

CONTENT DELIVERY NETWORK SERVICE SCHEDULE

1. General. This Service Schedule is applicable where Customer orders CDN Delivery Service ("Delivery Service"), CDN Mesh Delivery Service ("Mesh Service"), CDN Edge Compute Service ("Edge Compute"), CDN Orchestrator Service ("Orchestrator Service"), Intelligent Traffic Management Service ("ITM Service"), Object Storage Service ("Object Storage Service"), or Origin Storage Service ("File Storage Service"). Each of the Services may be referred to as "CDN Service(s)" or collectively as "Services" and may be provided by CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities ("Lumen"). Capitalized terms used in this Service Schedule but not otherwise defined will have their respective meanings set forth in the Agreement (the "Agreement"). If a conflict exists among the provisions of the Service Attachments, the order of priority will be the Service Schedule and then the Agreement. Certain Services are subject to geographic and/or feature availability and/or may require additional terms.

1.1 Additional General Terms.

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 CDN Services may include the Services described in this section and certain key features and add-on Services as more fully described in the Order or Service Guide. Any other features or functionality, including add-on features or Services in an Order or that are self service via the Portal, not described or referenced in this Service Schedule will be provisioned under the Agreement pursuant to Lumen's then-current Service Schedule applicable to such features or functionality, copies of which are available upon request.

2.2 Delivery Service means an online service that enables the distribution of electronic files and media streams over the internet to end-users across the globe via Lumen's global network of CDN servers.

2.3 Storage Services: Both types of Storage Services features enable Customers to upload, store, and manage electronic files onto a storage platform for the purpose of delivering the stored content over the internet utilizing CDN Delivery Service or a third party CDN delivery service.

a. CDN Object Storage is an online object based multi-tenant storage platform that stores electronic collateral into a cloud platform, under an object ID. For each data storage request, a single copy of the data object will be stored in a single data center within the selected Region. The object storage platform has a minimum 30 days of storage and 128 KB minimum object size.

b. CDN File Storage (may also be referred to as CDN Origin Storage) is an online file based multi-tenant storage platform that stores electronic collateral onto a hard drive, in specific directories, under assigned folders or directories, and filenames.

2.4 Mesh Service means an online service that enables Customer to distribute electronic files and media streams over the internet or within a secured private network, to end-users via the Delivery Service or through client devices and end users' devices. This Service extends content delivery by enlisting end users' devices as nodes in a content delivery mesh network. Customer acknowledges and agrees that performance of the Mesh Service may be affected by the applicable end users' devices and network service plan. By using this Service, Customer will include in its website terms and conditions language substantially similar to the following to ensure consent from end users to use distributed delivery technologies: [Platform] uses multiple caching and data delivery technologies for the purpose of facilitating content distribution and enhancing performance for end users. You grant [Platform] the right to allow the [Platform] Service to make use of the processing capabilities, memory and bandwidth on your computer or other relevant device for the limited purpose of facilitating the transmission of content and other data or features to you and from your device directly to the devices of other users of the site, and to facilitate the operation of the network on which the [Platform] Service runs. You are solely responsible for any telecommunication or other connectivity charges incurred using the [Platform].

2.5 Orchestrator Service and ITM Service enables Customer, via an online management Service, to manage content deliveries and enforce customized load balancing rules across Lumen's and third-party global content delivery networks and through configurable rules.

2.6 Edge Compute Service (also referred to as CDN Edge Compute) is a solution providing a scalable, global environment of Docker containers, which are logical partitions of software environments that enable Customers to run distributed software applications (e.g. development, testing on common cloud computing virtual machines). In addition, and via CDN Edge Compute, Customer has access to a Software Marketplace made available by Lumen and its vendor that offers Customer optional, self-managed software that may be deployed on Customer's Docker container.

2.7 Service Levels Agreements ("SLAs" or "Service Levels"). The Service Levels are not available until after the Service Commencement Date except in the case of a trial Order where the SLA will not apply during the term of the trial. Whether a Service issue constitutes a Service Level outage or failure for Service credit purposes will be determined by Lumen as supported by records, trouble tickets, data and other evidence, including through the use of third party monitoring tools. Service credits are only available against the actual charges invoiced to Customer for the affected Service, whether MRC, usage based or otherwise. The actual time of an outage or failure is measured from the time Customer reports the affected Service is unavailable until the time the affected Service is restored and available; provided that a Service Level will not be deemed to apply nor will Customer be eligible for a Service Credit for outages, interruptions or failures due to Excused Outages and periods of permitted Suspension.

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2.7.1 Delivery and Mesh Services. Service Levels are monitored through third party or Lumen test-agents distributed globally across the Lumen content delivery network. Each test-agent takes sample measurements every fifteen (15) minutes to calculate SLA's.

(a) Availability SLA. The applicable Service is determined to be “unavailable” when test-agents by Region report a “request time-out”, “connection refusal”, “receive time-out” or other similar error message (collectively, “Unavailable” or “Unavailability”). The Availability SLA is calculated based on cumulative Unavailability of an affected Service within a Region for a given calendar month. If Lumen fails to meet the Availability SLA in a calendar month for the Region selected by Customer in the applicable Order, Customer will be entitled to a Service credit calculated by using the applicable credit due percentage in the table below.

For North America (NA) Region or European (EU) Region

Availability SLA	Availability	Credit (% of actual charges in month subject to the claim for credit)
99.99%	95% – 99.989%	15%
	90% – 94.9%	25%
	89.9% and below	3% credit for each 1% of Unavailability

For Middle East & Africa (MEAF), Latin America (LATAM), Asia Pacific (APAC) and Global (excluding delivery into China and India for which no Service Levels apply)

Availability SLA	Availability	Credit (% of actual charges in month subject to the claim for credit)
99%	95% – 98.9%	15%
	90% – 94.9%	25%
	89.9% and below	3% credit for each 1% of Unavailability

(b) Chronic Outage. Customer may elect to terminate without termination liability the affected Service for the Region selected by Customer in the Order if the Availability SLA within a calendar month is 60% or less. Customer must exercise its right to terminate the affected Service, in writing per the notice section of the Agreement, within thirty (30) days after the end of the calendar month in which the event giving rise to a right of termination occurs.

2.7.2 Storage Services. Lumen measures Customer's ability to access the Storage Services to upload, store, view and/or delete the objects and files stored within Customer's designated instances which reside on the applicable Storage Service platform. The Storage Availability SLA provides that Storage Services will be available to Customer 99.99% of the time during the given calendar month. If Lumen does not meet the Storage Availability SLA percentages in the table below, Customer will be entitled to the corresponding Service credit. Availability, expressed as a percentage, is calculated as one (1) minus, the total number of minutes in the given month minus the total number of minutes of downtime in that month, divided by the total number of minutes the given month.

Availability SLA	Credit (% of MRC in month subject to the claim for credit)
99.5 – 99.99 %	3%
99.0 – 99.5 %	5%
<99.00%	10%

2.7.3 Edge Compute Service Level. Edge Compute Availability SLA means the (Expected Available Time minus the “Edge Compute Outage” time) divided by the Expected Available Time and multiplied by 100. "Edge Compute Outage" means a period of time in a calendar month the Edge Compute Services were not available to deliver content to the Internet for 2 or more consecutive 2-minute periods. The Software Marketplace is not considered part of Edge Compute for purposes of this Service Level. “Expected Available Time” means the total minutes in a calendar month minus any Regular Scheduled Maintenance, upgrades or planned downtime. If the Edge Compute Availability SLA is not met in a given calendar month, Customer will be entitled to a Service credit in accordance with the table below:

Edge Compute Availability	Credit (% of actual charges in calendar month subject to the claim for credit)
> 99.95%	0%

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99.0% to 99.95%	5%
98.0% to 98.99%	10%
95.0% to 97.99%	25%
< 95%	50%

An Edge Compute Outage will not be deemed to have occurred due to: (i) Failure or errors with the Customer's hardware, network, or website code; (ii) DNS issues beyond Lumen or its vendors' direct control; or (iii) Failure to report an Edge Compute Outage to designated support.

2.7.4 ITM and Orchestrator Service SLA.

(a) Service Availability. The Availability SLA provides that the ITM and Orchestrator Services will respond to queries its resolution authority 99.999% of the time during any given calendar month. If Lumen does not meet this SLA, Customer will be entitled to a Service credit equal to either (i) charges for one (1) day of the allocated MRC or commit where a commit applies, or (ii) the average daily charge in a calendar month for usage based services.

(b) Administrative Portal Availability. The Availability SLA for ITM and Orchestrator Services provides that Customer's access to the ITM and/or Orchestrator Service Portal will be available 99.99% of the time during any given calendar month. If Lumen does not meet this Availability SLA, Customer will be entitled to a Service credit equal to either (i) charges for one (1) day of the allocated MRC or commit where a commit applies, or (ii) the average daily charge in a calendar month for usage based services.

(c) Chronic Outage. Customer may elect to terminate affected ITM or Orchestrator Service without termination liability if ITM or Orchestrator Service does not respond to queries for appropriately provisioned service under its authority for 30 consecutive minutes or more on three (3) or more separate occasions during any calendar month. Customer must exercise its right to terminate the affected Service, in writing per the notice section of the Agreement, within thirty (30) days after the end of the calendar month in which the event giving rise to a right of termination occurs.

2.7.5 General Terms for all Service Levels.

2.7.5.1 Limitations. The aggregate credits in any calendar month will not to exceed 100% of the actual amount billed for the affected Services in the month in which the right to a Service credit has occurred. If a single issue triggers more than one SLA, Customer will be entitled to receive the higher of the two credits. Service Levels are not valid for Customers with geographic restrictions on content delivery or in months in which a Disproportionate Peak occurs. Customer will not be entitled to Service credits under multiple SLA's for a single event. Regions notwithstanding, Lumen reserves the right to deliver content from anywhere on its content delivery network. The credits and any other remedies specified in this Section 2.7 are the sole and exclusive remedies of Customer for any interruptions or delays or other Service-related issues under this Service Schedule.

2.7.5.2 Lumen continually makes improvements to the Service and reserves the right to make any updates, error corrections, bug fixes, and other modifications to any software, equipment or hardware utilized by Lumen to provide the Services, at any time upon notice. Lumen will use reasonable efforts to make modifications during the Regularly Scheduled Maintenance.

2.7.5.3 To be eligible for Service credits, Customer must be current in its obligations, and Customer must contact Lumen Billing Inquiries via the contact information provided on the invoice, open a ticket in the Portal or contact its account manager to report any service issues within 30 calendar days after the Service issue. Credits will not apply to any custom service. Cumulative credits in any one month must exceed \$100.00, or the local currency equivalent, to be processed.

3. Customer Responsibilities. Lumen will not be liable for any failure to perform due to Customer's failure to fulfill its responsibilities and requirements.

3.1 Charges.

3.1.1 Charge Components. Charges on the Order remain in effect during the Service Term. Charges are either tiered (i.e. based on pricing by each tier the total level of usage has fulfilled); or achievement (i.e. total usage by Region pricing at the highest tier achieved) as selected by the Customer on the Order. Charges may consist of all or some of the following: (a) a non-recurring installation charge per port; (b) a monthly recurring charge; (c) monthly usage based charges; (d) minimum revenue or data commits or associated uncommitted usage; and (e) expedite fees. The manner of monthly billing available by Service will be designated by Customer in the Order and may consist of the following: (a) Actual Usage; (b) 95th Percentile; (c) Client Usage; and/or (d) Container Usage.

Charges for certain Services are subject to (a) a property tax surcharge (or substantially similar local equivalent); 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

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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.

3.1.2 Customers may purchase certain optional Edge Compute Services or features within the Software Marketplace or the Portal. Pricing for self-service is detailed in the Portal and is invoiced in accordance with this Section 3. All Services purchased via self-service are governed by this Service Schedule.

3.1.3 Revenue Commitment; Termination.

(A) Where any Order includes a revenue commitment, Lumen will invoice based on an uncommitted usage plan or a monthly minimum revenue commitment. Monthly recurring charges are based on both the revenue commitment and actual usage charges. To the extent actual usage in a month exceeds the revenue commitment, Customer will pay the revenue commitment plus the actual usage.

(B) The balance of any applicable minimum revenue commitment through the remainder of the Service Term is due and payable upon termination for convenience or termination by Lumen for default. Prepaid annual software licenses are not pro-rated or refundable for any reason.

3.2 Customer Information. Customer must provide and maintain an English-speaking point of contact with current, complete and accurate contact information reachable 24/7 and should be authorized to make or direct changes to the Customer's Service, as applicable.

3.3 Customer must provide Lumen with at least five business days advance notice of any network topology or system changes that may affect the Service. For changes that are Service or price impacting, changes must be agreed in a new Order before the change will go into effect.

3.4 Lumen may utilize a vendor and/or subcontract any or all Services to be performed under this Service Schedule. Customer must cooperate with Lumen and Lumen's vendors or subcontractors in coordinating setup of the Service.

3.5 Portal Use. Customer is responsible for maintaining the confidentiality of and protecting access to all usernames and passwords it creates or assigns (collectively, "Credentials") and is solely responsible for all activities that occur under the Credentials, including access to content. Customer agrees to notify Lumen promptly of any actual or suspected unauthorized use of any Credentials. Lumen reserves the right to terminate upon notice any Credentials that Lumen reasonably determines may have been accessed or used by an unauthorized third party. For added security, Lumen recommends two-factor authentication in conjunction with all Credentials.

3.6 Customer acknowledges that all third party components of the Service are subject to the applicable vendor's decision to (i) not continue to provide or renew its services and/or products with Lumen and/or (ii) modify or end of life a Service, feature or related component(s). If any of the foregoing occurs, Lumen will use commercially reasonable efforts to migrate Customer to another comparable Lumen service at any time. Migration will occur without regard to Customer's current term. Customer's failure to cooperate or reasonably agree to a transition plan may result in Service degradation or failure or Lumen's inability to provide the Services and Lumen will have no liability therefrom.

3.7 If utilizing an Application Program Interface (API), Customer agrees to use the most current version of an API and API terms and conditions, as applicable. Customer acknowledges that it may not be able to access the Services utilizing prior versions of APIs.

4. Additional Limitations and Disclaimers.

4.1. Intellectual Property; Customer Content; HIPAA.

4.1.1 Subject to mandatory statutory rights, each party agrees that it will not, directly or indirectly, reverse engineer, access software of the other party, or otherwise attempt to derive source code, trade secrets or other intellectual property relating to the Service from the other party. Customer warrants that it owns and will own all right, title and interest in the content or possesses or will possess all legally valid rights in the content necessary for the use of content as contemplated by this Schedule and notwithstanding anything to the contrary in the Agreement, Customer grants Lumen a limited, non-exclusive, world-wide royalty free license to any data or content provided by Customer in using the Service solely and exclusively for the purpose of and to the extent necessary to provide the Service.

4.1.2 Customer acknowledges the CDN Edge Compute environment may contain software or firmware licensed from third parties ("Third Party Software"). Customer agrees that Third Party Software, including any corresponding documentation, will be used strictly in accordance with applicable licensing terms and conditions, as may be updated from time to time or in accordance with mandatory pass through terms or EULAs which, if applicable may be identified in the Service Guide. All rights in and to any Third-Party Software are reserved by and remain with the applicable third parties. In addition, Customer consents to the installation of Third-Party Software on Customer owned and managed systems, as applicable. Lumen is not responsible for any hardware issues arising from or related to the installation of Third-Party Software. Lumen makes no representations or warranties whatsoever regarding Third Party Software. Notwithstanding anything to the contrary in the Agreement, Lumen will have no obligation to defend, indemnify or hold Customer harmless, or otherwise liable to Customer in any way, for any claims of infringement of patent, copyright or other intellectual property right related to or arising from the Third Party Software.

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4.1.3 Customer will not authorize any third party to use the Service, including without limitation the Lumen APIs. In the event Lumen provides Customer with (or with access to) software or equipment, Customer will not use, distribute or modify the software or equipment in any manner that would require that any software or equipment, components thereof, or other intellectual property of Lumen or its licensors be (a) disclosed or distributed in source code form, (b) made available free of charge to recipients, or (c) modifiable without restriction by recipients.

4.1.4 Customer will indemnify, defend and hold Lumen, its directors, officers, and employees harmless from any loss, damage, expense or liability, costs and expenses (including reasonable attorneys' fees) related to any actual or alleged third party claim, including without limitation intellectual property infringement claims, arising from or relating to any content or services provided or delivered for Customer in connection with the Service.

4.1.5 Where Lumen might automatically replicate content uploaded in connection with the applicable Storage Service and retain such content during the Service Term, the Service is not a "vault" service and Lumen does not back up to offsite tapes or devices or provide restore services. Lumen recommends that Customer maintain a master copy of all content. Lumen will have no liability relating to the unauthorized use, disclosure of or destruction, loss or corruption of content.

4.1.6 Customer understands and acknowledges the Services are not designed to any specific security requirements and are not suitable for regulated content, including for the transmittal or maintenance of protected health information consistent with the Health Insurance Portability and Accountability Act (HIPAA), as amended or any other personal or sensitive information. Customer warrants and represents that it will not use the Services to maintain, transmit or store protected health information, including properly setting cache directives so that protected health information isn't cached within the CDN and CDN Edge Compute platforms and agrees to indemnify, defend and hold Lumen and its affiliates harmless from and against any actual or alleged claims related to or arising out of Customer's use of the Services for such purpose.

4.1.7 Notwithstanding anything to the contrary in the Agreement, Customer is prohibited from reselling any Service in this Service Schedule to a third party vendor without the express written consent of Lumen; provided, however Customer may bundle Services with any other Lumen Service(s) or the services of Customer and provide such bundled service to Customer's subscribers and its customers.

4.1.8 Open Source. Certain Services, including CDN Edge Compute and Mesh Service, may include open source software and/or publicly distributed software (each, "open source software"), each of which is a separate and independent work and is subject to its own or open source or public license agreement ("Open Source License Agreement"). Customer agrees that open source software is licensed to Customer from the original licensor (and not Lumen) under, and are subject to, the terms of the applicable Open Source License Agreement, which Customer agrees to. Nothing in this Service Schedule will limit Customer's rights under, or grants Customer any rights that supersede or expand, the terms and conditions in the applicable Open Source License Agreement. For clarity, this Service Schedule is not intended to change or restrict the terms of any Open Source License Agreement, and Lumen does not seek to restrict, or receive compensation for, the copying or redistribution of open source software, which is otherwise freely re-distributable to third parties.

4.1.9 Customer Provided Software. If Customer elects to use Customer provided and/or licensed software (i.e. Bring your own license) in connection with Software Marketplace, Customer is solely responsible for (a) selecting, licensing, installing, maintaining software, including ensuring any related applications and systems are supportable; (b) ensuring adherence to current technical documentation, up to date versions, all applicable licensing terms, requirements, and/or restrictions; and (c) ensuring it has the legal right to use the software in this manner.

4.1.10 Feedback. If Customer elects to communicate to Lumen suggestions for improvements to the Service ("Feedback"), Lumen will own all right, title and interest in and to the Feedback, even if Customer has designated the Feedback as confidential, and Lumen will be entitled to use the Feedback without restriction. Customer irrevocably assigns all right, title, and interest in and to the Feedback to Lumen and agrees to provide Lumen such assistance as it may require to document, perfect and maintain Lumen's rights to the Feedback.

4.2 Personal Data Protection.

4.2.1 Business Contact Information. Customer and Lumen, its affiliates and/or vendors, acknowledge that it may be necessary to provide the other party with certain personal data necessary for the performance of each party's obligations under this Service Schedule, such as business contact information and credentials to access the applicable Portal(s). The parties acknowledge and agree that each is a data controller in its own right with respect to any such personal data exchanged under this Service Schedule, and any such personal data is provided on a controller-to-controller basis. Any personal data exchanged under this Service Schedule will be limited solely to the extent necessary for the parties (including Lumen vendors) to perform their obligations or exercise their rights under this Schedule and in connection with the performance of the Services in locations worldwide to support the delivery of the Service. As used in this Service Schedule, the terms "personal data" and "controller" will have the meanings ascribed to them in applicable data protection laws, including, without limitation, the European Union General Data Protection Regulation (Regulation (EU) 2016/679) ("GDPR"). Each party will be independently and separately responsible for complying with its obligations as a controller under applicable data protection laws in its capacity as a data controller with respect to the personal data it provides to the other party and/or receives from the other party.

4.2.2 End User Information. Customer acknowledges that, by virtue of providing the Service, Lumen and its third party suppliers may need to process and store personal data of end users in connection with performance of Services wherever Lumen and/or its third party suppliers do business. Lumen and/or its third party suppliers may use personnel and resources in locations worldwide to support

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delivery of the Services. Customer agrees that Lumen or its vendors may transfer Customer or its end-users personal data across a country border, including outside the European Economic Area (EEA), and use processors and permitted subprocessors (including personnel and resources) in locations worldwide; provided that the parties will work together to ensure that any such data transfers are in accordance with applicable data protection laws.

4.2.3 If Customer will use the Services to process personal data subject to data protection law that requires specific terms in place with Lumen as a processor, Customer agrees that it is Customer's sole responsibility to request that appropriate terms are part of this Service Schedule.

4.2.4 End Users. With respect to end users' personal data, Customer is solely responsible for: (i) ensuring the lawful basis of such processing; (ii) notifying any end user that Customer has provided such end user's personal data to Lumen and its suppliers (if applicable) for the purposes of allowing Lumen and its suppliers to use, store and process personal data or content to the extent necessary to provide the Service, and that the end user's use of the Service may be monitored, by Lumen and its suppliers on Customer's behalf; and (iii) obtaining the consent of such end users for use, storing and/or processing.

4.3 Security; Disclaimers; Liability.

4.3.1 Security. Customer acknowledges and agrees that use of the Service necessarily involves transmission of content over networks that are not owned, operated or controlled by Lumen and that it is Customer's responsibility to choose what, if any, security measures are needed to protect content, including caching directives. Lumen is not responsible for any content (including the security thereof) that is lost, altered, intercepted or stored across such networks or via use of the Services. Lumen and its third party suppliers do not warrant that security procedures will be error-free, that transmissions of content will be free of disruptions or secure or that unauthorized third parties will never be able to defeat Lumen's security measures or those of its third-party service providers.

4.3.2 Subject to Section 4.3.3 below, Customer acknowledges that Customer's selection of certain CDN Edge Compute Services endeavor to mitigate security events, but events may not always be identified and if identified may not be mitigated entirely, blocked or rendered harmless. Customer is solely responsible for implementing policies and reasonable security measures, properly configuring and using the CDN Edge Compute Service, and taking its own steps to maintain appropriate security, protection and backup of applicable content, information in cases where Customer can self-provision and self-configure the Services. Customer further acknowledges that it should consider any particular feature as just one tool to be used as part of an overall security strategy and not a guarantee of security and that the applicable Service or feature purchased under this Service Schedule is a supplement to Customer's existing security and compliance frameworks, network security policies and security response procedures, for which Lumen is not, and will not be, responsible.

4.3.3 DISCLAIMER. LUMEN AND ITS THIRD-PARTY SUPPLIERS HAVE NO OBLIGATION TO MONITOR, CONTROL, OR VET USER CONTENT. LUMEN AND ITS THIRD PARTY SUPPLIERS MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND ALL SUCH WARRANTIES ARE EXPRESSLY EXCLUDED INCLUDING (I) IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; (II) THE QUALITY, ACCURACY, OR RELIABILITY OF THE SERVICES; OR (III) THE NETWORK CAPACITY OR QUALITY OF NETWORK SERVICES CONTROLLED BY THIRD PARTIES OR QUALITY OF END-USERS' HARDWARE OR EQUIPMENT (IV) THAT ALL SECURITY THREATS AND VULNERABILITIES WILL BE DETECTED OR THAT THE PERFORMANCE OF THE SERVICES WILL RENDER CUSTOMER'S SYSTEMS INVULNERABLE TO SECURITY BREACHES. Neither Lumen or its suppliers 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) loss or corruption of data or information transmitted through the Service.

4.3.4 Direct Damages. Except for the payment and indemnification obligations of Customer and subject to the Damages Liability Limitations and Exclusions provisions in the Agreement or similar waiver of consequential damages provision, 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 twelve months immediately preceding the first event giving rise to the cause of action ("Damage Cap"). This limit applies collectively to Lumen, its affiliates, contractors and suppliers.

4.3.5 Indemnity. Customer will indemnify, defend, and hold Lumen, its affiliates, directors, employees and suppliers, and each of their respective employees and directors, harmless from and against any claims, damages, losses, liabilities, costs and expenses (including reasonable attorneys' fees) arising out of, resulting from or relating to any actual or alleged third party claim concerning (a) Customer's or any end users' use of the Service in a manner not authorized or in violation of this Schedule; (b) claims from end users or other third parties arising out of any violations of applicable law, including laws governing content, data privacy, and data protection, in connection with Customer's use of the Service.

5. Definitions.

"95th Percentile" is a billing model for certain Services in which the total outbound bytes of Customer content delivered from each Region is determined every five (5) minutes ("95th Percentile") and each total being a "Sample". The highest 5% of Samples are discarded, and the remaining Samples will be the "95th Percentile Sample" for that Region and converted to Mbps. Lumen will invoice Customer based on the 95th Percentile Sample at the price set forth in the Order. 95th Percentile billing assumes Customer's utilization of the CDN Service will not contain any Sample greater than three (3) times the 95th Percentile Sample ("Disproportionate Peak") where Lumen reserves the right to invoice Customer for all usage that exceed the 95th Percentile Sample using the Actual Usage billing model at a price per-

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GB transferred equal to 1/32 of the stated price per-Mbps. Lumen reserves the right to bill Customer for all charges avoided as a result of Abusive Usage.

“Abusive Usage” means Lumen’s belief as reasonably supported by records, data and other evidence that Customer has intentionally manipulated Customer’s usage of the CDN Service to lower the 95th Percentile Sample.

“Actual Usage” means the total bytes of content utilized or transferred at the price (e.g. per-GB) set forth in the Order.

“Client Usage” is a billing model for certain Services where Customer is invoiced for the peak number of end user clients who participated in sending and receiving content at the price per “end-user client” set forth in the Order. “End-user clients” means the peak number of end-user platforms (e.g. media players, browsers, download managers, set-to-boxes, etc.) that participated in receiving content from other end user platforms, and/or serving content to other end user platforms.

“Container Usage” is a billing model for certain Edge Compute Services where Customer is invoiced for usage based on total “Million Requests per Month” per container with an attainment-based discount schedule per month. Pricing is set forth in the Order unless Customer self-provisions via the Portal, in which case the applicable pricing is set forth in the Portal.

“Excused Outage” will also mean for purposes of this Service Schedule, the applicable SLA will not apply, and Customer will not be entitled to receive a credit or exercise a termination right under the SLA, for any event that adversely impacts the Service that is caused by: (a) the acts, inactions, omissions or errors of Customer, its employees, contractors or agents or its end users; (b) the failure or malfunction of equipment, applications, the public Internet, or systems not owned or controlled by Lumen; (c) Regularly Scheduled Maintenance or emergency maintenance, alteration or implementation; (d) the unavailability of required Customer personnel or the inability of Lumen to contact Customer related to the Service; (e) inaccessibility of third party service providers utilized by Lumen’s vendors that are not within the applicable vendors’ reasonable control; (f) Customer’s failure to provide timely approvals and/or consents, including allowing Lumen to retune the Service as required for Lumen to provide the Service; (g) improper or inaccurate network specifications provided by Customer or changes to the network or systems of Customer without prior notification to Lumen; (h) third party content or technology, designs or instructions; (i) unsupported system configurations, devices and platforms to the extent it results in degradation or failure of Service(s); or (j) Customer breach of its obligations under the Agreement or this Service Schedule.

“Portal” means access to the online graphical user interface(s) system utilized in conjunction with the Services.

“Region” means a large geographic area such as North America as defined at Lumen’s discretion.

“Regularly Scheduled Maintenance” means any scheduled maintenance performed to the CDN Services. Regularly Scheduled Maintenance will not normally result in Service interruption. If Regularly Scheduled Maintenance requires an interruption, Lumen will: (a) provide Customer seven (7) days’ prior written notice, (b) work with Customer to minimize interruptions, and (c) use commercially reasonable efforts to perform maintenance between midnight and 6:00 a.m. local time where the Services are located. Emergency maintenance may be performed on less or no notice.

“Product Specific Terms and Service Guide” or “Service Guide” collectively means (i) descriptions of add-on Services, other key features or functionality, or Third Party Marketplace Software made available to Customer, including through a Portal or the Software Marketplace; and/or (ii) rights, restrictions and terms applicable to use of certain key features or Third Party Marketplace Software. The Service Guide, located at <https://www.cti.io/legal/content-delivery-network/service-guide/>, applies only to the extent Customer elects to purchase the applicable feature and may be updated from time to time, effective upon posting.

“Software Marketplace” means a portfolio of software made available within the Edge Compute platform and available to Customer’s who purchase Edge Compute Service. In certain instances a Customer may utilize its own license.

“Suspension” means Lumen’s suspension of the applicable Service as permitted by this Service Schedule or as otherwise allowed under the Agreement.

“Third Party Marketplace Software” means certain software on the Software Marketplace that requires additional terms as a condition of use.