

LUMEN SD-WAN AND MANAGED EQUIPMENT SERVICE SCHEDULE

1. General. “Lumen” means CenturyLink Communications, LLC d/b/a Lumen Technologies Group, or its affiliates that provide Services under this Service Schedule. The Service is subject to and governed by the Master Service Agreement or other agreement executed 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”). 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). Customer agrees to all applicable terms and conditions set forth by the manufacturer or publisher including any end-user license agreement, warranties, and return material authorization policies.

1.1 Additional General Terms. These additional terms apply only if they are not already included in your Agreement. Customer expressly agrees that Lumen may use third party suppliers to provide the Service, provided that Lumen remains responsible to Customer. If changes in applicable law, regulation, rule, or order materially affect delivery of Service, the parties will negotiate appropriate changes to this Service Schedule. If the parties cannot reach agreement within 30 days after Lumen’s notice requesting renegotiation, Lumen may, on a prospective basis after such 30-day period, pass any increased delivery cost on to Customer. If Lumen does so, Customer may terminate the affected Service on notice to Lumen delivered within 30 days of the cost increase taking effect.

All invoices will be issued to Customer and paid in the currency specified in the Order or Lumen-issued quote. Customer will pay invoices free of currency exchange costs or bank charges. Service charges exclude taxes, 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. 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. For Services provided outside the United States, Customer or its local affiliate may be required to enter into a separate local country addendum/agreement (as approved by local authorities) (“LCA”) with the respective Lumen affiliate that provides the local Service(s). Such Lumen affiliate will invoice Customer or its local affiliate for the respective local Service(s).

2. Services.

2.1 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, universal threat management, 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”).

2.2 Managed Equipment. Managed Equipment provides CPE to connect to an internet service which may be provided by Lumen or by Customer’s chosen provider. The Managed Equipment devices offered include Wireless Access Points, Network Switches, Security Cameras, and Cellular Devices. Descriptions of each of these devices can be found in the Service Guide.

2.3 Additional Service Description. SD-WAN and Managed Equipment Services provide monitoring and management of the devices in Customer’s network environment, including software deployed on a CPE appliance at Customer’s data center or branch location (“SD-WAN/Managed Equipment Device”). The CPE associated is provided on a rental basis as (“Rental CPE”) or may be purchased by the Customer (“Purchased CPE”). Lumen or its supplier configures and ships the Rental CPE to the Customer site. In some cases, repackaged or substitute Rental CPE may be used. Lumen or its supplier may configure and activate Purchased CPE in connection with the Service. Lumen supports Service using diverse cloud infrastructure and a password-protected vendor management portal (“Management Portal”). “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> which Lumen may update upon posting.

2.4 Manufacturer Terms. Services provided to Customer are subject to certain manufacturer terms and conditions, including, but not limited to, the applicable end user license or agreement and other general terms identified below (the “Manufacturer Terms”). Manufacturer Terms for certain Services may be viewed at the below URLs or successor URL as designated by the manufacturer. If Customer has purchased a Service for a manufacturer not listed below, Service will be subject to the applicable manufacturer terms and conditions located on manufacturer’s website. Customer understands that manufacturers may modify URLs or add additional URLs and agree that Services remain subject to the applicable terms and conditions from the manufacturer.

- **Cisco:** <https://www.cisco.com/site/us/en/about/legal/contract-experience/index.html>

2.5 Service Levels. Service is subject to the Lumen Service Level Agreement available at <https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html> and is subject to change. If Lumen changes the Lumen Service Level Agreement and the change is material and detrimental, Customer may request and receive the last version of the Service Level Agreement in effect before the change.

3. Customer Responsibilities.

3.1 Charges. Customer will pay the monthly recurring charges (“MRCs”), non-recurring charges (“NRCs”), and usage charges (related to Lumen-procured broadband access service and/or cellular back-up access service in conjunction with SD-WAN (“Access Services”), if any) set forth in the Order, Lumen-issued quote, or Order Form in accordance with the Agreement. Customer agrees to pay and/or

reimburse Lumen for its additional time for fees, costs and expenses resulting from Customer's failure to comply with this Service Schedule and/or Customer's request for changes in services, unless such change is due to an act or omission of Lumen. In the event that Customer terminates the Service prior to the end of the Service Term, Customer must provide Lumen with 60 days' advanced written notice and Customer will pay early termination liability as set forth in the Agreement. At the expiration of the Service Term, the Service will renew for consecutive 12-month periods at the existing rates, subject to change by Lumen on 30 days' written notice before the beginning of the renewal period.

Charges for certain Services are subject to (a) a property tax surcharge and (b) a cost recovery fee per month to reimburse Lumen for various governmental taxes and surcharges. Such charges are subject to change by Lumen and will be applied regardless of whether Customer has delivered a valid tax exemption certificate. For additional details on taxes and surcharges that are assessed, visit www.lumen.com/taxes.

3.2 SD-WAN Specific Responsibilities. Customer is responsible for providing design specifications, including authentication methods and user role information. Customer is solely responsible for all equipment and other facilities used with the Service which are not provided by Lumen. Customer will designate one primary and up to two additional Customer security contacts, and provide email and telephone contact details for each such contact (the "Customer Security Contacts"). Customer will ensure that Lumen is informed of any changes to the designation of, and contact details for, the Customer Security Contacts. Customer will ensure that at least one Customer Security Contact is available to be contacted by Lumen at any given time (24x7x365).

3.3 Unless Customer purchases on-site installation, Customer is responsible for installation of Service and integration into Customer's network. Customer will provide Lumen and its representatives access to Customer sites for installation and maintenance (if purchased) and removal of equipment and Services as scheduled, including obtaining all landlord approvals or letters of agency.

3.4 Installation. Customer will ensure Lumen and its representatives have access to Customer sites for installation and removal of equipment and Services as scheduled, including obtaining all landlord approvals or letters of agency. Customer will timely perform all inside wiring, outside plant, work, cabling, openings, connections, and/or building alterations and provide standard AC power to enable delivery of the Service and CPE. Customer must provide a safe place to work at its premises and comply with all laws and regulations regarding the working conditions at its premises. Customer may be responsible for supporting Lumen in access, troubleshooting, and configuration requests made in accordance with normal troubleshooting and repair support activities. Customer will provide Lumen with adequate space (e.g., an equipment closet) and appropriate access to Customer's designated locations. Lumen will provide instructions to Customer for use of the Service. Customer must provide all information and perform all actions reasonably requested by Lumen in order to facilitate installation of Service. Customer is responsible for providing end-user support.

3.5 Customer may not resell the Services and may use the Services only within Customer's sites. Lumen may provide Customer with guidelines for Customer's network minimum system requirements, compatibility, and other information necessary to use the Service or associated Access Service (for SD-WAN only). If Lumen determines that Service is not available at a particular location or if the Customer's environment does not meet the specifications needed to use the Service, Lumen has no obligation to provide Service at that location. Customer must provide Lumen with 30 days notice before any move or relocation Service. If Customer fails to so notify Lumen, Customer will not be entitled to any service level credits for any service deficiencies that occur as a result of the move or relocation of Service.

3.6 Customer represents and warrants that it will not use the Service or make the Service available to other parties to use in any circumstance that requires compliance with ITAR, FedRAMP, similar compliance standards or any other legal or contractual restrictions on non-United States access, transmission or support. Customer must have access to the public internet. If Customer adds non-Lumen transport with the Service at any site, Customer must ensure that the Customer provided transport is compatible with Lumen's existing networking infrastructure and equipment, including the CPE. Lumen is not responsible for any services, systems, software or equipment Customer uses with Service. 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).

3.7 Use Restrictions. Customer will not use Services: (i) for fraudulent, abusive, or unlawful purposes or in any other unauthorized or attempted unauthorized manner, including unauthorized or attempted unauthorized access to, or alteration, or abuse of, information; (ii) in any manner that causes interference with Lumen's or another's use of the Lumen-provided network or infrastructure. Customer will cooperate promptly with Lumen to prevent third parties from gaining unauthorized access to the Services, including via Customer's facilities, if applicable; or (iii) in violation of Lumen's Acceptable Use Policy. Customer will ensure that all Customer data stored, transmitted, or processed via the Service complies with applicable law and reasonable information security practices, including those involving encryption. Customer and its end users are the only parties authorized to access the Service. Customer and its end users are responsible for maintaining the confidentiality of passwords used by Customer and its end users and will ensure that all use of the Service complies with the Agreement and this Service Exhibit. Customer is responsible for unauthorized use of the Service.

If Customer orders Access Services with SD-WAN, Customer will not use the cellular access service other than in back-up capacity or in the permissible temporary use as Temporary Primary Transport for Lumen SD-WAN with Cisco Meraki Service. Any other use of the cellular access service in a primary or non-back-up manner will give Lumen the right to immediately suspend such service and Customer will be liable to Lumen for any overage fees that may be charged to Lumen for use of the cellular access service beyond a failover. Lumen is not responsible, however, for monitoring for such usage by Customer. Without limitation to Lumen's other remedies under the Agreement, Lumen reserves the right to charge, and Customer agrees to pay, for any misuse of cellular access services or its components, and/or for such usage in excess of Lumen's established data pool for Customer, separately at the rates then charged to Lumen by the third party cellular provider. Additionally, if Lumen provides Customer notice of such use of which Lumen becomes aware, Lumen may terminate the cellular access service within 10 days of such notice if such use does not cease.

3.8 Rental CPE Return or Replacement. Lumen will provide Customer with instructions on return of Rental CPE. Customer will either (i) deliver Rental CPE to Lumen or its supplier or (ii) provide Lumen or its supplier reasonable access to Customer's premises to retrieve the Rental CPE. Rental CPE must be in the same condition it was on delivery to Customer, normal wear and tear excepted. If the return instructions provided to Customer state that Customer must deliver Rental CPE to Lumen, Customer must give Lumen written notice of such return. If Rental CPE is not delivered to Lumen within 30 calendar days of termination, Customer will become owner of and bear all responsibility for the terminated or replaced Rental CPE and Lumen may invoice Customer the then-current value of the applicable Rental CPE model ("Replacement Cost"). If the return instructions provided to Customer state that Lumen or its supplier will retrieve the Rental CPE and Customer fails to provide Lumen with reasonable access to Customer's premises within ten (10) calendar days of termination, Lumen may continue to charge for the Service. Where Rental CPE is replaced due to loss or damage (for example, damage from accident, misuse, or abuse), Customer will pay: (i) the Replacement Cost for the damaged CPE, and (ii) a one-time charge to cover Lumen's cost to ship the new Rental CPE. If on-site maintenance is not available and Customer requires on-site assistance from Lumen to install the replacement CPE, an additional dispatch charge will apply. Lumen will quote the charges in advance, obtain Customer's approval, and invoice the charges within 60 days. Customer is responsible for any claim for reimbursement from its insurance carrier. Replacement CPE may or may not be the same model, but will provide equivalent functionality in either case.

3.9 Purchased CPE. All Purchased CPE sales are final. Ownership and all risk of loss will transfer to Customer upon delivery, except damage caused by Lumen, its agents or subcontractors. Lumen will invoice Customer for Purchased CPE when SD-WAN Service is installed. Until Customer pays Lumen in full, Customer (a) grants to Lumen a continuing security interest, including additions, replacements and proceeds; (b) authorizes Lumen to file a financing statement with or without Customer's signature, and (c) will not transfer Purchased CPE or change its name or organizational status except upon at least 30 days prior written notice to Lumen. During the initial Service Term for the SD-WAN Service, Purchased CPE is eligible for the Managed Device Replacement Service Level in the Lumen Service Level Agreement. After the initial term, Purchased CPE is not eligible for the Managed Device Replacement Service Level but Lumen will pass-through and assign to Customer all applicable warranties provided by the manufacturer of the applicable CPE. Lumen disclaims any liability for loss, damage or injury to any party as a result of any defects, latent or otherwise, in any Purchased CPE. Lumen is not: (a) a manufacturer of CPE; (b) a party to any agreement between Customer and a CPE manufacturer for services provided directly by the CPE manufacturer to Customer (e.g., maintenance and extended warranty services); and (c) bound by or liable for any representation, warranty, or promise made by a CPE manufacturer. Customer acknowledges that Lumen services are subject to export control and economic sanctions laws of the United States and other countries. Customer will not use services or move Purchased CPE to a location in a country subject to comprehensive economic sanctions. If Customer violates this section, Lumen may, upon written notice to Customer, immediately terminate the affected Lumen services without liability to Lumen.

3.10 Privacy/Data Protection. Customer acknowledges that the Service enables the collection, access, use, storage and sharing of Customer traffic, which may include personal information and usage data, and that Lumen and its underlying vendor may have access to such information in connection with providing and managing the Services. Customer authorizes Lumen and its underlying vendor to collect, access, use, store and share such information for purposes of providing the Services and as otherwise described in this Service Schedule and any applicable end user agreement. Customer is responsible for complying with all laws and regulations in connection with its use of the Service, including, but not limited to: (a) all privacy and data protection laws and regulations, including those applicable to personally identifiable information, Customer traffic, or other sensitive information collected, stored, accessed, processed, or transmitted by Customer or its end users and those relating to the encryption of data; and (b) providing notice to, and obtaining any necessary consents from employees, end users, contractors, or other users that the Customer traffic and their content or personal information may be transferred internationally and accessed, collected, processed and stored by Lumen or its underlying vendor in accordance with this Service Schedule and any applicable end user agreement.

In addition, Customer consents to Lumen's processing and use of Customer traffic and personal information solely in connection with its performance of the Services, including any applicable monitoring. Customer is solely responsible for properly configuring and using the Service and taking its own steps to maintain appropriate security, protection and backup (if applicable) of any information, data or content, which may include the use of encryption technology to protect such information, data or content from unauthorized access or use while in transit and at rest. Given that Customer can provision and configure the Services and the Customer environment in ways that may reduce its security, notwithstanding anything else to the contrary in the Agreement, Customer acknowledges that it and not Lumen will be responsible for whether the Services and Customer environment are configured in a secure manner.

3.11 Data Compilation. Customer authorizes Lumen or its underlying vendor to use inspection and monitoring methods to collect, gather and compile security event log and similar operational data to look at trends, real or potential threats, and to provide and improve Service. Lumen may compile or otherwise combine this security event log data with similar data of other customers so long as such data is compiled, combined and/or anonymized in a manner that will not in any way reveal the data as being attributable to Customer. Aggregated data may be used to market and communicate to customers or shared to assist in mitigating suspected cyber security incidences. Customer specific event log data will not be shared without Customer's consent unless otherwise required by law. Lumen may retain event log data for as long as necessary or useful for its uses consistent with this Service Schedule. Lumen has no obligation to provide log data to Customer.

3.12 Customer's Security Policies. Customer is responsible for Customer's own network security policy and security response procedures. Customer acknowledges that Lumen will implement security policies as reasonably directed by the Customer and, accordingly, that Customer maintains overall responsibility for maintaining the security of Customer's network and computer systems. Lumen makes no guarantee that the Services under this Service Schedule will be invulnerable to malicious code, deleterious routines, and other techniques and tools employed by computer "hackers" and other third parties to create security exposures. LUMEN MAKES NO WARRANTY, EXPRESS OR IMPLIED, THAT SECURITY THREATS AND VULNERABILITIES WILL BE DETECTED THAT CONTENT WILL BE BLOCKED OR ALLOWED IN ACCORDANCE WITH CUSTOMER'S POLICIES OR THAT THE SERVICES WILL RENDER CUSTOMER'S NETWORK AND COMPUTER SYSTEMS SAFE FROM INTRUSIONS AND OTHER SECURITY BREACHES. LUMEN MAKES NO WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED. If any equipment or software not provided by

Lumen impairs Customer's use of any Service, Customer will nonetheless be liable for payment for all Services provided by Lumen. Furthermore, Customer understands and agrees that as a consequence of the operation of the service, Lumen makes no warranty, guarantee, or representation, express or implied, that all legitimate communications will be received by Customer. Customer will ensure that its systems and networks will have up-to-date security controls and patches and that its systems and networks that connect with those included with Service, or that use common network features, have appropriate security controls. Customer agrees to notify Lumen in advance of any network changes or activities that could impact Service or reasonably interfere with the monitoring of the Service, such as planned outages, configuration changes, maintenance, or systems changes.

3.13 Ownership. For the Service, no license is conveyed nor is any right, title, or interest in any intellectual property or other proprietary right transferred to Customer. Lumen's intellectual property and proprietary rights include any skills, know-how, modifications or other enhancements developed or acquired in the course of configuring, providing, or managing the Service. Each party agrees that it will not, directly or indirectly, reverse engineer, disassemble, decompile, reproduce, or otherwise attempt to derive source code, trade secrets, or other intellectual property from any information, material, software, or technology of the other party, its licensors, or suppliers. The software and all copyrights, patent rights, and all intellectual property rights related thereto are the sole and exclusive property of Lumen or its licensors. Customer is hereby provided a non-exclusive, limited, non-transferrable, personal, revocable (at Lumen's sole discretion), non-sublicenseable, non-assignable right to access and/or use the software solely in association with the Service; provided, however, Customer will not remove any disclaimers, copyright attribution statements or the like from the software and any breach of the foregoing will automatically result in termination of any license granted in this Service Schedule. Export restrictions must be followed for encryption technology. End user licenses cannot be transferred. Customer has the right to use the software until the expiration or termination of the applicable Service Term.

Rental CPE is the personal property of Lumen or its supplier. Notwithstanding that, the Rental CPE, or any part thereof, may be affixed or attached to Customer's real property or any improvements thereon. Customer has no right or interest to the Rental CPE other than as provided in this Service Schedule and will hold the CPE subject and subordinate to the rights of Lumen or its supplier. Customer will: (a) not attempt to sell, transfer, or otherwise dispose of Rental CPE, (b) at its own expense, keep the Rental CPE free and clear of any claims, liens, and encumbrances of any kind; (c) at all times, keep the Rental CPE at the Customer's site(s) and reasonable free from movement, external vibration or collision; (d) not to cause the Rental CPE to be repaired, serviced or otherwise attended to except by an authorized representative of Lumen or its supplier; and (e) make no alterations or affix any additions or attachments to the Rental CPE, except as approved by Lumen in writing.

Customer will not remove, alter, or destroy any words or labels on the Rental CPE and will allow Lumen or its supplier to inspect the Rental CPE at any time. Customer must use not less than a reasonable standard of care to store and protect Rental CPE and will be responsible for providing a safe and secure environment for the equipment in accordance with Lumen's specifications. Customer agrees to: (i) not alter or disconnect Rental CPE and (ii) notify Lumen as soon as Customer is aware of any circumstances that may adversely affect the Rental CPE or its operation. As between Lumen and Customer, Customer will bear the entire risk of loss, theft, casualty, destruction, or damage to the Rental CPE following delivery from any cause whatsoever (collectively, "Loss"), until returned to Lumen or its supplier. Customer will defend Lumen, its affiliates, and suppliers for any such Loss, including settlement costs. Customer agrees to advise Lumen in writing within five business days of any such Loss. In no event will such Loss relieve Customer of the obligation to pay Lumen any amounts due under this Service Schedule. All CPE is subject to the terms and conditions set forth in the manufacturer's or publisher's warranty or end-user license.

3.14 Insurance. Without limiting the liabilities or defense obligations of Customer, Customer will, at its own cost and expense, maintain during the term of this Agreement, such insurance as required under this Service Schedule. The insurance coverage will be from a company, or companies, with an A.M. Best's rating of A-VII and authorized to do business in each state or country where Rental CPE is located. Customer may obtain all insurance limits through any combination of primary and excess or umbrella liability insurance. If local and/or regional laws stipulate higher values than those defined in this Service Schedule, then Customer must comply with the applicable higher value as required by law.

- (a) Commercial General Liability with limits not less than \$1,000,000 (USD) or local currency equivalent per occurrence and aggregate.
- (b) "All-Risk" property insurance on a replacement cost basis in an amount sufficient to cover the Rental CPE, including Lumen or a third party provider designated by Lumen, as loss payee as their interests may appear.

Lumen, its affiliates, subsidiaries, and parent, as well as the officers, directors, employees, and agents of all such entities will be included as additional insureds on the Commercial General Liability policy. Policies will be primary and not contributory to insurance which may be maintained by Lumen, subject to any and all defense provisions of this Agreement. Prior to commencement of work under this Agreement, Customer will make available to Lumen evidence of the insurance required in this Service Schedule.

3.15 Residential Use. Subject to Lumen prior approval, SD-WAN Service may be deployed at an end user's residential address ("Residential Use"). Customer understands that such Residential Use is an extension of Customer's SD-WAN Service and Customer is still responsible for compliance with the terms of this Service Schedule and the Agreement. Customer acknowledges and agrees that even if Service utilizes the end user's residential internet connection, the Service is solely intended to enable remote connections between Customer corporate networks and Customer-authorized, work-related devices. Customer further acknowledges and agrees that improper installation by its end users of personal devices to the Service could potentially result in exposure of personal material, content, or traffic for such personal devices to Customer, Lumen and its underlying vendors in the course of configuring, providing and supporting the Service. Notwithstanding anything else in the Agreement to the contrary, Customer will: (i) provide all required and appropriate disclosures to its users of the Service and obtain all required and appropriate voluntary and fully informed consents; (ii) clearly and effectively communicate to its users that the Service is only intended for remote working purposes, only authorized, work related devices may be

connected to the Service, and the risks associated with the connection of any personal device to the Service; (iii) in the event Customer discovers that a personal or any other unauthorized, non-work related device has accessed the Service, take immediate steps to suspend or disable such access or device and not use such access to view, monitor, collect, or store any content, data, or usage from such device; and (iv) implement and maintain appropriate access controls to its corporate network such that only authorized employees and contractors with current login credentials may access the Service using only authorized devices. Customer agrees to defend Lumen from and against any claims, costs, damages, or liabilities, including settlement costs, arising from or relating to Customer's breach of an obligation in this Section.

4. Additional Terms, Service Limitations and Disclaimers.

4.1 Disclaimer. Neither Lumen or its subcontractors will be liable for any damages or liabilities however classified including third party claims which Customer or third parties may incur as a result of: (i) non-compliance with any standards which apply to Customer; and/or (ii) reliance upon (or implementation of recommendations from) results or reports related to the Services; or (iii) loss or corruption of data or information transmitted through the Service. Notwithstanding anything to the contrary in any Agreement, Lumen provides no indemnities or warranties on the Services.

4.2 Direct Damages. Except for the payment and defense obligations of Customer under this Service Schedule, and notwithstanding anything to the contrary in the Agreement, the total aggregate liability of each party arising from or related to this Service Schedule 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"). With respect to any Service provided to Customer under this Service Schedule that is provided for Customer's convenience at no charge, Lumen will not be responsible or liable for any damages whatsoever and Customer's sole liability as it is related to Services provided at no charge is to terminate the affected Service.

4.4 CPNI. Lumen is required by law to treat CPNI confidentially. Customer agrees that Lumen may share CPNI within its business operations (e.g., wireless, local, long distance, and broadband services divisions), and with businesses acting on Lumen's behalf, to determine if Customer could benefit from the wide variety of Lumen products and services, and in its marketing and sales activities. Customer may withdraw its authorization at any time by informing Lumen in writing. Customer's decision regarding Lumen's use of CPNI will not affect the quality of service Lumen provides Customer. "CPNI" means Customer Proprietary Network Information, which includes confidential account, usage, and billing-related information about the quantity, technical configuration, type, destination, location, and amount of use of a customer's telecommunications services. CPNI reflects the telecommunications products, services, and features that a customer subscribes to and the usage of such services, including call detail information appearing in a bill. CPNI does not include a customer's name, address, or telephone number.

4.5 Service Notices. Requests for disconnection of Service (other than for default) must be submitted to Lumen according to Lumen's Disconnect Policy at <https://www.lumen.com/help/en-us/disconnects.html> and will be effective 30 days after receipt. Notices of non-renewal for Services must be sent via e mail to: Lumen, Attn.: Lumen No Renew, e-mail: Norenew@Lumen.com. Notices for billing inquiries/disputes or requests for Service Level credits must be submitted to Lumen via Customer's portal at <https://www.Lumen.com/business/login/> or via Email at: Care.Inquiry@Lumen.com. All other routine operational notices will be provided by Customer to its Lumen sales representative.

4.6 E-Mail Notification/Updates. Customer agrees that Lumen may contact Customer via e-mail at the e-mail address provided to Lumen when Customer ordered the Service for any reason relating to the Service. Customer further agrees to provide Lumen with any change to its e-mail address.

Version: June 19, 2026