

## Lumen Service Guide

# LUMEN SD-WAN AND MANAGED EQUIPMENT

Version: June 19, 2026

This Service Guide (“SG”) sets forth a description of Lumen SD-WAN and Managed Equipment Service (“SD-WAN”, “Managed Equipment” or “Service”). This SG is subject to and incorporated into the Lumen SD-WAN and Managed Equipment Service Schedule between the parties. Services may depend on location and type of connectivity purchased by Customer.

### 1. Service Description.

**1.1 SD-WAN (“SD-WAN”).** SD-WAN allows Customer to securely route traffic over its various network connections between Customer’s branch locations and to the internet based on configurations developed by Lumen and Customer. SD-WAN Devices provide firewall and SD-WAN options that meet industry standards. SD-WAN appliances may either be provided at Customer’s location or into a Customer provided cloud environment. SD-WAN Service utilizes software either deployed on a Lumen-provided customer premise equipment (“CPE”) appliance at Customer’s data center or branch location (“SD-WAN Device”), or into a Customer provided cloud environment (“Virtual SD-WAN”).

SD-WAN Service (“SD-WAN Service”) may be designated as “SD-WAN”, “SD-WAN Premium”, “Lumen SD-WAN with Cisco Meraki”, “SD-WAN Meraki”, “Lumen SD-WAN with Versa Networks” or “Hybrid-WAN Connectivity” in the Customer Order, pricing attachment, Order acceptance, service delivery, billing and related documents, and the associated Access Services as described in this Service Schedule (collectively, the “Services”). If Customer’s Order reflects the Service as SD-WAN Premium, Customer’s Service is Lumen SD-WAN with Versa Networks Service.

**1.2 Firewall (FW).** Firewall provides monitoring of Customer’s web and file transactions using a unified threat management (UTM) software installed by Lumen within a device or cloud instance. Firewall uses template-based firewall configurations to filter inbound and outbound traffic. The Firewall feature also gives Customer the ability to create security logs that provide reports of corporate web activity and malicious content blocked. Security logs are only retained for a limited period of time and Lumen has no obligation to store or provide log data to Customer. Firewall features may include, but are not limited to Intrusion Detection and Prevention (IDS/IPS); Application awareness and control; and URL content filtering.

**1.3 SD-WAN CPE.** Service utilizes software either deployed on a Lumen-provided customer premise equipment (“CPE”) appliance at Customer’s data center or branch location (“SD-WAN Device”), into a Lumen Edge Gateway Service, or into a Customer provided cloud environment (“Virtual SD-WAN”). The CPE is provided on a rental basis as (“Rental CPE”) or purchased by Customer for an NRC (“Purchased CPE”). Lumen or its supplier configures and ships the SD-WAN CPE to the Customer site. In some cases, repackaged or substitute CPE may be used. Lumen supports SD-WAN Service using diverse network controllers (collectively “Controller”) or diverse cloud infrastructure and a password-protected management portal (“Management Portal”).

**1.4 Lumen Procured Third Party Provided Broadband and Cellular Back-Up Service Descriptions.** In conjunction with SD-WAN, Customer may purchase Lumen procured broadband access service and/or cellular back-up access service (“Access Services”) if available. Broadband access service is an unsecure local internet broadband connection. Cellular back-up access service leverages third party cellular network connectivity and is established utilizing CPE (internal modem or an external enterprise-class cellular-to-Ethernet bridge) in a back-up only or failover situation. If Customer purchases Access Services, those services are subject to the terms of the applicable Service Schedule.

**1.5 Managed Equipment (“Managed Equipment”).** Managed Equipment provides CPE to connect to SD-WAN service. Managed Equipment Devices are secure, managed solutions for Wi-Fi, analytics, network switching, video surveillance, security, voice, and mobility management. Lumen offers the following categories of Managed Equipment Devices:

**(a) Wireless Access Points.** Wireless Access Points are devices available for indoor and outdoor use to provide Customer with private wireless LAN and/or guest Wi-Fi access.

**(b) Network Switches.** Network switches provide POE ports for multiple devices with multiple port options that will support Customer’s entire portfolio.

**(c) Security Cameras.** Security cameras allow for indoor and outdoor video monitoring with multiple mounting options.

**1.6 Managed Equipment CPE.** Service utilizes software either deployed on a Lumen-provided customer premise equipment (“CPE”) appliance at Customer’s data center or branch location (“Managed Equipment Device”). The CPE is provided on a rental basis as (“Rental CPE”).

### 2. Roles and Responsibilities for SD-WAN and Managed Equipment Services.

**2.1 Connectivity.** Network connectivity with internet or broadband service is required to utilize the Services. Customer may purchase Lumen provided connectivity or Customer may provide their own connectivity. If Customer elects to purchase Lumen provided connectivity, Customer understands that is contracted separately.

**2.2 Administration.** Lumen will manage and provide administration to all Services for the Customer. After the first administrator is created, Customer will be responsible for maintaining what Customer users have access to Services. For configuration consistency and accountability, all system administration and passwords will be managed by Customer.

**2.3 Reporting.** Reporting will be available and limited to what reporting functions are included in the Management Portal. Dashboard and reporting may vary based on the partner and the Services ordered.

**2.4 Updates.** Lumen or its vendors may periodically require the update of software, hardware, or other components of the Services to maintain the latest supported version of the partner services.

**2.5 Customer Responsibilities.** Customer is responsible for any tasks not designated as Lumen provided tasks in this Service Guide. Customer acknowledges and agrees that its failure to perform its obligations set forth in this Service Guide or elsewhere in the Agreement and Service Schedule may result in Lumen's inability to perform the Services and Lumen will not be liable for any failure to perform in the event of Customer's failure. Lumen assumes no responsibility whatsoever for any damage to, loss, corruption or destruction of, or unauthorized disclosure of any Customer's hardware, software, files, data, information or peripherals, including any damages or losses which may result from Customer's use of Service or Customer's errors or omissions as noted in this Service Guide.

**2.6 Network Topology or Physical Changes.** The Customer must notify Lumen in advance of any network topology or physical network changes that may affect the Service or the effectiveness of the agreed policies. Failure to notify Lumen of these changes may result in the inability for Lumen to perform its obligations.

## **2.7 Additional Requirements.**

**2.7.1** Neither Customer nor its representatives will attempt in any way to circumvent or otherwise interfere with any security precautions or measures of Lumen relating to the Service or any other Lumen equipment.

**2.7.2** Customer acknowledges and agrees that is solely responsible for ensuring all Customer-owned devices, software and hardware are updated to meet Lumen Services partner configurations.

**2.7.3** If any configuration, version, or component of the Service is identified as either unsupported or no longer available by a Lumen Services partner, then Lumen will notify Customer. Customer may be required to sign a new Service Order to ensure the impacted Services are updated or migrated to a supportable version. The new Service Order may require a new Service Term and/or a change in pricing. If Customer remains with the unsupported or unavailable Services, Customer acknowledges the Services are subject to all of the following conditions and/or requirements: (i) Customer's service will be provided on a best efforts basis and ineligible for any SLA credits; (ii) Lumen, in its reasonable discretion may elect to charge the Customer for any support or additional task/work incurred by Lumen resulting from the Customer's continued use of the unsupported configuration until Customer obtains the required and supported updates from Lumen or the partner. Customer's failure to do so may result in Lumen's inability to provide the Services and Lumen will have no liability therefrom.

**2.7.4** Customer consents to Lumen's and its affiliates or subcontractors' use and transfer to the United States, or other countries information (including Customer Contact information such as names, phone numbers, addresses and/or e-mail addresses) of the Customer for the sole purpose of: (i) fulfilling its obligations under this Agreement; and (ii) providing information to Customer about Lumen's products and services. Customer represents that it will ensure that all information provided to Lumen is accurate at all times and that any business contact has consented to Lumen's processing of such information for the purposes identified in this Service Guide.

## **3. Lumen SD-WAN and Managed Equipment Installation and Implementation.**

**3.1 Standard Implementation.** Standard Implementation includes (a) responsibility for roll-out schedule, installation management, and project communication; (b) standard configuration of each device in the Management Portal that can be replicated for all networks; and (c) shipment of all equipment to the end-customer site location based on the deployment schedule.

**3.2 Standard Installation.** Service will be installed by Lumen or Lumen provided contractors. Standard Installation will include onsite installation of equipment, test and activation, if Customer selects. Standard Installation also includes up to 300 ft. of cabling for each Wireless Access Point and Security Camera if required. Installation is only considered Standard Installation if: a) no lifts are required; (b) no firebreak penetrations are required; (c) customer provides heat maps and AP locations; (d) all ceilings are either drop or rafter constructed; and (e) all work is completed during normal business hours (8:00 AM to 5:00 PM) local time. As part of Standard Installation, a Lumen technician will be on Customer's premises for four hours. Customer may be responsible for completing any necessary work or for contracting a third party to do so. Customer agrees to allow Lumen access to Customer's premises at reasonable hours as necessary. Customer's authorized representative must be present during installation. If Customer misses a scheduled installation or tries to cancel a scheduled installation with less than one full business day prior notice, Customer will pay any charges assessed by Lumen for the missed appointment. Lumen reserves the right to cancel the applicable Service order if any scheduled installation has been cancelled, missed or rescheduled by Customer on two occasions. Customer is responsible for necessary preparations at its location(s)

for delivery and installation of equipment and the installation and ongoing provision of Service, including the relocation of Customer's equipment, furniture, and furnishings as necessary to access the equipment or Service. Upon request, Customer will provide Lumen with accurate site and physical network diagrams or maps of a service location, including electrical and other utility service maps. If Customer requests subsequent installation-related visits from Lumen, Customer will pay any additional charges associated with the additional work.

Includes Lumen On-Site Installation services as listed in the table below.

Activity	Task
On Site Installation (per location)	Unpack the CPE device and record the serial number.
	Place the device on Customer provided mounting location.
	Connect and power up the device.
	Connect the Customer's network to the appropriate WAN ports.
	Validate device connects to the vendor management infrastructure.

**3.3 Service Exclusions.** Activities not included as part of SD-WAN and/or Managed Equipment Services include, but are not limited to:

- Configuration, installation, or troubleshooting of Customer equipment to include, but not limited to: routers, switches, power equipment, access points, cameras, servers, desktops, mobile devices, printers, and any other equipment that is not part of the Service.
- Monitor and alerts of Customer end user client devices, such as desktops, laptops, and mobile devices.
- SOC services (Ex., Lumen will not resolve or recommend resolution strategies for security events.)
- Accessing or troubleshooting any **third-party** hardware, software, or network and circuits.
- For On-Site Installation, any additional wiring, cabling, installation or maintenance of racks or shelves, or any additional hardware such as bolts/screws or connectors that is not included in the On-Site Installation service. Installations with fiber connections include 3 meter fibers. Longer fibers lengths will need to be sourced by Customer.
- For On-Site Installation, troubleshooting or installing the wiring for connectivity to demarcation points unless separately ordered from Lumen and covered by the terms and condition of that Service.
- For On-Site Installation, lifts, firebreak penetrations, ceilings other than drop or rafter constructed.
- Optimizing or troubleshooting Customer applications that are not listed in the ordered Service.
- Installation or configuration changes that are results of site additions, deletions, re-locations or changes in Customer's network strategy or design requirements that deviate from the agreed upon design.
- Management and renewal of Customer security certificates (SSL certificates).

**3.4 Maintenance.** Service maintenance will be conducted remotely through the Management Portal when Lumen receives an alarm notification or when Customer notifies the Service operations center (877.453.8353). If Lumen determines a Device or Devices need to be replaced, the operations center will open a ticket through the Management Portal or contact the vendor directly to have a replacement Device shipped to the customer site if required in accordance with the return and replacement policy found at the vendor's website. Lumen will dispatch a technician for replacement installation if required. If Lumen conducts maintenance due to service deficiencies or interruptions caused by Customer, Lumen will charge a one-time NRC of \$150 per hour for that maintenance.

**3.5 Portal Access.** Customer will have access to the Management Portal for reporting analytics and full visibility to their network with the option to change their Service configuration. Lumen will be able to perform ongoing configuration changes, and monitoring. Requests for configuration changes must be submitted by calling the Service operations center. Lumen will exclusively maintain global administrative access to the Service at all times. Lumen will not be responsible for outages or security incidents that occur due to Customer changes or configuration.

The Management Portal also provides Customer with the following analytical information: (i) SD WAN Device status including health and reachability, (ii) network activity, (iii) network performance, (iv) SD-WAN Device location, (v) firmware summary, (vii) alarm summary, (viii) summary of recent events, (ix) application performance, (x) services in use, and (xi) policy violations.

**3.6 Additional Installation Services.** Additional installation services beyond the scope of the Standard Installation outlined above are subject to the fees listed in the Managed Security Services section of the Lumen Ancillary Fee Schedule found at [www.lumen.com/ancillary-fees](http://www.lumen.com/ancillary-fees).

**4. Lumen SD-WAN and Managed Equipment Management Options.**

**4.1 Administration and Management.** Lumen resources are available 24x7 for support. Lumen is not responsible for outages that occur due to Customer changes or configuration. Lumen or its supplier will maintain global administrative access to SD-WAN and Managed Equipment Services at all times and will maintain the root password for all functions. Lumen is not responsible for any services, systems, software, or equipment Customer uses with SD-WAN and Managed Equipment Services which are not provided by Lumen. Lumen will not debug problems on, or configure, any internal or external hosts or networks (examples include, but are not limited to the following: routers, DNS servers, mail servers, WWW servers, and FTP servers). If Customer utilizes Lumen management, Customer can submit up to 5 configuration changes per month per site. Lumen reserves the right to charge Customer \$275, or local currency equivalent,

for each configuration request over that amount. Lumen will not manage Customer’s cloud environment. See **Section 4.7.1** for specific tasks included with each management option.

**(a) Managed Equipment and SD-WAN with Meraki Networks.** Lumen will provide Customer with read-only access credentials. Co-management with read-write access is only available with Lumen approval.

**(b) SD-WAN with Versa Networks.** The SD-WAN with Versa Networks Service is offered as a managed or co-managed service. Lumen will provide Customer with access credentials to remotely manage the SD-WAN Service through the Management Portal. Within the Management Portal, Customer may make network configuration changes such as routing and security policies on an as needed basis. If Customer’s SD-WAN Service is deployed as Virtual SD-WAN, Lumen will not manage Customer’s cloud environment.

**4.2 Edge Gateway Service.** If Customer purchases Lumen SD-WAN with Versa Networks provided through Lumen’s Edge Gateway Services, Customer is subject to the Lumen Edge Gateway Services Service Schedule and the Lumen Edge Gateway Services Service Guide. The Service Guide terms are located at <https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html> and subject to change. Edge Gateway Services may also be called “Adaptive Virtual Services Premises- Lumen Edge Gateway” or “Adaptive Virtual Services Premises” on ordering, invoicing, or other documentation.

**4.3 Optional Security Upgrade.** Customer may order Security Upgrade at an additional charge. Security Upgrade provides a set of firewall, web filtering, and intrusion prevention.

**4.4 SD-WAN Service Additional Options.** The Lumen SD-WAN with Versa Networks network Controllers are hosted within Lumen facilities, but can also be deployed as private infrastructure in a customer provided environment for an additional charge. SD-WAN CPE may be upgraded at additional charge. Subject to availability, Customer may order additional SD-WAN CPE without active software license(s) for sparring purposes (“Spare CPE”) for an additional charge. Customer may order two SD-WAN Service packages at the same site to create a high-availability resilient network design (“High Availability Service”), where available.

Subject to availability, on-site installation and on-site maintenance may be ordered for the SD-WAN Device at an additional charge for each location. The on-site installation option will provide a Lumen technician at the customer premises to support the SD-WAN Device activation. The on-site maintenance option will provide a Lumen technician at the customer premises to support the replacement of an SD-WAN Device in the event of a device failure. If on-site installation or on-site maintenance are ordered, the technician will be on Customer’s premises for up to three (3) hours per SD-WAN Device. If Lumen determines that additional time is needed, Customer will be charged an additional \$250 per hour per technician plus any charges associated with additional materials.

**4.5 Pro-Managed** service option includes Lumen monitoring and management through the Management Portal that is required to support the Services. Pro-Managed service will also include design and implementation and management of the Service for the entire term. Pro-Managed service does not include security operations center (“SOC”) services. Customer is responsible for monitoring the security events or alerts generated by the Service and responding as it deems appropriate. Customer response could include refining its policies. If so, Lumen will implement Customer requested policy changes. Lumen will only monitor and respond to alarms listed in the Alarm Guide.

**4.5.1 Management.** Network management (“Management”) includes (a) 24x7x365 performance management by Lumen skilled operations engineers; (b) continuous network monitoring of Devices and Managed Devices and notification; (c) fault management and analysis to correct unusual operational behaviors; (d) patch management for all hardware and software and (e) on-site repair services including coordination with the vendor. If the Device or Managed Device is a WAN device, Lumen will also manage one network circuit associated with the WAN device.

**4.6 Service Support Service Summary.** The following table illustrates the tasks Lumen will perform.

**4.6.1 Service Support Roles and Responsibilities.**

Activity	Task
<b>Features / Administration</b>	Provide Customer access to all software and required licenses to support the SD-WAN and Managed Equipment Service(s) that have been ordered.
	Establish, manage, and monitor the Lumen SD-WAN and Managed Equipment Service(s) components to support the Services that have been ordered.
	Knowledgebase – documentation and tutorials made available in the Management Portal.
	Customer handbook – standard guidance from Lumen available in the Lumen SD-WAN and Managed Equipment Service(s) Management Portal.
	Lifecycle management – notification of end of sale/end of support.
<b>Design and Implementation</b>	Collect network assets information including WAN/LAN details and network topology in coordination with Customer technical detail engineer. Customer must schedule the activity with Lumen technical design team.
	Map network assets including WAN/LAN IP information to default configuration.
	Customize network profiles and policies for network profiles to include class of service, network address translation, and DHCP. Customer must provide guidance for Lumen engineer to configure in the Management Portal.

	Customize security profiles to support Customer's rule based security and internet policies for next generation firewall. Customer must provide guidance for Lumen engineer to configure in the Management Portal.
	Custom design site profile, creation of site specific or site type specific design profiles.
	Build configuration in Management Portal.
	Test, turn-up, activation per site – Customer must schedule activation for Lumen engineer to remotely support a service activation. Includes validation Managed Security and Managed Equipment Service(s) is online, deployment of site configurations, and final testing by the Customer.
	High availability configuration and activation per site – if ordered, Lumen will configure and support the activation of a high availability design to include a total of 2 CPE acting in a redundant pair.
	Documentation and knowledge transfer made available through the Management Portal.
	Standard project plan to include the product lifecycle for the standard service implementation.
	Access to Management Portals. Customer can access the Management Portals. By default Customer will receive read-only access for Pro-Managed service option. Customer can request read-write access as desired.
	Assist Customer with allocating SD-WAN and Managed Equipment Services to service locations in the Lumen SASE management portal.
<b>Monitoring and Alerts</b>	Monitor device status (Up/Down) – proactive monitoring of device software status for WAN/LAN.
	Support for configuring access to standard dashboards for health and availability status (up/down state) and service and links (logical interfaces) for: device, WAN.
<b>Incident Response</b>	Support for an unplanned interruption or reduction in quality to the SD-WAN and Managed Equipment. Includes troubleshooting, fault detection, isolation diagnosis for configuration, policy issues, network integration interoperability, portal visibility, service repair and product clarification issues. End user devices such as desktops, laptops, and mobile devices are not included.
	CPE break/fix (RMA) – warranty support for failed devices and processing the return material authorization (RMA) replacement requests with the support services team.
<b>Change Management</b>	Change management for Customer network and/or security profiles and policies – limited to 5 Customer level changes per month for Lumen Pro-Managed. Individual user devices configuration is not included.
	Configuration management – Restore of existing configuration. Support for restoration of latest running configuration.

## 5. Special Terms for Access Services.

**5.1** Lumen will use reasonable efforts to procure the Access Service type for each Customer site as identified in the Order; however, Lumen does not commit that any particular access service type or technology will be available at a Customer site.

**5.2** If the Access Service type specified in an Order is not available at a Customer site, Lumen will notify Customer and the Order for Access Services at that site (and only that site) will be cancelled (other Customer sites under the Order will not be affected). If the MRC or NRC must increase and/or additional construction costs may apply, Lumen will request Customer confirmation of such costs by e-mail, and such confirmation will be binding. If Customer does not provide confirmation within 10 business days, the Order for Access Services at that Customer site will be deemed cancelled.

**5.3** Lumen may begin billing Customer, and Customer will pay the Access Service MRCs, if and to the extent that: (i) the access has been installed; (ii) Lumen is incurring supplier charges; and (iii) completion of the installation cannot occur due to Customer delay, inaction, or failure to perform Customer obligations under this Service Schedule.

**5.4** To the extent Access Service suppliers may change the terms and conditions under which access is provided (including the right to terminate service and/or modify rates or charges), notwithstanding anything to the contrary in the Agreement, Lumen expressly reserves the right to make corresponding changes with Customer for such services. Lumen will provide Customer as much advance notice as is reasonable given the notice provided to Lumen by the supplier. If a supplier terminates service, Lumen and Customer will work together in good faith to agree upon and expediently procure another type of Access Service at that Customer site.

**5.5** Stated access speeds may not be achieved; actual speeds vary and are not guaranteed. Effective throughput may be affected by factors including, but not limited to, physical-layer line issues, encryption overhead, congestion in the public Internet, congestion in the supplier access network, TCP window fragmentation, application performance, server loads, and performance/latency from inefficient Internet routing paths.

**5.6** Modification or Termination of Access Services by Lumen. Lumen reserves the right to modify any features or functionality of the Access Services upon 90 days' prior notice to Customer. If such modification materially affects the features or functionality of these services, Customer's sole remedy is to cancel the affected cellular and/or broadband access service without termination liability, provided Customer notifies Lumen in writing within 60 days after Lumen's notice. In addition, Lumen may, by written notice, terminate the cellular and/or broadband access service at a site (before or after Service delivery) if Lumen determines the bandwidth and/or coverage is insufficient to support the service at that site. In that case, Lumen will notify Customer by e-mail, and Customer will not pay for the cancelled Access Service at that location.