

ATTACHMENT 1
CENTURYLINK IQ® + SERVICE LEVEL AGREEMENT
INTERNATIONAL SERVICE

This Attachment 1 sets forth the applicable service level Goals and Regions for international Service components subject to the CenturyLink IQ® + SLA.

1. International Service Level Goals.

1.1 Network and Port-Related Goals for International Ports. The following international service level goals (“Goals”) apply to international CenturyLink IQ + Ports. For purposes of this Attachment 1, connections to Puerto Rico are grouped with the international SLA Goals. The Goals associated with Packet Delivery and Jitter are measured using monthly averages from the CenturyLink IP network and applicable International Service Providers’ networks and apply in the listed regions after the ports have been accepted for use. Individual circuit outages of NxT1/E1 bundles are not subject to the Network Availability or Reporting Goals.

(a) International Network Availability. The availability of the international Service (“Network Availability”) is measured by “Network Downtime”, which exists when a particular international CenturyLink IQ + Port of Customer is unable to transmit and receive data. Network Downtime is measured from the time a trouble ticket is opened by CenturyLink in the CenturyLink trouble management system to the time the Affected Service is again able to transmit and receive data. The Network Availability Goal for international CenturyLink IQ + Ports does not include local access.

Region	Goal	Network Downtime = Remedy (Credit is applied to CenturyLink IQ + Port MRC of the Affected Service)*
Canada Mexico Europe - Tier 1 Asia - Tier 1 South America - Tier 1 Puerto Rico	99.95%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day’s charges pro-rated from the CenturyLink IQ + Port MRC.
Europe - Tier 2 Asia - Tier 2 South America - Tier 2 Middle East/Africa	99.90%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day’s charges pro-rated from the CenturyLink IQ + Port MRC.
Europe - Tier 3 Asia Tier 3 South America - Tier 3	99.50%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day’s charges pro-rated from the CenturyLink IQ + Port MRC.

(b) International Latency. The average network transit delay (“Latency”) will be measured via roundtrip pings on an ongoing basis every five minutes to determine a consistent average monthly performance level for Latency between customer edge (CE) locations within the region. Latency is calculated as follows:

$$\text{Target Latency Goal} = \text{Minimum Latency} + (\text{Per Mile Latency} * \text{Round Trip Miles} * \text{Between Customer Edges})$$

Region	Minimum Latency	Per Mile Latency	If Goal Exceeded By		
All regions outside Intra U.S.	20ms	.03ms	1-10ms	11-20ms	>20ms
Credit as % of CenturyLink IQ + Port MRC of Affected Service*			10%	20%	30%

(c) International Packet Delivery. Packet Delivery will be measured on an ongoing basis every five minutes to determine a consistent average monthly performance level for packets actually delivered between the POPs.

Region	Goal	Actual Packet Delivery = Remedy (as a % of the CenturyLink IQ + Port MRC for the Affected Service)*	
Canada	99.50%	99.00 % - 99.49% = 10%	Less than 99.00% = 25%
Europe - Tier 1 and Tier 2 Asia - Tier 1	99.50%	99.00 % - 99.49% = 10%	Less than 99.00% = 25%
South America - Tier 1 Puerto Rico to U.S.	99.50%	99.00 % - 99.49% = 10%	Less than 99.00% = 25%
Asia - Tier 2, Tier 3 Europe, Tier 3 South America - Tier 2 Middle East/Africa	99.00%	98.00 % - 98.99% = 10%	Less than 98.00% = 25%

*Subject to requirements and limitations of Section 4 in the CenturyLink IQ + Service Level Agreement.

**ATTACHMENT 1
CENTURYLINK IQ® + SERVICE LEVEL AGREEMENT
INTERNATIONAL SERVICE**

(d) International Jitter. Jitter is a measurement of the interpacket delay variance and packet loss in the CenturyLink IP network, which is measured by generating synthetic user datagram protocol (UDP) traffic.

Region	Goal	Jitter = Remedy (as a % of the CenturyLink IQ + Port MRC for the Affected Service)*
Europe Asia Canada South America	10 ms	Failure to meet the Goal for a period of more than four consecutive hours qualifies Customer for a credit of 10% of the CenturyLink IQ + Port MRC of the Affected Service.
Europe-North America Europe-Asia Europe-South America Asia-North America Asia-South America Puerto Rico-North America Middle East/Africa	15 ms	

2. International Maintenance. CenturyLink will undertake Normal Maintenance in international locations during the hours and upon the prior notice time period stated below. "Local Time" means the local time in the time zone in which an Affected Service is located.

Region	Normal Maintenance Hours	Prior Notice
Canada Mexico	Sundays between the hours of 12:00 midnight and 5:00 AM Pacific Time.	10 business days
Europe - Tier 1	Tuesday and Sunday between the hours of 12:00 midnight and 6:30 AM Local Time.	10 business days
Asia Tier 1	Sunday and Wednesday mornings between the hours of 12:00 midnight and 8:00 AM Local Time.	5 business days
Asia - Tier 2 and Tier 3 Europe - Tier 2 and Tier 3 South America - Tier 1, Tier 2, and Tier 3 Middle East/Africa	Sunday mornings between the hours of 12:00 midnight and 5:00 AM Local Time.	5 business days

3. International Regions.

3.1 Components.

International Regions	SLA Components:
Canada, Canada to U. S. Mexico, Mexico to U.S. South America Europe Asia Puerto Rico	Relevant CenturyLink or International Service Provider POPs located in any particular Tier 1, Tier 2, or Tier 3 location.
Trans-Atlantic	The International Service Provider network between CenturyLink's New York POP and CenturyLink's London POP.
Trans-Pacific	The International Service Provider network and CenturyLink Sunnyvale, CA POP or CenturyLink network between CenturyLink's Tokyo and Burbank, CA POPs.
Asia-Europe Middle East/Africa	The International Service Provider network.

*Subject to requirements and limitations of Section 4 in the CenturyLink IQ + Service Level Agreement.

**ATTACHMENT 1
CENTURYLINK IQ® + SERVICE LEVEL AGREEMENT
INTERNATIONAL SERVICE**

3.2 Regions.

North America (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2
Canada Canada to U.S.	Mexico Puerto Rico

Asia (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3
Hong Kong Melbourne, Australia Singapore Sydney, Australia Tokyo, Japan	China, PRC Indonesia Philippines South Korea Taiwan	India New Zealand Thailand

Europe (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3
Austria Belgium Denmark Finland France Germany Ireland Italy	Luxembourg Netherlands Norway Portugal Spain Sweden Switzerland United Kingdom	Czech Republic Estonia Greece Hungary Latvia Lithuania Slovak Republic
		Bulgaria Moldova Poland Romania Russia Turkey Ukraine

Middle East/Africa ("MEA") (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3
N/A	Algeria Israel Morocco Tunisia	Bahrain Egypt Jordan Kuwait Lebanon
		Oman Pakistan Qatar Saudi Arabia United Arab Emirates

South America (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3
Argentina Brazil Chile	Peru Venezuela	Bolivia Colombia Costa Rica Ecuador Guatemala Panama