

Lumen Service Guide

Lumen Ethernet On-Demand

Lumen Digital Services

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This Service Guide (“SG”) sets forth a description of the Lumen Ethernet On-Demand (“EoD” or “Service”). This SG is subject to and incorporated into the Ethernet Service Schedule between the parties.

1. Ethernet On-Demand.

Ethernet On-Demand is a layer 2 ethernet-based service that supports both layer 2 and layer 3 connection types. Layer 2 services may include EVPL, EPL, EVP-LAN, EP-LAN, as requested by the Customer. Service is provisioned as a standard layer 2 ethernet connection. Ethernet On-Demand is available in various bandwidths, subject to availability. Available configuration options may vary depending on the specific location or cloud-service provider (“CSP”).

1.1 Ethernet On-Demand may be used to connect several types of end points:

Virtual Point to Point (Port-to-Port or MCGW-to-Port): end points can be either premise to premise (layer 2 connection) or premise to Multi-Cloud Gateway (layer 3 connection).

Hosted Cloud Connection (Port-to-Cloud or MCGW-to-Cloud): end points can be either premise to cloud (layer 2 connection) or MCGW to cloud (layer 3 connection). For hosted cloud connections, the cloud end point is the on-ramp to the third-party CSP.

2. Billing.

Service is provided at a fixed amount of bandwidth/capacity selected by Customer and billed at an hourly rate. Hourly charges will begin to accrue immediately after Customer receives online notice that the Service is activated and ready for use. Customer will continue to be billed for each consecutive hour, rounded up to the next whole hour, until Service is disconnected. Disconnects and Service change orders must be initiated by Customer. Hourly charges are calculated based on Coordinated Universal Time (UTC) and will be invoiced as NRCs. Customer will be billed the hourly rate for the bandwidth level selected by Customer notwithstanding Customer’s actual usage. For monthly billing, the beginning and end of each connection will be pro-rated and rounded up to the nearest full day.

3. Disconnecting Ethernet On-Demand.

Customer may disconnect Ethernet On-Demand in the Lumen Connect portal.