

**LUMEN FINANCIAL CONNECT SERVICE
RETAIL SERVICE LEVEL AGREEMENT**

(not applicable to services offered under the Lumen Wholesale and Enhanced Services Agreements)

This Service Level Agreement (“SLA”) is effective as of the first day of the second month after initial installation of Services. “Service” includes the applicable components of Lumen Financial Connect Service. This SLA applies to Service ordered by Lumen’s customer pursuant to an agreement (“Agreement”) with CenturyLink Communications, LLC d/b/a Lumen Technologies Group and its affiliated entities (“Lumen”). References in supporting agreements or other documents, to Qwest Communications Company, LLC or its predecessors are replaced with “CenturyLink Communications, LLC d/b/a Lumen Technologies Group” or “Lumen.” For Customer’s claims related to Service deficiencies, interruptions or failures, Customer’s exclusive remedies are limited to those remedies set forth in this SLA.

1. Network and Port Components.

1.1 Components. The SLA Goal measurement includes: (a) all network components of the Lumen IP network and (b) Lumen Provided Access for the global Network Availability and Installation goals only. The Lumen IP networks include routers, switches, fiber and any other facilities that are owned by Lumen or other providers specifically designated by Lumen for international IP service (“International Service Providers”). As defined in this SLA, a “POP” means a Lumen point of presence location, as determined by Lumen, that represents the provider edge of the Lumen IP network or an International Service Provider POP. “Lumen Provided Access” means local backbone access circuits in the continental U.S. (a) ordered and leased by Lumen from another carrier on Customer’s behalf; or (b) provided solely on Lumen owned and operated facilities. This includes Special Access and Ethernet Local Access, technologies, as defined in the Local Access Service Exhibit. “Affected Service” means the particular Lumen Financial Connect Port that fails to meet the applicable Goal. If the Affected Service is implemented as a full-mesh MPLS or VPLS topology, service degradation at one Customer location potentially impacts all end to end metrics because all sites are connected to all other sites. In the event that a service degradation on such Lumen Financial Connect Port causes a Goal to not be met on multiple end to end location paths, the “Affected Service” refers to the Lumen Financial Connect Port common to each missed end to end metric.

2. Goals.

2.1 Global Network and Port-Related Goals. The following global service level goals (“Goals”) apply to Lumen Financial Connect Ports purchased from Lumen pursuant to an agreement. If a Bandwidth Tier applies, Goals for Lumen Financial Connect Ports only apply to the portion of traffic that is within the contracted Bandwidth Tier and will not apply to the CenturyLink IQ Networking Port bandwidth usage that exceeds the Bandwidth Tier. The Goals associated with Latency, Packet Delivery, Response Times, and Jitter are measured using monthly averages from the Lumen IP network and apply in the listed regions after the Lumen Financial Connect Ports have been accepted for use. Individual circuit outages of MLPPP (NxDS1) bundles are not subject to the Network Availability or Reporting Goals.

(a) Network Availability. The availability of the Service (“Network Availability”) is measured by “Network Downtime,” which exists when a particular Lumen Financial Connect Port of Customer is unable to transmit and receive data. Network Downtime is measured from the time a trouble ticket is opened by Lumen in the Lumen trouble management system to the time the affected Lumen Financial Connect Port is again able to transmit and receive data.

Region	Goal	Remedy (Credit is applied to Lumen Financial Connect Port MRC of the Affected Service)*
Global	100%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day’s charges pro-rated from the Lumen Financial Connect Port MRC.

(b) Latency.

Exchange Connectivity Latency to New York, Chicago, and London Data Centers. Global Exchange Connectivity Latency metrics are calculated one way in milliseconds. The Global Exchange Connectivity Latency Goal in this subsection is applicable only if a Customer location is within the Data Center listed in the table below. The Global Exchange Connectivity Latency Goal is applicable to one connection of a primary/secondary resilient connection to the Exchange listed in the table below. The table below reflects measurements one way in milliseconds. Global Exchange Connectivity Latency Goals are measured using monthly averages. This measurement is from our core router at the data center to the exchange edge device, where the traffic is first on-boarded.

Exchange	Data Center					Remedy (Credit is applied to Lumen Financial Connect Port MRC of the Affected Service)
	LD4	LON1	NJ2	NY4	CH4	
Cboe EU	0.1	0.3	--	--	--	Failure to meet the Goal qualifies Customer for 25% of the Lumen Financial Connect Port MRC (Credit cannot be combined with Network Availability SLA credit.)
LSE	0.6	0.2	--	--	--	
SFTI EU (Euronext)	0.25	0.1	--	--	--	
Cboe US	--	--	0.5	0.1	12	
CME	--	--	12.0	13.0	0.6	
ICE	--	--	12.0	12.0	0.1	
NASDAQ US	--	--	1.0	0.4	12.0	
NYSE SFTI US	--	--	0.5	0.3	12.0	

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(c) **Response Time.** The Response Time Goal is measured from the time a trouble ticket is opened to the time Lumen responds to Customer by the agreed upon notification method. Response Time Goals are measured using monthly averages.

Service Level	Severity Level	Target Mean Response*	Remedy (Credit is applied to Lumen Financial Connect Port MRC of the Affected Service)
4	High	5 minutes Personal Contact – 15 minutes**	Failure to meet the Goal qualifies Customer for 25% of the Lumen Financial Connect Port MRC (Credit cannot be combined with Network Availability SLA credit.)
	Medium	10 minutes Personal Contact – 30 minutes**	
	Low	30 minutes Personal Contact – 1 hour**	
	Request	N/A	

* from time of ticket creation, auto notification via email or text message

**personal contact applies on customer-specific incidents

Severity Levels

High = Service Down/Degraded Service to the point of being Unusable

Medium = Service Degraded

Low = Intermittent Issues

Request = Informational or Change Request

(f) **Installation.** The Installation Goal measures the installation times for Lumen Provided Access ordered in conjunction with Lumen Financial Connect Ports only. The Installation Goal only applies if there are existing Lumen facilities in the location that supports the Affected Service. Sites that require capacity augments are not covered by the installation goal below. Installation is measured from the date Lumen Engineering accepts the Lumen Provided Access order.

Region	Goal	Remedy (Credit is applied to Lumen Financial Connect Port MRC of the Affected Service)*
Global	Ethernet 100Mbps - 10Gbps	Each failure to meet the Goal qualifies Customer for a credit of one day's charges pro-rated from the Lumen Financial Connect Port MRC for each day beyond the applicable Goal until the Lumen Provided Access is installed, for a maximum of 15 days' charges.
	Ethernet 40Gbps - 100 Gbps	

3. Global Maintenance.

3.1 Global Network Normal Maintenance. "Normal Maintenance" means upgrades of hardware or software or upgrades to increase capacity. Normal Maintenance may temporarily degrade the quality of the Service, including possible outages. "Local Time" means the local time in the time zone in which an Affected Service is located. Lumen may change the maintenance window times upon posting to the website or other notice to Customer. Lumen will undertake Normal Maintenance during the hours and upon the prior notice time period stated below.

Region	Normal Maintenance Hours	Prior Notice
Global	Between the hours of 12:00 midnight and 6:00 AM Local Time	10 business days

3.2 Global Network Urgent Maintenance. "Urgent Maintenance" means efforts to correct network conditions that are likely to cause a material Service outage and that require immediate action. Urgent Maintenance may degrade the quality of the Services, including possible outages. Such effects related to Urgent Maintenance will entitle Customer to service credits as set forth in this SLA. Lumen may undertake Urgent Maintenance at any time deemed necessary and will provide notice of Urgent Maintenance to Customer as soon as is commercially practicable under the circumstances.

4. General.

4.1 Remedies. To be eligible for service credits, Customer must be in good standing with Lumen and current in its obligations. To request service credits, Customers must contact Customer Service (Contact information is found at <https://www.lumen.com/en-us/home.html>) and submit the relevant trouble ticket information within 30 calendar days from the date when the relevant SLA Goal was not met. Lumen will determine the credits provided to Customer by applying the applicable remedies set forth in this SLA. A credit will

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be applied only to the month in which the event giving rise to the credit occurred. The credits will apply to the Lumen Financial Connect Port MRCs of the Affected Service after application of all discounts. The maximum service credits for Lumen Financial Connect Service issued in any one calendar month will not exceed: (a) for Goals related to Network Availability, Reporting, and Installation, seven days' charges pro-rated from the Lumen Financial Connect Port MRC of the Affected Service; or (b) for Goals not listed in (a), 50% of the Lumen Financial Connect Port MRCs of the Affected Service less any credits calculated under (a). In no event will the total credit, in the aggregate for all credits issued in one month for Lumen Financial Connect Service exceed the equivalent of 50% of the relevant Lumen Financial Connect Port MRCs for the Affected Service. Cumulative credits in any one month must exceed \$25.00 to be processed. If Customer fails to notify Lumen in the manner set forth above with respect to the applicable SLA credits, Customer will have waived its right to such SLA credits for that month.

4.2 Limitations. This SLA will not apply, and Customer will not be entitled to receive a credit or exercise a termination right under this SLA, for any event that adversely impacts the Service that is caused by: (a) the acts or omissions of Customer, its employees, contractors or agents or its end users; (b) the failure or malfunction of equipment, applications or systems not owned or controlled by Lumen or its International Service Providers; (c) Force Majeure Events; (d) scheduled service maintenance, alteration or implementation; (e) the unavailability of required Customer personnel, including as a result of failure to provide Lumen with accurate, current contact information; (f) Lumen's lack of access to the Customer premises where reasonably required to restore the Service; (g) Customer's failure to release the Service for testing or repair and continuing to use the Service on an impaired basis; (h) Lumen's termination of Service for Cause or Customer's use of Service in an unauthorized or unlawful manner; (i) improper or inaccurate network specifications provided by Customer; or (j) failure by Customer to otherwise adhere to any requirements defined in Section 4 "Customer Responsibilities" of the Lumen Financial Connect Service Attachment.

4.3 Customer Termination Rights. Customer may terminate the Affected Service without Cancellation Charges if, in any single calendar month: (a) Network Downtime exists for at least 24 hours in the aggregate; or (b) Network Downtime exists for a period of at least eight consecutive hours. Customer may terminate the Affected Service by providing written notice to the Customer Service Center with a courtesy copy to the attention of Lumen's General Counsel within 20 days after either one of the Network Downtime events described in subsections (a) or (b) above occur. Such termination will be effective 45 days after receipt of written notice by Lumen. Customer may terminate the Affected Service without early termination charges if Lumen is unable to restore the Affected Service to meet the Goals herein within a 60 day cure period. The 60 day cure period will begin after a trouble ticket is opened. Customer may terminate the Affected Service by providing written notice to the Customer Service Center with a courtesy copy to the attention of Lumen's General Counsel within 20 days after the 60 day cure period ends. Such termination will be effective upon receipt of written notice by Lumen of termination from Customer, unless Customer requests Service to be continued during a transition period and establishes a new termination date. Customer is responsible for all Service charges until the termination date. If Customer fails to notify Lumen in the manner set forth in this section with respect to the applicable termination right, Customer will have waived its right to terminate the Affected Service.