

# Lumen Service Guide

## Lumen Fabric Port

## Lumen Digital Services

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This Service Guide ("Service Guide") sets forth a description of Lumen Fabric Port ("Fabric Port", "Port" or "Service").

- 1. Fabric Port.** A Fabric Port will be "multiplexed", and the Fabric Port is capable of supporting multiple services; however, if the particular service added is one that must be the only service on the Fabric Port, the Port will be re-designated as "transparent". A Fabric Port capable of supporting multiple Services will appear as "IP Port NaaS Enabled". All other Fabric Ports will appear as "IP Port". Fabric Ports are available in multiple bandwidths, although certain bandwidth types may not be available for specific locations. Fabric Ports can support Ethernet Fabric Connect (fka Ethernet On-Demand), Internet On-Demand, E-Line, ELAN and eLynk Services. Fabric Port is orderable in two ways: 1) via an Order form signed by Customer; or 2) through self-activation of the Fabric Port on Lumen Connect; however, Lumen Connect access is required for all management and monitoring of the Service. The Port will be provided for the Service Term in the Order. At the conclusion of the Service Term, the port connection will continue on a month-to-month basis and the charges for the port connection may be modified by Lumen on 30 days' notice.
- 2. Demarcation Point and Inside Cabling.** Fabric Port will be delivered to the minimum point of entry ("MPOE") in the building where the Fabric Port is provided. Customer is responsible for completing the final connection from the MPOE to the Customer premises. Customer may purchase inside cabling services (i.e. Building Extension Service, cross-connects) from Lumen subject to availability and separate terms and conditions.
- 3. Lumen Order Acceptance.** Lumen will notify Customer of acceptance of requested Fabric Port in the Order by the earlier of (i) delivering (in writing or electronically) the date by which Lumen will install Port (the "Customer Commit Date"); or (ii) installing the Port.
- 4. Billing Commencement.** When the Fabric Port is installed, Lumen will deliver a written or electronic notice to Customer that the Port is ready, at which time billing will commence ("Service Commencement Date"). A notification within Order Status of the portal, in Lumen Connect or in such other portal or online location as Lumen may designate, will be deemed electronic notice. Lumen may cancel an Order for any reason prior to installation and in such instance, Customer will not be responsible for cancellation charges.
- 5. Billing and Charges.** The Fabric Port is provided at a fixed port speed selected by Customer. The applicable cancellation and termination charges are defined in the Agreement.
- 6. Services from Others.** Where Fabric Port is terminated Off-Net, Customer will provide Lumen with circuit facility assignment, firm order commitment and the design layout records necessary for Lumen to make cross-connections to the Off-Net provider. Lumen's charges assume that Off-Net service: (a) will be available from Customer's selected provider and (b) will be terminated at the pre-determined MPOE or the Meet Me Room where Lumen is located in a data center. If these assumptions are incorrect, additional charges may apply to either the Off-Net component or, in the case of MPOE extensions, for inside wiring provided by Lumen. Customer will provide required inside wiring if the Off-Net provider does not or cannot perform required inside wiring.
- 7. Feature, Functionality and Technology Upgrades.** Lumen may make upgrades to the features, functionality or technology that supports or is utilized within Fabric Port at any time. Customer election to utilize the upgrades constitutes acceptance of additional terms associated with the features, if any.
- 8. General Customer Responsibilities.** Customer is solely responsible for all equipment and other facilities used in connection with the Fabric Port which are not provided by Lumen. Customer will cooperate with Lumen to enable building access to the extent necessary to facilitate installation of the Fabric Port. Customer is required to provide technical contact information and local site contact information. Lumen will also request building access contact information from Customer and Customer understands that Lumen may rely on building contact information based on internal Lumen records in order to facilitate building access.
- 9. Data Center Provider Locations.** If the Fabric Port installation location is located at the premises of, and/or is controlled by a data center provider, Customer is solely responsible for obtaining from the provider, delivering to Lumen, and maintaining any necessary letters of authorization or permissions to connect the Customer equipment to the Fabric Port and the provider's services. Lumen is not a representative or agent of the provider, nor is Lumen responsible for provider's performance of its obligations to Customer, or for provider's acts or omissions.
- 10. Port Speed Management.** Customer is solely responsible for determining initial and continuing port speed requirements. Lumen is not responsible for any service failures or delays related to or resulting from Customer's failure to maintain sufficient port speed for the relevant services.