

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.

2. Pricing & 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 next whole hour, 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 NRCs. Customer will be billed the hourly rate for the bandwidth level selected by Customer notwithstanding Customer’s actual usage. For monthly billing, the beginning and end of each connection will be pro-rated and rounded up to the nearest full day.

Internet On-Demand features include:

- Adjust bandwidth in real-time.
- Ability to make multiple connections over a single port.
- View and manage port status in the Lumen Connect portal.
- Configure BGP routing protocols.
- Ability to toggle VLAN tagging.

3. Disconnecting Internet On-Demand.

Customer may disconnect Internet On-Demand in the Lumen Connect portal.

4. 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.