators, custom configuration, additional service (not accelerated), API support, additional training, project management, data export, data upload
- Implementation begins when the parties have entered into a Statement of Work.

### 4.3.3. Origin Storage Service Information

#### Third-Party CDN Service Egress

For Content residing in Origin Storage, third-party Content Delivery Network(s) (CDNs) Service enables Customers to egress from Limelight Origin Storage to one or more third-party CDN(s) in addition to egress to the Limelight network.

- Where Content is retrieved from Limelight Origin Storage for egress to a third-party CDN, Customer must ensure that its third-party CDN service(s) are configured to cache that Content. The minimum requirements of this configuration also must align with the expiry time Limelight provides when the Content is sent to the third-party CDN. If Customer fails to configure cache as required for third-party CDN service, Limelight reserves the right, at its sole discretion, to deny, suspend, or terminate Services.

As between Customer and Limelight, Customer must include the appropriate headers required by Customer's third-party CDN in Customer's Content object headers, and Limelight will not be liable in connection with Customer's failure to include appropriate headers.

## 4.4. Cloud Security Services

### 4.4.1. Distributed Denial of Service (DDoS) Attack Interceptor

- Limelight DDoS Attack Interceptor is an optional cloud-based Service that provides protection against DDoS attacks. Limelight DDoS Attack Interceptor actively monitors for attacks using detection from multiple locations at the CDN edge.
- DDoS protection is available using two different methods
  - Application Protection (DNS Redirect)**  
Alters DNS records to redirect traffic through Limelight's mitigation network
  - Infrastructure Protection (BGP Redirect)**  
All traffic destined for the IP netblock prefix (/24 or larger) is redirected to the DDoS mitigation network, and clean traffic is returned to the client. (Requirements: /24 prefix Class C subnet; BGP & GRE capable router; IP address space to terminate GRE tunnels outside the prefixes being defended.)

### 4.4.2. Web Application Firewall (WAF)

The Limelight WAF Service provides application security by using a positive security model in addition to a negative model. Machine-learning technologies analyze Traffic to learn what constitutes normal legitimate behavior and automatically block activity that is not permitted or is outside normal behavior. This provides enhanced protection against Open Web Application Security Project (OWASP) Top 10 threats and unknown vulnerabilities, such as zero-day attacks, with a minimum of false positives.

### 4.4.3. Cloud Security Add-On Services

Limelight's optional **Bot Manager** uses semi-supervised machine learning capabilities to protect against malicious bot traffic. Capabilities available in Limelight's Bot Manager include device fingerprinting, human interaction challenge, detection of headless browsers, and IP allow and deny listings.

### 4.4.4. Cloud Security Activation and Advanced Services

#### Activation for DDoS BGP and DNS

Basic	Emergency	
✓	✓	Configuration and provisioning of shortname and HTTP AnyCast within the DAI protected AnyCast ranges
✓	✓	Creation of the specialized DAI CNAME and associated DNS entries required for the product to function properly
✓	✓	Validation/ Implementation testing with Customer to move traffic to scrubbing to ensure that website is performing as expected during a scrubbing activation
	✓	All configuration and provisioning completed within 24 hours of a confirmed order

**Activation for WAF Basic and WAF Emergency**

Basic	Emergency	
✓	✓	WAF onboarding
✓	✓	Testing and validation of WAF configurations
✓		All configuration and provisioning completed within 60 days of a confirmed order
	✓	All configuration and provisioning completed within 24 hours of a confirmed order

**Security Tailored Implementation**

Scope of Advanced Services is specifically defined in a Statement of Work.

**Security Basic Implementation**

- Fully Qualified Domain Names (FQDNs) and single wildcard SSL certificates or Customer-provided certificates.
- In scope: MediaVault. SWF verification. RTMPE. Secure traffic delivery; Customer-provided SSL certificate and/or Limelight procurement of SSL certificate. Installation and validation of certificate.

**4.4.5. Cloud Security Service Information****DDoS Attack Interceptor**

Limelight's policy regarding protection of non-DAI customers from denial of service attacks:

- Limelight may, but is not obligated to, use Passive Mitigation techniques in the ordinary course in an attempt to assist in the protection of a Customer and/or the Limelight network from a DDoS Attack.
- Limelight reserves the right, at its sole discretion, to determine whether and how to undertake Passive Mitigation.
- Nothing in this policy will be deemed to limit Limelight's right to use Traffic Shaping in the event of a Traffic Spike, as set forth in the Terms of Service and Operative Documents.

**4.5. Video Delivery Services****4.5.1. Limelight Video Platform (LVP)**

The Limelight Video Platform helps Customers manage all their video content. LVP lets Customers upload media for publishing, add custom metadata, select thumbnails, trim video clips, add and manage closed caption files, create and schedule custom playlists, and insert advertising cue points. Customers can create custom encoding profiles that automatically convert media to multi-bitrate, multi-resolution formats including HLS, DASH, and MSS for playback on desktop browsers, Apple iOS, and Android devices. It also includes analytics that help Customers understand the consumption of their video Content.

The Limelight Video Platform is available in Professional, Premier, and Enterprise bundles. Each bundle offers a different level of included base product capabilities, as well as an included amount of video delivery and Content storage. Additional video delivery and Content storage beyond what is included in the monthly bundle price is invoiced separately.

**4.5.2. Limelight Multi-device Media Delivery-OnDemand (MMD-OD)**

MMD-OD provides on the fly packaging and delivery of Video on Demand Content. When Content is requested for playback, MMD-OD accesses the main mezzanine files and packages them in the appropriate streaming format for the device requesting the Content. MMD-OD provides delivery of video in multiple formats to various devices from a set of single-format, multi-bitrate media files.

- Server-side transmuxing of multi-bitrate files into the same bitrate profiles in other formats to allow for playback on different devices.
- Transmuxing of MP4 and M4A to HLS, HDS, MSS, and MPEG-DASH outputs.
- Transmuxing of ISMV plus manifest to HDS, HLS, MSS, and MPEG-DASH.
- Single playback URL output, to be used by Adaptive Bitrate Streaming (ABS) compatible players that automatically select the best bitrate for the device.

**Optional Multi-device Media Delivery OnDemand DRM on the Fly**

Limelight offers an optional service that can automatically add Digital Rights Management (DRM) protection to Content that is delivered by MMD-OD as it is requested by viewers. By adding the DRM as Content is requested, Limelight simplifies the workflow and reduces the amount of Content that needs to be stored.

- Customers can use any one or a combination of Microsoft PlayReady, Google Widevine, or Apple® FairPlay® DRMs on Customers' MMD-delivered Content.
  - To enable Limelight to use Apple FairPlay DRM on a Customer's MMD-delivered Content, the Customer must first apply for and receive an Apple FairPlay Streaming Deployment Package from <https://developer.apple.com/streaming/fps/>.
- License Key Accesses are tracked for reporting and invoicing purposes.

**4.5.3. Multi-device Media Delivery Live (MMD Live)**

MMD Live provides on-the-fly packaging and delivery of live video Content. When live Content is requested for playback, MMD Live packages it in the appropriate streaming format and bitrate for the device requesting the Content from a single video source and format. MMD Live offers:

- Server-side transcoding of a single higher quality bitrate RTMP stream into lower bitrate profiles to allow for Adaptive Bitrate Streaming (ABS) to reduce buffer for slower end-user Internet connections
- Server-side transmuxing of RTMP streams to HLS, MPEG-DASH, HDS, MSS, and RTMP outputs
- Optional recording of live streams to MP4 assets that can be used for video on demand
- SmartEmbed video player for standard desktop and mobile browser players
- MMD Live is sold by ingest slot.

**MMD Live Standard Definition (SD) Slot**

Single Standard Definition (SD) ingestion provisioned to accept up to 576p resolution at 1800kbps bitrate (or lower).

**MMD Live High Definition (HD) Slot**

Single High Definition (HD) ingestion provisioned to accept up to 720p resolution at 2400kbps bitrate (or lower).

**MMD Live Full High Definition (FHD) Slot**

Single Full High Definition (FHD) ingestion provisioned to accept up to 1080p resolution at 4000kbps bitrate (or lower).

**MMD Live Transmux Slot**

Multiple bitrate ingestion provisioned to accept up to 16000kbps aggregate bandwidth across up to 8 input bitrates.

**4.6. Limelight Realtime Streaming**

Limelight Realtime Streaming allows video to be streamed from anywhere, to viewers everywhere, in less than a second. It utilizes the industry-standard WebRTC video format to deliver streaming video via the user datagram protocol (UDP). Video streams do not need to be segmented into chunks and buffered before they are viewed.

**Realtime Streaming Activation**

- Implementation of Limelight Realtime Streaming and all its components
- In Scope: Order validation. Configuration. Welcome letter. Kickoff call and solution review. Training. Best practices. Handoff to support team.
- Not in Scope: Web development training. Application development training.

**4.7. Bare Metal as a Service (BMaaS)**

- Edge Compute: Bare Metal as a Service enables Customers to choose from a curated list of server specifications, configure, and deploy the BMaaS Server in approximately 20 Limelight Edge Compute Points of Presence (PoPs). Time to deploy is typically less than 10 minutes.
- Customers must select Point of Presence, server type, operating system (Linux or Windows), and the Initial Term before deploying the server under their account. The Monthly Recurring Fee and any additional Fees are displayed at the time of final selection.

**4.7.1. Service Information**

- Bare Metal as a Service contracts must include IP Transit for all Limelight Regions.
- The minimum Initial Term for each server is 30 calendar days.

#### 4.7.2. Supported Operating Systems

- Ubuntu 16.x
- Ubuntu 18.x
- CentOS 7.x
- CentOS 8.x
- Windows 2019 Standard
- Windows 2019 Data Center
- Windows 2016 Standard
- Windows 2016 Data Center

#### 4.7.3. Server Specifications

Description	CPU	Cycles (Ghz)	RAM (GB)	Storage (GB)	NIC
c1.x86.small	Hex-Core Xeon E2236	3.4	16	480	Dual 1G
c1.x86.medium	Octa-Core Xeon E2278G	3.4	48	960	Dual 10G
c1.x86.large	Dual Deca-Core Xeon Silver 4210	2.2	64	960 (x2)	Dual 10G

#### 4.7.4. IP Transit

IP Transit Customers may send or receive Traffic, via the public Internet, through the BMaaS servers using IP Transit provided by Limelight.

#### 4.7.5. Invoicing

- Invoice frequency is monthly.
- Billing is in advance; billing granularity is daily. Billing starts the day on which the server was moved from the free inventory pool to the Customer account. If a device is moved from the free inventory pool to the Customer account at 11:00 PM local time, the Customer is charged for the whole day.
- Servers deployed part-way through the month are invoiced in arrears in the next billing cycle. For example, if a server is deployed on the 15th of a 30-day month, and the daily rate of the servers is \$25 the next invoice will show  $15 \times 25 = \$375$  for past usage (arrears) and  $30 \times 25 = \$750$  for the current month (advance).

### 4.8. Limelight Control

- [Control portal](https://control.llnw.com): <https://control.llnw.com>
- [Terms of Service](https://www.limelight.com/terms-of-service/): <https://www.limelight.com/terms-of-service/>

## 5. Activation Services

- Customer agrees that Limelight will begin Activation Services no later than 30 calendar days from the date of full execution of the applicable Order Form.
- Activation Services will be completed no later than 60 calendar days from the date of full execution of the applicable Order Form.
- Customer requests outside this timeframe or outside the scope of Activation Services require a separate executed Order Form for additional Services.

## 6. Advanced Services

- Advanced Services includes a set number of hours of Advanced Services support and access to an Advanced Services team member. Access is during normal business hours, in one time zone elected by Customer. Limelight Customer Support provides coverage all other times.
- An Advanced Services team member may provide Services onsite at Customer's location, provided that Limelight and Customer agree in writing in advance. Customer bears the cost of all travel expenses in connection with Services provided onsite at Customer's location unless Customer and Limelight otherwise agree in writing.
- At its discretion, Limelight Customer Support escalates issues to the Advanced Services team.
- Support hours are consumed by project plan or *Rapid Reaction*, as elected by Customer.
- Project plans will have a written Scope, mutually agreed in advance of work.
- *Rapid Reaction* utilizes hours at Limelight's discretion for a faster response.
- All hours are tracked in 15-minute increments, and reports are available upon request.

## 6.1. Advanced Services Tiers

- Advanced Services support is available in Bronze, Silver, and Gold packages.

Bronze	Silver	Gold	
10	20	40	Consulting hours per month
✓	✓	✓	Access to Advanced Services team member
	✓	✓	Advanced Services and line manager contacts and escalation path
	✓	✓	Virtual monthly business review conducted by an Advanced Services Delivery Manager (ASDM)
		✓	ASDM oversight and management of Advanced Services

- SLAs are not included.
- Unused hours expire at the end of each month.
- Certain customers may qualify for the Basic tier of Advanced Services.

## 6.2. Advanced Services Add-On Services

Information for product-related Advanced Services can be found in the corresponding Service's *Activation and Advanced Services* section.

### 6.2.1. Ten Hours Consulting

Ten (10) hours of consulting services for one-time use. Hours are consumed by project plan. Unused hours expire at the end of 30 days.

### 6.2.2. Live Event Monitoring

- Limelight Advanced Services provides tailored implementation Services to meet the specific requirements of the Customer.
- Scope, tasks, and deliverables are defined in a Statement of Work.

### 6.2.3. Live Event Monitoring – Engineering

- Limelight Engineering resource assisting Advanced Services with Live Event Monitoring.
- Specific tasks and deliverables are defined in a Statement of Work.

## 6.3. Analytics

The Advanced Services team works with EdgeQuery resources to coordinate the design, implementation, and ongoing access to EdgeQuery Services.

### 6.3.1. EdgeQuery (EQ) Custom Query Implementation

Tailored implementation of an EQ query/API reporting solution to meet specific Customer needs. Requires scoping.

### 6.3.2. EdgeQuery (EQ) Custom Query Data Storage & Retrieval

EQ custom query/API reporting; ongoing data storage and retrieval; requires scoping.

### 6.3.3. EdgeQuery (EQ) Realtime Data Segment Storage & Retrieval

Near realtime data subsets; based on hostname and URL patterns; displayed in the Traffic Report.

### 6.3.4. EdgeQuery (EQ) Daily Data Segment Storage & Retrieval

Daily data subsets; based on hostname and URL patterns; displayed in the Traffic Report.



## Appendix A: Limelight Product & Service Feature Descriptions

Product/Feature	Description
<b>24X7 Security Operations Center Monitoring</b>	Daily threat intelligence monitoring, vulnerability and threat analysis, full threat simulation and regression testing.
<b>Access Control</b>	Allows for multiple service levels for different types of users (e.g. different site experiences for non-member, paid member, unpaid member).
<b>Activation Services</b>	Activation Services provide dedicated resources to help customers implement key Limelight services, such as Origin Storage, Video Delivery, Web Acceleration, Security, and Content Delivery. Limelight Activation Services consist of consulting packages designed to help Customers maximize the use of the Limelight platform. From fine-tuning configuration settings to live training to workflow integration, Customers can deploy their Content quicker into the market with assurances that their CDN and Limelight Services configurations are optimal for their specific requirements.
<b>Advanced Services</b>	A suite of specialized consulting services designed to help customers better configure and provision individual Services, deliver live events, and integrate Services into their existing workflows.
<b>Anonymizer Blocking</b>	Provides control of anonymizer content by allowing or denying anonymizer access and specifying the level of certainty to apply when identifying anonymizers.
<b>ARC Light</b>	Custom rules executed by the Limelight Content Delivery Network (CDN) server handling user requests that make real-time modifications to speed connections to Content, offloading complex data manipulations from the application infrastructure.
<b>Backup Origin Support</b>	Configuration to automatically redirect to a secondary origin upon failure of the primary.
<b>Bare Metal as a Service (BMaaS)</b>	Infrastructure as a Service, dedicated compute servers available for rapid deployment throughout Limelight's Global Edge Compute locations. Direct network connectivity with over 1000 local service providers for low-latency communication to last-mile networks. One of the major benefits of a bare metal cloud is the flexibility it affords Customers in terms of performance and security. Bare Metal cloud services work well for Customers with high bandwidth, low latency applications.
<b>Basic tier of Advanced Services</b>	For qualified Customers, this bundle includes 5 hours of Advanced Services consulting per month and access to an Advanced Services team member.
<b>Bot Manager</b>	An add-on feature for Limelight's Web Application Firewall. This module adds features such as human-interaction challenges and device fingerprinting to allow Customers to more easily identify malicious bots that may be accessing their applications.
<b>Content Delivery</b>	Content Delivery provides 24/7 online distribution (content residing on a user's computer or other device and content streamed in real-time) to broadband and mobile Internet audiences of digital content libraries, including video, music, games, and software. This platform supports streaming media delivery workflows, including industry-standard media servers, protocols, and delivery formats.
<b>Control</b>	Limelight Control is the Web-based portal and APIs that Limelight Customers use to manage and configure their Limelight Services and view activity, traffic, and other reports related to their use of Limelight Services.
<b>Cross Origin Resource Management (CORS)</b>	Allow multiple content sources while restricting sharing to designated origins.
<b>Custom Views (Sub Reports)</b>	<p>A Custom View is a filtered view of report data in Control. For a given account, a Custom View limits the displayed data based on whether or not the hostname or content URL matches a pre-defined pattern (URL restriction).</p> <p>A typical use case for Custom Views is to analyze traffic for specific Content within an account.</p> <p>Custom Views are available to filter traffic for the following reports: Overview, Daily, Hourly, Hour of Day, Day of Week, Geography, CDN Efficiency, URL Reports, File Reports, URL Prefixes, User Agents, and Published Hosts. Custom Views can be applied either to Published URLs or Origin URLs and may match any portion of the URL using a Regex pattern. Limelight may create Custom Views on request.</p>
<b>Customer Support</b>	Limelight's first-level Customer Support Center staffed 24/7 to assist Customers with issues or requests.
<b>DDoS Attack Interceptor</b>	Detection, notification, and mitigation of DDoS attacks against websites and applications.
<b>Dedicated VIPs</b>	The dedicated virtual IP address(es) assigned to the Customer for use with Limelight products and Services.
<b>Device Detection</b>	Using Device Detection, Content Delivery can redirect requests at the CDN edge to ensure that the correct Content is accessed for each device a Web application supports. Analysis of the user agent and the speed and type of connection being used enables context-specific content to be delivered to each user, and information about each request being made can be sent forward to the Web application infrastructure for dynamic content selection and delivery for every device.



<b>Dynamic Content</b>	Content that must be generated at the time of request due to its nature, being timely, personalized, or unique, depending on the parameters used to request it. Dynamic content is always created and served by a content origin or application server, such as a Web server interfacing with a database or a content-management system.
<b>EdgeFunctions (EF)</b>	Globally available, low-latency serverless edge compute platform integrated with Content Delivery. Customer developers provide their own serverless functions for execution on EdgeFunctions' infrastructure, leveraging the EdgeFunctions API and command line interface (CLI).
<b>EdgeQuery (EQ)</b>	Limelight's data collection engine powered by an edge-based computing platform. EdgeQuery provides near-real-time aggregated data for many of the reports in Limelight Control and is also accessible to Customers via REST API.
<b>FairPlay® DRM</b>	Limelight Video Delivery offers a fully integrated and seamless Apple® FairPlay® DRM solution to protect the delivery of high-quality Content on a variety of devices. FairPlay's DRM provides the capability to license, securely distribute, and protect playback of multimedia Content on a variety of Apple products. To enable Limelight to use Apple FairPlay DRM on a Customer's MMD-delivered Content, the Customer must first apply for and receive an Apple FairPlay Streaming Deployment Package from <a href="https://developer.apple.com/streaming/fps/">https://developer.apple.com/streaming/fps/</a> .
<b>FLV Seek</b>	Support for jumping to a specific point within a Flash video file.
<b>Geographic Blocking</b>	Provides control to allow or deny (whitelist or blacklist) access for each geographic country, region, or state specified as well as which parts of the content library are affected by each restriction.
<b>Globally Distributed AnyCast Addresses</b>	Ensure large attacks are distributed to multiple Limelight POP locations rather than a single POP for improved mitigation.
<b>GZIP at the Edge</b>	Object compression at the CDN edge, enabling customers supporting compression to receive a compressed object.
<b>GZIP Pass-through</b>	Configuration options to request and cache compressed objects when requesting them from content origins.
<b>HTTP Header Manipulation</b>	Customizing HTTP request and response headers to control content caching and improve analytics.
<b>HTTP VOD Streaming</b>	Configuration options for delivering HTTP VOD Services, where the Customer's infrastructure is acting as the Content origin.
<b>Instant Deploy</b>	A BMaaS offering where Customer may select and provision a limited portfolio of server specification (types). Ability for Customers to select a server configuration from an available list, configure an operating system, and deploy in one of nearly 20 of Limelight's Edge Compute PoPs.
<b>Intelligent Ingest</b>	Automatically migrates Content from slower storage to Limelight Origin Storage Services using one or both of these modes: Load On Demand (upload automated based on audience requests) or Manifest Upload (upload automated based on a list of Content).
<b>Intelligent Ingest GB</b>	The number of successful uploads to Limelight Origin Storage completed using Limelight's unique Intelligent Ingest capability, measured in 1000 units.
<b>Intelligent Ingest Requests</b>	The number of gigabytes ingested to Limelight Origin Storage using Limelight's unique Intelligent Ingest capability.
<b>IP Access Control</b>	Customers can specify lists of IP addresses that should be whitelisted (allowed) and/or blacklisted (denied) for specific Content Delivery configuration.
<b>Live Logs</b>	Let you view your data as quickly as possible after it is available from the Limelight edge servers that deliver your Content. Live Logs are available via FTP only. Live Logs data is received on a continuous basis, with most servers reporting hourly. Each edge server that delivers Content generates a corresponding Live Logs file in the FTP folder. As new information is received from each edge server, the data specific to the Customer account is extracted, and the corresponding Live Logs file for the account is updated shortly thereafter.
<b>Live Streaming</b>	Streaming Media that is delivered live over the Internet. Live Streaming requires a form of source media (e.g. a video camera, an audio interface, screen capture software), an encoder to digitize the Content, a media publisher, and a CDN to distribute and deliver the Content.
<b>Live to VOD</b>	An add-on feature of MMD Live that allows recording of live streams to MP4 files.
<b>Managed DNS</b>	Limelight offers Managed DNS Services specifically designed to extend Web site performance and reliability, the ideal complement to a CDN. Managed DNS Services offer global footprints and use advanced load balancing and routing techniques to minimize latency, maximize availability, and contain costs. DNS configurations are managed directly through a customer portal, allowing for easily deployment of changes.
<b>Manifest Upload</b>	One of two Intelligent Ingest upload methods. Customers provide a manifest of URLs that Limelight uses to automatically upload Content to Origin Storage on their behalf, using Intelligent Ingest. Advanced Services required for configuration and implementation.

<b>MediaVault</b>	A high-performance URL-authentication service that secures your content from unauthorized viewing through the following capabilities: Deep Link Prevention, Content and URL Authentication (MediaVault maximizes authentication performance by using tokens to avoid three-way handshakes to avoid latency), and Cookie-Based Authentication.
<b>MMD Live</b>	Multi-Device Media Delivery Live enables you to input a live stream, configure video slots via the Limelight user interface, and receive a URL or video player for delivery worldwide to desktop and mobile devices.
<b>MMD OD</b>	Multi-Device Media Delivery On Demand allows Customers to stream on-demand media in multiple bitrates with real-time transmuxing to multiple formats.
<b>MP4 Seek</b>	Support for jumping to a specific point within an MP4 video file.
<b>Origin Storage</b>	Limelight Origin Storage is a high-performance, secure cloud solution that enables Customers to replicate, move, and store Content in the locations that provide optimal Content Delivery performance. Using Limelight's high-speed global network and regional ingest locations, Origin Storage provides industry-standard file transfer protocols and simple web services to globally store and deliver Content 24/7.
<b>Passive Mitigation</b>	Any Limelight action, direct or indirect, taken in an attempt to assist in the protection of a Customer and/or the Limelight network from a DDoS Attack, including, but not limited to, allowing the Traffic to be delivered in the normal course.
<b>Performance Acceleration Premium</b>	Enables acceleration features for Web site and application acceleration and video acceleration using the Limelight private network, combining connection management, request, and response pipeline optimization and WAN acceleration to provide high performance, low latency Content Delivery.
<b>PlayReady DRM</b>	Limelight Video Delivery offers a fully integrated and seamless Microsoft PlayReady DRM solution to protect the delivery of high-quality Content on a variety of devices. PlayReady's multi-platform DRM provides the capability to license, securely distribute, and protect playback of multimedia Content on a variety of consumer devices and IP-connected entertainment platforms.
<b>PUT</b>	An HTTP method. The PUT method requests that the enclosed entity be stored under the supplied request-URI.
<b>Rate Limiting</b>	Content with high abandon rates, such as video and social media, can be rate limited, capping the data transfer rate allocated to each delivery. If a viewer stops watching a video early, Customers have only delivered the portion viewed, keeping the network clear of congestion, and Customers pay only for what the user viewed.
<b>Realtime Data Segment</b>	A filtered view of near-real-time report data in Control, with a minimum data interval of 5 minutes. For a given account, a Realtime Data Segment limits the displayed data based on whether or not the hostname or content URL matches a pre-defined pattern (URL restriction). A typical use case for Realtime Data Segments is to analyze Traffic for specific Content within an account. Realtime Data Segments are available to filter Traffic for the Traffic Report. Realtime Data Segments can be applied either to published URLs or Origin URLs and may match any portion of the URL using a regular-expression pattern.
<b>Redirection</b>	Processes that result in an alternative hostname or URL being provided by the Limelight CDN to an end user for an object that has been requested by that end user.
<b>Reporting API</b>	The Reporting API lets Customers programmatically access the data behind the reports in Limelight Control. Customers can use the Reporting API to integrate this data with other systems.
<b>Small Web Format (SWF) Verification</b>	Authorizing which files can connect for playback.
<b>SmartEmbed</b>	Customers use the SmartEmbed feature in <a href="#">Control</a> to obtain the HTML needed to embed a player on a Web page.
<b>SmartPurge</b>	Enables Customers to instantly remove incorrect or outdated Content from cache. SmartPurge, Limelight's revolutionary Content-invalidation system, immediately renders selected Content globally inaccessible—regardless of other services or configurations. SmartPurge prevents audiences from accessing files even as these files are being physically removed from the global network. Real-time purge with instant global Content invalidation, deletion, and purge verification, including purging by Content tag and dry-run capabilities.
<b>SmartPurge Plus</b>	Provides higher purge queue priority and additional API features, such as unlimited callbacks.
<b>Traffic Balancer</b>	Traffic Balancer provides a highly redundant, highly scalable nameserver platform to apply business logic to Customer Traffic. The Traffic Balancer platform combines a global nameserver footprint combined with a powerful management console to allow Customers to quickly manage business policies to dynamically route nameserver requests to designated resource destinations.
<b>Traffic Director</b>	A global traffic router that directs Traffic based on end-user IP address, nameserver geographic location, or BGP autonomous system number.
<b>Video Acceleration</b>	A specific set of configuration options in the Content Delivery Service designed to accelerate the delivery of dynamic manifest files and very small video chunks.

<b>Web Site Caching</b>	Caching all website content, including small and large objects.
<b>Welcome Letter</b>	A letter provided to Limelight Customers at Service turn-up that describes the Services that have been turned up and provides additional details such as the origin name, origin id, username, and password to log in to specific sites, etc.
<b>Web Site and Application Acceleration</b>	Ensures that personalized, complex websites and applications are delivered to users on any device, anywhere, providing near-instant response times by optimizing and accelerating the delivery of dynamically generated website and application Content and data. Web Site and Application Acceleration is a set of features integrated with Limelight's global Content Delivery Network and is designed to interoperate with Customer's existing infrastructure and online application solutions.

## Appendix B: Acronyms & Terms

Acronym/ Term	Definition
Accepted Spike	Limelight's acceptance of Customer Spike Notice.
Adaptive Bitrate Streaming (ABR, ABS)	Performance management practice for streaming media over networks.
Application Program Interface (API)	A set of protocols, tools, and routines that indicates how software components interact.
Border Gateway Protocol (BGP)	A standardized exterior gateway protocol designed to exchange routing and reachability information among autonomous systems on the Internet.
CNAME	A type of resource record in the Domain Name System (DNS) used to specify that a domain name is an alias for another domain, the <i>canonical</i> domain. All information, including subdomains, IP addresses, etc., is defined by the canonical domain.
Content Delivery Network (CDN)	A system of computers containing copies of data, placed at various points in a network so as to maximize bandwidth for access to the data from clients throughout the network. A client accesses a copy of the data near to the client, as opposed to all clients accessing the same central server to avoid bottleneck near that server.
DAI	DDoS Attack Interceptor.
DDoS	Distributed Denial of Service (Attack).
DDoS Attack	Any malicious attempt to make a server or a network resource unavailable to users, usually by, but not limited to, temporarily interrupting or suspending the services of a host connected to the Internet.
Digital Rights Management (DRM)	A generic term for access-control technologies that can be used by hardware manufacturers, publishers, copyright holders, and individuals to try to impose limitations on the usage of digital content and devices.
Domain Name Server (DNS)	A hierarchical naming system for computers, services, and any resource connected to the Internet or a private network. It translates domain names meaningful to humans into the numerical (binary) identifiers networking equipment uses to locate and access these devices worldwide.
Dynamic Adaptive Streaming over HTTP (DASH)	A standards-based implementation of HTTP Adaptive Bitrate Streaming (ABR).
Edge	The CDN edge is the point of contact between CDN servers and the user. Strategically placed edge servers decrease the load and free up capacity .
EQ	<a href="#">EdgeQuery</a>
File Transfer Protocol (FTP)	Standard network protocol used for the transfer of computer files from a server to a client using the client-server model on a computer network.
FMS	Flash Media Server.
Full High Definition (FHD)	A resolution of 1920x1080 pixels in a 16:9 aspect ratio, developed as an HD television transmission and storage format.
Fully Qualified Domain Name (FQDN)	The complete domain name for a specific computer or host that includes the hostname and the domain name.
Gb	Gigabits.
GB	Gigabyte. A unit of measure for memory or hard-disk storage capacity.
Gbps	Gigabits per second. A measure of data transfer rate, equal to 1,000,000,000 bits per second or 125,000,000 bytes per second.
Generic Routing Encapsulation (GRE)	A protocol that encapsulates packets to route other protocols over IP networks.
GZIP	A file format and software application used to compress and decompress files.
High Definition (HD)	The HD resolution of 1280x720 pixels stems from high-definition television where it originally used 60 frames per second.
Hostname	A label assigned to a device connected to a computer network used to identify the device in various forms of electronic communication such as the Web or e-mail.
HTTP Dynamic Streaming (HDS)	Adobe's implementation of HTTP Adaptive Bitrate Streaming (ABR) and was developed by Adobe as an HTTP alternative to their RTMP streaming protocol. Like RTMP, HDS allows for adaptive streaming to any Flash-enabled device. Because HDS is an HTTP-based protocol it overcomes many of the drawbacks of RTMP, including behind firewall support and the capability to cache the content closer to the end-viewer, providing better performance.
HTTP Header	Name/ value pairs that appear in both HTTP requests and responses and define the operating parameters of an HTTP transaction. The headers are transmitted after the request or response line, the first line of a message.
HTTP Live Streaming (HLS)	Apple's implementation of HTTP Adaptive Bitrate Streaming (ABR), and like traditional streaming protocols, facilitates adaptive bitrate delivery.
Hypertext Transfer Protocol Secure (HTTPS)	A combination of the Hypertext Transfer Protocol with the SSL/TLS protocol to provide encryption and secure identification of the server. HTTPS connections are often used for payment or other transactions requiring added security.
Hypertext Markup Language (HTML)	Set of markup symbols or codes inserted in a file intended for display on a web page that drive the layout of a web page's words and images for the end user.

<b>Hypertext Transfer Protocol (HTTP)</b>	The protocol used to communicate between web servers and web-browser software clients on the Web.
<b>Internet Content Provider License (ICP License)</b>	An ICP (Internet Content Provider) license is a state-issued registration number that allows Customers to host their website on a mainland Chinese server. All sites hosted on a server in the Chinese mainland must, by law, apply for and receive one of these licenses before their site goes live.
<b>Ingest</b>	The process of capturing, transferring, or otherwise importing different types of content (video, audio, image media, etc.).
<b>IPv4</b>	The fourth version of the Internet Protocol (IP), the communications protocol that provides an identification and location system for computers on networks and routes traffic across the Internet.
<b>IPv6</b>	The sixth version of the Internet Protocol (IP), the communications protocol that provides an identification and location system for computers on networks and routes traffic across the Internet.
<b>Internet Protocol (IP) Address</b>	An identifying sequence of numbers assigned to each computer or device connected to a network.
<b>iOS</b>	A mobile operating system created and developed by Apple® exclusively for its hardware.
<b>Kilobit</b>	A common unit of data measurement equal to 1024 bits. A kilobit is usually referred to in the context of Bitrate per unit of time, such as kilobits per second (Kbps).
<b>Last Mile</b>	The final leg of delivering connectivity from a communications provider to an end user.
<b>License Key Access</b>	A license key is what a video player uses to decrypt encrypted content to allow playback. Each time a player requests a license key is considered one License Key Access.
<b>Managed DNS Hostname</b>	Any hostname or domain name being managed with the Managed DNS Service.
<b>Managed DNS Resource Record</b>	The manner of storing particular data concerning a DNS zone or host (e.g., ARecord, AAAA Record, and CNAME).
<b>Mb</b>	Megabits.
<b>MB</b>	Megabytes.
<b>Mbps</b>	Megabits per second. A measure of data transfer rate, equal to 1,000,000 bits per second or 125,000 bytes per second.
<b>MB-Sec</b>	Megabytes-seconds. A measure of serverless compute resource Usage representing the multiplication of the memory allocation of a serverless function and its execution time on the Limelight EdgeFunctions serverless compute infrastructure.
<b>Microsoft Smooth Streaming (MSS)</b>	Microsoft's implementation of HTTP Adaptive Bitrate Streaming (ABR). By dynamically monitoring local bandwidth and CPU performance, Smooth Streaming provides an uninterrupted streaming experience by switching video quality in real-time. Smooth Streaming is used primarily to power Microsoft technologies, such as the Silverlight player and the Xbox console.
<b>Mitigation</b>	Active scrubbing for removal of malicious requests and Traffic.
<b>MP4</b>	A digital multimedia format commonly used to store video and audio.
<b>MPEG-DASH</b>	Dynamic Adaptive Streaming over HTTP (DASH).
<b>PB</b>	Petabytes.
<b>Platform Fee(s)</b>	Fixed Fee(s) for accessing the applicable Service each Billing Period.
<b>Point of Presence (POP)</b>	A facility or server within the Limelight network used to provide Services to Customers.
<b>QPS</b>	Queries per second, measured by the 95 <sup>th</sup> Percentile.
<b>Query</b>	A DNS Request made by a computer or networked device to retrieve an IP address or other resource information from a domain.
<b>Real Time Messaging Protocol (RTMP)</b>	Initially a proprietary protocol developed by Macromedia for streaming audio, video and data over the Internet, between a Flash player and a server. Macromedia is now owned by Adobe, which has released an incomplete version of the specification of the protocol for public use.
<b>Real Time Messaging Protocol Encrypted (RTMPE)</b>	RTMP encrypted using Adobe's own security mechanism. While the details of the implementation are proprietary, the mechanism uses industry-standard cryptography primitives.
<b>Rich Site Summary</b>	Uses a family of standard web-feed formats to publish frequently updated information.
<b>Secure Sockets Layer (SSL)</b>	A cryptographic protocol designed to provide communications security over a computer network. SSL and its successor - Transport Layer Security (TLS).
<b>SLA</b>	Service Level Agreement.
<b>Small Web Format (SWF)</b>	An Adobe Flash file format used for multimedia, vector graphics and ActionScript. SWF files can contain animations or applets of varying degrees of interactivity and function. SWF files may also be used for programs, commonly browser games, using ActionScript. Originally an abbreviation for ShockWave Flash.
<b>SOW</b>	Statement of Work.
<b>Spike Notice</b>	An official notice from Customer to Limelight giving advance notice of anticipated Usage from an anticipated Traffic Spike
<b>Standard Definition (SD)</b>	A television system that uses a resolution that is not considered to be either high-definition television (720p, 1080i, 1080p, 1440p, 4K UHD TV, and 8K UHD) or enhanced-definition television (EDTV 480p).
<b>TB</b>	Terabytes. A unit of measurement for hard-disk storage capacity.
<b>Time to Live (TTL)</b>	A mechanism that limits the lifespan of data.
<b>Transcoding</b>	The process of changing the encoding format of a multimedia file. Unlike transmuxing, transcoding may significantly alter the original content.
<b>Transmuxing (TX)</b>	Transmuxing (Transcode-Multiplexing) is the process of changing the file format of a multimedia file while retaining some or all of the original content. The result is a file with a different container format but essentially the same audio or video streams.
<b>Uniform Resource Locator (URL)</b>	The address of a resource (such as a website) on the Internet that consists of a communications protocol, then the name or address of a computer on a network(s), and may also include additional locating information, like a hostname, or filename
<b>Transport Layer Security (TLS)</b>	Cryptographic protocol that provides security for communication over a computer network.

<b>User Datagram Protocol (UDP)</b>	UDP (User Datagram Protocol) is an alternative communications protocol to Transmission Control Protocol (TCP) used primarily for establishing low-latency and loss-tolerating connections between applications on the internet.
<b>Video On Demand (VOD)</b>	Systems that allow users to choose content to watch at any time.
<b>Web Real-Time Communications (WebRTC)</b>	WebRTC is a free, open project that provides browsers and mobile applications with Real-Time Communications (RTC) capabilities via simple APIs.
<b>Wide Area Network (WAN)</b>	A network that extends over a large geographical distance.