![CenturyLink logo]

CENTURYLINK INFRASTRUCTURE & APPLICATION MANAGEMENT SERVICES
SERVICE GUIDE FOR BATCH JOB OPERATIONS SERVICES

This Service Guide ("SG") sets forth a description of the Batch Job Operations support services ("Services") for CenturyLink Infrastructure & Application Management Services, including technical details and additional requirements or terms, if any. This SG is subject to and incorporated into the governing agreement and SOW between the parties. The specific details of the Service ordered by Customer will be set forth on the relevant SOW. CenturyLink and Customer responsibilities and service description terms are set forth in this SG.

SERVICE DESCRIPTION

CenturyLink will be responsible for providing Services for Customer batch jobs that are monitored and managed using the following tools:

- BMC (Control M)
- Oracle (Customer Care and Billing)

CenturyLink will also provide the following functions associated with the Services:

- Batch Job Monitoring
- Batch Job Management including Standard Operating Procedures (SOP) support of exceptions
- Escalation to Customer's development team as required.

SERVICE OPERATIONS

CenturyLink is responsible for service operations consisting of the following tasks related to the Services:

(A)   Monitor of Control M and Oracle CCB Batch Jobs. Tasks associated with the Services that are in-scope include

- Monitoring of Scheduling tool (Event Management)
- Monitoring of scrolling log window
- Receiving emails that are auto-generated by other monitoring tools
- Receiving emails proactively generated by Application Support techs to address issues

(B)   Management of Control M and Oracle CCB Batch Jobs. Tasks associated with the Services that are in-scope include

- Providing L1 support for remediating Batch Job issue (Incident Management)
- Re-running Batch Jobs as per operational documents
- Running ad hoc jobs
- 24x7x365 operation

(C)   Escalation of Tickets. Tasks associated with the Services that are in-scope include:

- Call out to support teams to address aborted or blocked jobs
- Send email requests to run specific jobs – i.e. ETL Run Request
- Open tickets in ITSM tool and assign to the appropriate group

RESPONSIBILITY MATRIX

The responsibilities of CenturyLink and Customer associated with the delivery of Services are set forth below. During the transition of Services, CenturyLink and Customer will agree on parameters to be monitored, associated thresholds, actions to be taken and reports to be produced. These parameters along with delivery processes and procedures will be documented in Customer's Service Operations Documentation.

Responsibility – Batch Job Operations	CenturyLink	Customer
Batch Processing		
• Exception Monitoring Midrange Applications	✓	
• Tier 1 Support - Analyze & Resolve issue	✓	
• Notify Tier 2 support	✓	
• Generate Incident ticket (Open & Close)	✓	
• Track SLA (Service Level Agreement)	✓	
• Implementation planning		✓
• Participate on Change Advisory Board Meetings		✓
• Review and approve Change Request		✓
• Create/Validate Operational Documentation/Processes		✓
• Create/Validate Technical Documentation/Processes	✓	
• Uptime reports	✓	
• Service Level reports	✓	
• Escalation of issues to management	✓	✓

EXCLUDED SERVICES

The following services are excluded from the Services provided by CenturyLink:

- Development Support
- L2 Support
- L3 Support
- Batch Job Instrumentation