Lumen Service Guide

Lumen Internet On-Demand

Lumen Digital Services

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This Service Guide ("SG") sets forth a description of the Lumen Internet On-Demand ("IoD" or "Service"). This SG is subject to and incorporated into the Internet Services Schedule between the parties.

1. Internet On-Demand Service.

Lumen Internet On-Demand Service is a symmetrical Internet service providing access to the Lumen IP network and the global Internet. The Service is available for self-activation on Lumen Connect, which requires Customer to accept additional digital terms in order to access all applicable service activation, monitoring and management features. Internet On-Demand features may include: the ability to adjust bandwidth in real-time, the ability to make multiple logical connections over a single port, toggle VLAN tagging, and the ability to view and manage port status in Lumen Connect. When Customer orders Internet On-Demand using a Lumen approved Order, Service will automatically provision 24 hours (weekdays only) after the Service Commencement Date of the associated port. Customer may request a one-time delay of auto-provisioning for a period not to exceed fourteen (14) days. No additional delay requests will be permitted. Lumen will notify Customer when the port and logical connection are provisioned, at which time billing will commence. When Customer orders Service using a Lumen approved Order, Service will be configured using default values that may be changed in Lumen Connect at any time prior to Service provisioning. Lumen may assist with non-billing impacting configuration changes prior to Service provisioning. Service will not provision unless Customer has at least one active Fabric & On-Demand administrator permission in Lumen Connect.

2. Billing.

2.1 Hourly charges/metered 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 nearest minute 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 usage charges. Customer will be billed the hourly rate for the bandwidth level selected by Customer notwithstanding Customer's actual usage.

2.2 Term-based commitment.
Customer may elect to purchase Service under a term-commitment model and may select a monthly committed term ("Service Term"). For Term-based Service, Customer will select an initial Service Term and the associated committed bandwidth level. Customer will be billed monthly, and all charges will appear as MRCs. Customer may increase the bandwidth, if available, above the committed bandwidth level at any time. The bandwidth increase will be invoiced at an incremental hourly charge. The incremental hourly charge is calculated as the difference between the then-applicable hourly rate at time of bandwidth increase and the hourly rate of the committed bandwidth.

3. Disconnecting Internet On-Demand.

Customer may disconnect Internet On-Demand in Lumen Connect. If Customer disconnects Service purchased under a term-commitment prior to the conclusion of the Service Term, early termination charges will apply. If the service agreement or applicable service specific terms do not include cancellation or early termination charges and if Customer cancels or terminates Service for any reason other than Lumen's uncured default or if Lumen cancels or terminates for cause, then Customer will pay Lumen's standard cancellation or early termination liability charges in Lumen's standard Master Service Agreement.

4. Service Configuration.

i. **VLAN Tagging.** Customer may select whether a connection is tagged or untagged at initial configuration. If Customer creates a connection that is "untagged," then Customer will not be able to make additional connections over the same port. The untagged connection will be the only connection available for the designated whitelisted port. If Customer desires to make multiple connections over a port, then Customer must disconnect the "untagged" connection and create a new connection that is "tagged" with relevant VLAN information.
ii. **Off-Net IoD.** Access services delivered entirely over Lumen-owned and operated network facilities are considered "On-Net." Where necessary to reach a Customer location, Lumen may utilize facilities or services provided by third-party carriers for a portion of the connection, which are considered "Off-Net." For Off-Net connections, Customer will not be able to make multiple connections over the same physical port.
iii. **Lumen Defender.** IoD connections with Lumen Defender enabled are limited to a maximum bandwidth of 1 Gbps and are not eligible for bandwidth upgrades above 1 Gbps.

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