CENTURYLINK INFRASTRUCTURE & APPLICATION MANAGEMENT SERVICES
SERVICE GUIDE FOR END USER COMPUTING MANAGEMENT SERVICES

This Service Guide ("SG") sets forth a description of the End User Computing Management 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

When providing the Services, CenturyLink will maintain Customer's desktop services for Customer's employees ("Users"). The Services provided available to Customer include:

- Fulfilling service requests
- Maintaining Gold Image(s) that can be used to build/update individual desktops as needed
- Maintaining application package files that can be used to deploy Customer's desktop applications
- Timely distribution/installation of OS and Application patches.
- Remote installation of OS images and Application packages

The tools necessary to provide the Services are included in the base cost.

SERVICE OPERATIONS

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

- Build Gold OS Image(s) for:
  - Desktops
  - Laptops
- Update Gold OS Image(s) for:
  - Desktops
  - Laptops
- Distribute/Install Images
- Build installation-ready packages for Customer's Desktop Applications
- Distribute Desktop Applications
- Patch OS and Applications
- Update Anti-Virus Signatures

RESPONSIBILITY MATRIX

The responsibilities of CenturyLink and Customer associated with the delivery of Services are set forth below. This section defines additional Customer responsibilities associated with the delivery of the Service.

Responsibility	CenturyLink	Customer
Procurement of:		
• Hardware		✓
• OS Licenses		✓
• Application Licenses		✓