

LUMEN DEFENDERSM ESSENTIALS AND PLUS POWERED BY BLACK LOTUS LABS[®] SERVICE SCHEDULE

1. General. “Lumen” means CenturyLink Communications, LLC d/b/a Lumen Technologies Group, and its affiliates that provide Services under this Service Schedule. The Service is governed by the Master Service Agreement or other agreement between Lumen and Customer, or, if none, Lumen’s standard Master Service Agreement located at <https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html> (“the “Agreement”) and, if Lumen Defender is ordered digitally, the applicable digital terms. Lumen may subcontract all or part of the Service but remains responsible to Customer. Capitalized terms not defined in this Service Schedule have the meanings in the Agreement. If there is a conflict, the order of priority is: (1) Service Schedule; (2) the Agreement; (3) the Service Guide; and (4) the Order(s). Services are subject to geographic and feature availability.

1.1 Additional General Terms. Service charges exclude, including any withholding taxes, which are Customer’s responsibility. “Withholding Tax” means any tax a payor must deduct from amounts due and remit to a tax authority. If any payment to Lumen is subject to Withholding Tax, Customer will gross up the payment so Lumen receives the same net amount it would have received absent the withholding.

2. Services.

Lumen Defender is a network threat detection and response service utilizing Black Lotus Labs technology to identify and block traffic from designated malicious host IP addresses (“Lumen Defender” or “Service”). Customer may use the Lumen Defender Portal to view blocked threats and manage the Service.

Lumen Defender is available in two Service Tiers, Lumen Defender “Essentials”, and Lumen Defender “Plus”. Lumen Defender is available for select Internet On-Demand (“IoD”) and Dedicated Internet Access (“DIA”) services (collectively, “Internet Services”), with availability determined by Lumen. Lumen Defender is specifically available for DIA. Features and options are described below and in the Service Guide. “Service Guide” (or “SG”) means the technical feature/functionality descriptions, and any related rights and restrictions for certain Services available at: <https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html>.

2.1 Service Level Agreement (“SLA” or “Service Levels”). Lumen Defender is provided without an SLA, and service credits do not apply.

3. Customer Responsibilities.

3.1 Pricing & Billing. Service pricing is determined by the selected Service Tier (Essentials or Plus) and the applicable Internet Service and is displayed on the Order, which means either (i) an Order as defined in the Agreement between Lumen and Customer, or (ii) a digital activation of the Service by Customer through Lumen’s digital platform.

For Lumen Defender associated with IoD, the pricing will be displayed as an hourly charge. Customer will be billed at the applicable hourly rate for each full or partial hour the Service is active, with billing rounded up to the next whole hour. Hourly charges will continue to accrue only while the Service remains active and will cease immediately upon disconnection of the Service.

When Customer orders Lumen Defender with DIA, the charges for Lumen Defender will be a monthly charge. Customer will be billed for each month the Service is active, beginning with the activation date. Billing will continue each month until the Service is disconnected. If the Service is disconnected at any time during a billing month, Customer will be responsible for the charges for the entire month; no proration will apply.

The one-time non-recurring charge (NRC) will be waived if Lumen Defender is added at the time a new IoD or DIA connection is activated. All other adds or changes, including adding Lumen Defender to a new or existing IoD service or Internet Services connection, are subject to the one-time NRC. Billing will commence and hourly charges will begin to accrue immediately after Customer receives notice that the Service is activated. Lumen Defender will be automatically disconnected if Customer disconnects the underlying Internet Service.

3.2 Portal Use. Customer will use portal access solely for use with the Service in accordance with this Service Schedule and the Agreement, and Customer will be responsible for any unauthorized access to or use thereof unless Customer can prove that access or use has not been caused by any culpable action or omission of Customer or attributable to Customer.

3.3 Resale Restriction. Notwithstanding anything to the contrary in the Agreement, Customer is prohibited from reselling any Services provided under this Service Schedule as a stand-alone service to a third party without the express written consent of Lumen.

4. Additional Terms, Service Limitations and Disclaimers.

4.1 Limitations. Customer acknowledges the Services endeavor to monitor and/or block security events, but all security events, may not be identified, monitored and/or blocked entirely, or rendered harmless. Customer further acknowledges that (i) it should consider security features as just one tool to be used as part of an overall security strategy and not a guarantee of security; and (ii) security features supplement Customer’s existing security and compliance frameworks, network security policies and security response procedures, the security features are otherwise provided “as-is”. LUMEN MAKES NO WARRANTY, GUARANTEE, OR REPRESENTATION, EXPRESS OR IMPLIED, THAT ALL SECURITY THREATS AND VULNERABILITIES WILL BE DETECTED, THAT THE PERFORMANCE OF THE SECURITY SERVICES WILL RENDER CUSTOMER’S SYSTEMS INVULNERABLE TO SECURITY BREACHES, AND/OR THAT

LUMEN'S PERFORMANCE OF SECURITY SERVICES WILL COMPLY WITH OR SATISFY ANY APPLICABLE GOVERNMENTAL OR INDUSTRY DATA SECURITY STANDARD.

4.2 Direct Damages. Except for the payment and indemnification obligations of Customer and subject to the Liability Limitations and Exclusions provision in the Agreement or similar waiver of consequential damages provision, the total aggregate liability of each party arising from or related to any security features provided by Lumen will not exceed the total MRCs, NRCs, and usage charges paid or payable to Lumen for the affected Services under this Service Schedule in the six months immediately preceding the first event giving rise to the cause of action ("Damage Cap").

4.3 Business Contact Information. Customer will provide Lumen the names and business contact details ("Business Contact Information") for its employees who have purchasing or other responsibilities relevant to Lumen's delivery of international Service (each, a "Business Contact"). Customer authorizes Lumen, and its affiliates and subcontractors, to use and transfer Business Contact Information to the United States to (a) provide the Service and (b) share information about Lumen products and services with Customer through the Business Contacts. Customer represents that the Business Contact Information is accurate and that each Business Contact has provided any required consent for these uses. Customer further represents that it collected, processed, and transferred the Business Contact Information in accordance with applicable law, including any required notices to the relevant data protection authority (an "Authority"). Customer will promptly notify Lumen of changes that affect Lumen's use of the Business Contact Information. Lumen will maintain appropriate technical and organizational security measures designed to protect Business Contact Information against loss, misuse, alteration, or unauthorized access or disclosure. Lumen will use Business Contact Information only for the purposes stated above. Lumen will designate a contact to respond to inquiries about its processing of Business Contact Information and will reasonably cooperate with Customer and any Authority on those inquiries.

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