



CENTURYLINK INFRASTRUCTURE & APPLICATION MANAGEMENT SERVICES SERVICE GUIDE FOR DISASTER RECOVERY SERVICES

This Service Guide (“SG”) sets forth a description of the Disaster Recovery 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

Services include the following functions performed by CenturyLink:

- Operations support
- Execution of Customer’s Technical Disaster Recovery Plan upon agreement by CenturyLink and Customer
- Technical Disaster Recovery Plan review and recommendation
- Annual Technical Disaster Recovery Test / Exercise (maximum 72 clock hours per test)
- Production Operations from the DR site in the event of a disaster or at the request of Customer

Invocation of a Disaster Recovery test or a declaration of an actual disaster will be the responsibility of Customer.
Note: Prior to Commencement of Services and after each update, CenturyLink will review the Customer Technical Disaster Recovery plan and will determine feasibility of implementation. If the plan is determined to be unfeasible, CenturyLink will provide suggested changes.

SERVICE OPERATIONS

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

- Installation, Configuration of Servers, Databases, Network Components, Backups etc.
- Performing activities to ensure a successful DR failover based on Customer DR Plan
- Performing activities to ensure a successful reversion to the original location & restoration of services to business as usual based on Customer’s DR Plan
- Ensuring DR plans are current
- Participation in DR exercises as directed by Customer
- Recommending improvements in Customer’s DR plan or execution to drive continuous improvement

RESPONSIBILITY MATRIX

The responsibilities of CenturyLink and Customer associated with the delivery of Services are set forth below. These parameters along with delivery processes and procedures will be documented in Customer’s Service Operations Documentation.

Responsibility – Disaster Recovery Services	CenturyLink	Customer
Providing management with a comprehensive understanding of the total effort required for recovery	✓	
Request disaster declaration		✓
Review and consider for approval disaster declaration		✓
Coordinate with vendors and suppliers in restoring, repairing, or replacing salvageable Equipment.	✓	
Facilitate effective co-ordination of recovery tasks	✓	

Responsibility – Disaster Recovery Services	CenturyLink	Customer
Restore operating systems, applications, and network Software from backup medium.	✓	
Test and verify applications and network.		✓
Modify the LAN and WAN configuration to meet the alternative site configuration.	✓	
Ensure that restoration occurs within the planned critical time frames – RTOs and RPOs	✓	
Create Disaster Recovery Plan		✓
Identify and document the reasons for disaster and find and document corresponding remedial action	✓	
Employee communications		✓
Restore Services at the original location	✓	