

# Lumen Service Guide

## Lumen Multi-Cloud Gateway

### Lumen Digital Services

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This Service Guide (“Service Guide”) sets forth a description of Multi-Cloud Gateway (“MCGW” or “Service”). This SG is subject to and incorporated into the MPLS VPN Service Schedule between the parties.

#### 1. Multi-Cloud Gateway.

Multi-Cloud Gateway Service is a layer 3 private IP virtual gateway routing service. Multi-Cloud Gateway Service enables traffic routing functionality on the Lumen network between various customer cloud environments, public and/or private. The Service is available for self-activation on Lumen Connect (or “Portal”), which requires Customer to accept additional digital terms in order to access all applicable service activation, monitoring and management features. In order to enable the Service, Customer must create a Multi-Cloud Gateway (“MCGW”) that will include a virtual routing instance, then create one or more Multi-Cloud Gateway Interfaces (“MCGW Interface” or “Interface”) where IP addressing will be maintained. Each virtual MCGW Interface will require an associated ethernet connection. Multi-Cloud Gateway is available in various bandwidth tiers, subject to availability. Available configuration options may vary depending on the specific Provider and location.

**2. Billing.** Billing for the Multi-Cloud Gateway is distinct from any Interface(s) or corresponding ethernet connections, which are billed separately. Customer will be notified of the respective billing commencement dates for each in the Portal. Service is provided at a fixed amount of bandwidth/capacity, as selected by Customer. Aggregate bandwidth is measured by calculating the total cumulative bandwidth consumed across all attached Interfaces and associated ethernet connections. Monthly charges will begin to accrue immediately after Customer receives notice in the Portal that the Service is provisioned and ready for use, with the beginning and end of each connection pro-rated and rounded up to the nearest full day. When Customer selects monthly billing, the first bill cycle will be billed as a NRC in arrears and subsequent bill cycles will be billed as a MRC in advance. Disconnects of any Service or individual component must be initiated by Customer. Hourly charges are calculated based on Coordinated Universal Time (UTC).

**2.1 MCGW Billing.** The MCGW is billed monthly. Once the MCGW is provisioned, Customer will be notified of provisioning success in the Portal, at which time billing for the MCGW will commence. Customer may provision additional Interface(s) once the MCGW provisioning is complete. Customer will be billed a monthly rate for the MCGW for the bandwidth tier selected by Customer notwithstanding Customer’s actual usage.

**2.2 Interface Billing.** Charges will begin to accrue immediately after Customer receives notice in the Portal that the Interface is provisioned with the associated ethernet connection and ready for use. Customer may select hourly or monthly billing for each Interface.

#### 3. Disconnecting Multi-Cloud Gateway.

Customer may disconnect Multi-Cloud Gateway or an individual Interface in the Lumen Connect portal.